**KR Krishna CBAP PMP**

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**~ Program Management & Consulting Professional ~**

Insightful professional with notable success in driving, managing & delivering Enterprise Software Development projects and business analysis assignments in support of business objectives; thorough professional believes in continuous learning, building effective relationship with peers & customers and exploring new avenues to upgrade professional competency

~ Offers over 13 years’ chronicle of success ~

- Management post-graduate from NMIMS, Mumbai with a meritorious professional record, and achieving organizational success in every endeavour; holds the distinction of being the 17thperson in India to complete CBAP certification

- Recipient of ‘Living the Credo’ Award at Verizon

* Dynamic professional with hallmarked experience dotted with impactful roles and verifiable success in Software Development, Consulting (Market Analysis, Data Analysis and IT) and Program Management; gained prolific experience in working with Cross Functional teams
* Competent Business Analyst, demonstrated success in envisioning and delivering insightful & innovative business process solutions through technology; shaped future course for the organisation, introduced innovative and cutting edge business solutions for clients & businesses while impacting organizational revenue
* Skilled at handling multiple projects, phased deliverables, specifications, analysis, cost benefit, design and architecture, proposals, resource allocation, requirements definition, project planning, negotiation for execution and completion of projects
* Excellent record of handling program involving 1000+ employees across portfolios in the Project Management Office while managing strategic & technical matters with a distinction of driving risk and quality management measures for all the projects and monitoring the system consolidation and capital expense efforts across Program
* Recognized success in leading and mentoring elite-level technical teams in multi-facility environments and maximizing levels of productivity; effective communicator with ability to view larger picture, take business-critical decisions and lead large teams in different geographies from front to attain business/ operational excellence

***Key Business Skills Include:*** Program Management | Release Management | Business Continuity Solutions | Stakeholder Management | Team Leadership | Quality Management | Vendor Management | Communication & Consensus Building | Business Research | Data Analysis | Business Process Improvement

**PROFESSIONAL CERTIFICATIONS**

* Six Sigma Green Belt ~ Benchmark Six Sigma, RABQSA Accredited, 2014
* Project Management Professional (PMP), PMI, 2013
* Certified Business Analysis Professional (CBAP), IIBA, 2014

**BUSINESS VALUE OFFERED**

* Worked on “**Program to Improve GO TO Market”** assignment from scratch, and significantly contributed in building and timely completion of Verizon FiOS' first 3rdparty application testing lab in Chennai
* Introduced an idea called 'Work Cells' for seamless communication, less iteration and more transparency in large software development efforts
* Steered management & consulting assignments which in-turn brought significant impact to revenue and process:
* Recommended a client to ‘Make’ a core module and won a ‘deal’ worth $50K USD (a classic case of ‘Win-Win’) by conducting a ‘Make or Buy’ analysis
* Stellar in introducing requirement walkthrough to maintain a common channel through which the requirements flow between business and IT
* Proactively worked on Cost2Revenue Conversion Strategy Development project within the BOA Team at Frost & Sullivan
* Appreciated for displaying prowess in delivering various large enterprise applications while managing stakeholders, leading discussions, program and development & testing teams to deliver on-time results

**PRESENT EMPLOYMENT Program Management**

**Consultant – Program Management ▶ Verizon Data Services India, Chennai Nov 2010 – Present**

**Present Engagement**: Leveraging skills in managing a program called ‘Verizon Rapid Delivery (VRD)’ for Verizon Enterprise geared towards reducing 70% of the sales life cycle from opportunity identification to billing

**Assignment Completed:** Program to Improve go to market of 3rd party widgets

**KEY RESULT AREAS**

* **Program Management**: Driving portfolio of projects directed towards strategic business and other organizational objectives in coordination with different teams; executing and maintaining program management processes and disciplines in the areas of program schedule and quality management; communication management; human resource management; procurement management; risk / issue management and change management. Influencing below elements for execution:
  + **Governance:** Hosting, participating in regular calls (checkpoint, impromptu and planned staff calls), deriving key reports on projects that needs attention, running ‘War Room’s to move projects towards progress and performing stage gate reviews at the end of every phase of Software Development Lifecycle(SDLC) in order to achieve a clean hand off to ensure correct understanding of accountability
  + **Stakeholders Management**: Identifying, establishing rapport, building credibility and maintaining seamless communication with internal & external stakeholders at multiple levels
  + **Benefits Measurement**: Facilitating in 'Business Case' review to track the benefits of every program as well as evaluating the performance of the vendor and resolved the issues for seamless certification of widgets
* **Operational Planning**: Aligning project resources/people by employing them judiciously to accomplish project objective while motivating people to provide weekend support, forming team to visit vendor place and providing high end support in crisis situation
* **System Implementation / Sourcing**: Constructing and implementing Business Continuity and Quality Management Systems as well as validating ‘business case’ and conducting due diligence on devices and software requirements

**PREVIOUS ENGAGEMENTS Consulting**

**Senior Business Analyst▶CSS Corp, Chennai Jul 07 – Oct 10**

**Highlights of the Role:**

* Played an pivotal role in managing projects and led a team of BAs with respect to Project Management and Process Compliance for one of a key account
* Provided high-end support on portal developments in Educational and Accounts Receivable Module for Legal Domain
* Instrumental in streamlining Business Analysis Process by investigating & understanding key business issues and providing clear recommendations as well as introducing new techniques
* Diligently handled consultations to arrive at ‘Make or Buy’ decision and attained proficiency in change management process
* Gained experience in BPMN, Requirement Gathering, Unified Modelling Language (UML) and writing Use Cases

**Business Analyst▶Witco (I) Pvt. Ltd., Chennai Dec 06 – Jun 06**

**Highlights of the Role:**

* Engaged and coordinated Business Analysis sessions for understanding client business processes and maintained store and category level profiles for decision making
* Provided effective and results-driven measures in line with business standards & requirements with accountability of continuously tracking sales data to offer better merchandising
* Suggested appropriate improvements in Supply Chain space

**Business Information Analyst▶Frost & Sullivan, Chennai Oct 04 – Nov 06**

**Highlights of the Role:**

* Performed Business Opportunity Analysis (BOA) using Sales logix, a CRM, to the marketing team of the company
* Shouldered the accountability of Measure of Performance (MOP) to facilitate the decision making process while contributing in ensuring validity and integrity of the data generated on various business verticals

**Business Analyst▶Center for Entrepreneurship Development (CED) TN, Madurai Sep 02 – Oct 04**

**Highlights of the Role:**

* Imperative in providing business opportunities, business improvement measures &project briefs to the entrepreneurs for augmenting business and operations efficiency by analyzing external environment, industry condition and market trends

**PREVIOUS ENGAGEMENTS Software Development**

**Programmer ▶Laxvel Technologies, Madurai Dec 00 – Aug 02**

**Software Engineer ▶Tulsi Info solutions / Dynamic Software Solutions, Chennai Mar 99 – Nov 00**

**EDUCATIAON BRIEF**

**Post Graduate Diploma in General Management (MBA) ▶**NMIMS, Mumbai **2005**

**MS (Information Technology & Management) ▶**MK University **1999**

**Bachelor of Commerce ▶**Madura College **1997**

**Business Technology Skills**: MS Project, MS Excel, MS Visio, Minitab, BizAgi Process Modeler, Freemind, Agro UML, SAP Lumira and SAP Xcelsius