SITESH SRIVASTAVA

PROGRAM MANAGEMENT | SERVICE DELIVERY MANAGEMENT | KEY ACCOUNT MANAGEMENT | PRODUCT MANAGER | BUSINESS DEVELOPMENT

Expertise in executing full life-cycle development projects; Product Development / IT Solution Delivery / Program Management / Key Account Management, targeting assignments with an organization of repute, promising start-up, mid-size companies and big organizations in CXO and Leadership roles

Executive Profile

- **IT Business Development Manager/Service Delivery Manager/Program Manager with over 20 years** of corporate IT experience in project, product, delivery, account, sales, business development and program management with onsite global exposure spanning across India, U.K, Japan & South Africa (Japan - global telecom OEM for 5+ yrs) (South Africa - banks / government sector for 6 years)
- **Domains:** Telecom (handset), Banking, Financial Services & Insurance (BFSI), Retail Supply Chain
- **Account Delivery Management / Business Development & Sales** for large American Banking Corporation (Fidelity/ Goldman Sachs) and for Corporate & Investment Banking (CIB) space for a large South African bank
- **Product Management** – Value Added Services (VAS) – Infotainment Services for largest telecom provider in India. Rollout experience of pan-national VAS services
- Spearheaded overall SDLC - strategy, SLA, demand & capacity management, availability management, release management and knowledge management
- Liaised between IT supplier / business users to ensure escalations were addressed and resolved within agreed service levels
- Managed major risks, resolving issues with contractual agreements and corrected project/program direction, approach and key artifacts to keep programs on track and solutions extendable and maintainable going forward
- Possess knowledge of Service Management in regard to Change, Release Management and the relationship to other IT Service Management processes

Certifications / Trainings

- Entrepreneur Development programme on Digital Marketing in Aug-19
- Miller Heiman Large Account Management and Strategic Selling Program (www.millerheimangroup.com), now part of Korn Ferry (www.kornferry.com) Management Consulting
- PMP® Certification (since 2008). PMI member. PMP® Mentor
- IITPSA member – The Institute of Information Technologies Professionals South Africa
- Manhattan Warehouse Management System (WMS) trained
- SAFe (Scaled Agile Framework) trained
- ITIL® v3 Foundation Certified
- JLPT (Japanese Language Proficiency Test) N5 Certified
- JLPT N4 Trained
- PgMP® (Program Management Professional) Trained
- TEDx Tokyo, TEDx Johannesburg, Google Start-up Grind Events Participation

Technical Skills

- Microsoft Dynamics CRM for Sales
- Application Software customization in Android Platform, C, J2ME, Java, PalmOS, Windows CE, BREW, WAP, Nokia SDKs, iMode, Xml, Mainframe technologies, Symbian & EMP Mobile handset technologies across globe
- Mobile domain product development and management exposure in VAS with pan-India implementation with Reliance Communications (formerly Reliance India Mobile)
- Mobile domain exposure on technology management in Symbian (S60), Android and EMP Handset Products of Sony Ericsson Japan
- Mobile domain exposure on technology, revenue, people and program management for Samsung-Verizon handsets, LTE Testing @Samsung USA and Smartphones-Tablet code enhancement @Korea. All on Android

Contact Details

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Key Impact Areas

Business Development & Sales, Lead Generation, Financial IT Solution Delivery

Software Development Life Cycle / Product Management

Account Delivery Management

CIB, Global Markets, Risk Portfolio

Technology Management & Process Mapping/Adherence

Client Partner / Program Management

Product Roll-out, Production Support

Project Profitability, PAT, and Gross Margin Calculations

IT Business Operations, Outsourcing, Solutioning

Governance, Risk and Compliance (GRC) product Implementation

Cross-cultural Coordination

Aug'04 – Feb'18

Feb'18 – Aug'19

Sep'19 – Aug'20

Soft Skills

| Change Agent | Collaborator | Communicator | Strategist | Planner |

Professional Experience

Sep'19 – Aug'20

Winvest Technology Consultancy Services, India / SonkeWinvest Solutions (Pty), South Africa / Head – Business Development (Leadership role reporting to The Board)

Key Result Areas:

- ❖ Establish SonkeWinvest - an IT Start-up in South Africa. Build market for Open-Source Software solutions in following areas
    - o Enterprise Resource Planning – ERP (iDempiere)
    - o Learning Management System – LMS (moodle)
    - o Customer Relationship Management – CRM (SuiteCRM)
    - o Enterprise Service Bus – ESB (Apache Kafka)
    - o Business Intelligence (BIRT)
    - o Rules Engine – (OpenRules, Drools)
- ❖ South Africa Government and Public Sector Tendering end to end responsibility
- ❖ Make Customer inroads. Ensure all corporate legal framework for business readiness.
- ❖ Writing technical and commericial proposals for public and private sector
- ❖ Revenue Generation plans, projections and tracking
- ❖ Closure of large / medium sized sales deals
- ❖ Initiatives in Market intelligence, Partner Programs
- ❖ Profit and Loss (P&L) responsibility
- ❖ Maximize revenue through direction and coaching of Sales Executives on Strategic Named Accounts and Key Vertical Markets
- ❖ Creation and Implementation of Sales Strategy

Feb'18 – Aug'19

Zensar Technologies, IT Service Delivery / Onsite Engagement Manager
Geographies: India, South Africa

Key Result Areas:
- ❖ Facilitating PMO activities - vendor registration, audits, weekly-monthly-quarterly business reviews, MSA, SOW, contracts management, billing, purchase orders, Invoicing cycles along with internal CRM & project teams
- ❖ Streamlining project planning activities and execution through project life cycle from Kick off to post implementation support
- ❖ Maintaining relations with internal / external project stakeholders by keeping them informed of progress
- ❖ Reviewing and proactively identifying changes in work scope for adopting planning measures to reassess and amend the scope of work, budget and timeline
- ❖ Monitoring project plan, technical specifications, architecture and estimation; advising process improvement for Product Development Lifecycle and analyzing product lifecycle process

Aug'04 – Feb'18

Larsen & Toubro Infotech ~ Senior Account - Sales Manager
Held multiple roles: Program Manager / Sr. Account Manager / Sr. Sales Manager/ Program Management Expert / Service Delivery Manager / Account Relationship/ Program Management / Client-Partner/ Account Delivery Manager
Geographies: India, UK, Japan (5+ years), South Africa (6 years)

Mar'00 – Jun'04

MoTech Software Pvt. Ltd. ~ Project Manager - Product Manager
Contributed towards acquiring of structural entrepreneurial; developed mobile value added services
Amongst the first five employees

Jul'98 – Mar'00

XANSA ~ Mainframe Developer

Apr'97 – Jan'98

NIIT ~ Business & Marketing Manager / Sales

Education & Credentials

- ❖ BB A - Technology Management - Educational Equivalent for USA from "The Trustforte Corporation, New York" (www.trustfortecorp.com)
- ❖ Diploma in Management, Indira Gandhi National Open University, Delhi
- ❖ BA from Osmania University, Hyderabad
- ❖ Diploma in Computer Programming, IERT (Institute of Engineering & Rural Technology) Allahabad

Trainings / Programs

- ❖ Certificate in Y2K Programming – IIS Infotech, 1998
- ❖ Finance for Non-Finance Managers – LTI
- ❖ Leadership JourneyMan Program – LTI

Personal Details

Date of Birth:	27 August 1972
Languages Known:	Hindi, English, Bengali, Japanese
Address:	Whitefield, Bangalore, India
Permit:	South Africa Work Permit holder

PROJECTS

<u>**With Zensar Technologies**</u>

Client:	**Adidas, Germany**
Period:	**Nov'18 – Aug'19**
Location:	**Bangalore, India**
Technology:	Java, Dot Net, Oracle PLSQL, Python
Tools Used	CRM / Project Management / SAP Concur / SAP Success Factors/ Manhattan
Role	Account Delivery Manager
Engagement Size:	70 (Onsite – Offshore). Multi-Million Dollar Account

Engagement Description: Adidas, headquartered in Germany has presence all over the world and serves its front-end stores by modern distribution centers (DC). Each of these DC are managed by Manhattan Warehours Management System (WMS)

Each implementation needs to be in sync with the other and therefore we undertake their upgrade, feature and functionality development globally.

Account:	**Liberty Group South Africa**
Period:	**Feb'18 – Oct'18**
Location:	**Johannesburg, South Africa**
Technologies :	Mainframe, Universe, Java, SAP, Dot Net, Oracle PLSQL, OBIEE
Tools Used:	Office Tools / CRM / Project Management / SAP Concur / SAP Success Factors
Role:	Account Delivery Manager (Onsite)
Engagement Size:	130 (Onsite – Offshore). Multi-Million Dollar Account

Engagement Description: Liberty Holdings is a marque Insurance and Wealth Solutions provider in South Africa and several African nations. Their businesses are segregated in Corporate and Retail. As the largest and preferred IT Services vendor we provide managed services for Run and fixed price services for Build projects, migration, testing, development and Business Analysis. We also provide consulting services in Actuarial Services, Financial Reporting, SAP-BASIS, Compass areas. OBIEE

With LTI / Larsen & Toubro Infotech

Account:	**Absa, Barclays Bank South Africa**
Period:	**Aug'16 – Feb'18**
Location:	**Johannesburg, South Africa**
Technology:	Applications in CIB space
Tools Used:	Office Tools / DevOps / Continuous Integration
Role:	Account Delivery Manager
Engagement Size:	Multi-Vendor. Multi-Million Dollar Account. (Commercials on request)

Engagement Description: Absa bank is member of Barclays group and a key bank in South Africa and several African nations. Its CIB division is complex and dynamic area of a) corporate banking b) Ops and Payments c) Investment Banking. Within CIB I manage team of SQA, Business Analysts, and Developers in various application interfaces. The teams are in offshore and onsite. The revenue growth is one definite aspect of my portfolio however our partnership with customer and having their mindshare is a bigger goal.

Account:	**Durban (eThekwini) Municipality, South Africa**
Period:	**Aug'15 - Aug'16**
Location:	**Durban, South Africa**
Technology:	Governance, Risk and Compliance (GRC) Solution
Tools Used:	MetricStream
Role:	Program Management / Client-Partner
Engagement Size	Multi-Vendor. (Commercials on request)

Engagement Description: Durban Municipality is one of the largest metropolitan municipalities of South Africa with around 6000 assets around its jurisdiction. Each asset needs to be internally audited based on risk based auditing and following the guidelines of International Institute of Auditors (IIA)

Account:	**Standard Bank, South Africa**
Period:	**Aug '14 – Jul'15**
Location:	**Johannesburg, South Africa**
Technology:	**Governance, Risk and Compliance (GRC) Solution**
Tools Used:	Program Management Tools, Quality Center
Role:	Program Management Expert / Service Delivery Manager / Account Relationship
Engagement Size:	Standard Bank (270 multi geo)/Absa (500+ multi geo). Multi-Million Dollar Account

Account:	**Fidelity Investments, USA / Goldman Sachs, USA**
Period:	**Jan' 12 - Jul' 14**
Location:	**Bangalore, Chennai, India**
Technologies :	Java, J2EE, Oracle, PLSQL, Unix, Informatica, VC++, Service Desk, Siebel, Mainframe

Tools Used:	MS Office, CRM, SAP, Program Management Tools
Role:	Sr. Account Manager / Sr. Sales Manager
Engagement Size:	50+ (spread in three locations). Multi-Million Dollar Accounts

Account:	**Samsung Electronics, South Korea**
Period:	**2011**
Location:	**Bangalore, Seoul, USA**
Technology:	Android (Froyo, GingerBread)
Tools Used:	Program Management Tools
Role:	Program Manager
Engagement:	Handset Software Support
Team Size:	150 (spread in three time zones, cumulative 500+ program management with P&L exposure)

South Korea Projects:

Kernel – Driver Development

Application:	Sprint team – Ginger-Bread migration,
Application:	Verizon team -Supporting for GingerBread Migration
Protocol:	Field Testing at USA is going on for LTE-CDMA handsets

Offshore Development Center Projects:

Development: LBS stack enhancement & porting on 4G

Testing: Manual and Automated testing of Email, VVM, Music on Demand, Video on Demand, IM apps, Test Case development, Remote Testing of 4G devices using Remote Display Tool.

Account: Sony Mobile (formerly Sony Ericsson Mobile Communications), Japan Inc.
Project: Operator SW Customization (Global Handsets–Pre & Post Launch (2008 – 2010)
Project: Software Ready-2-Launch(SWRTL) – EMP Platform Products (2006 – 2008)
Project: Software Integration for EMP Platform Products   (2005 – 2006)

Location:	**Tokyo, Japan**
Technology:	EMP, Symbian, Android. EMP platform of Sony Ericsson
Tools Used:	SACCO, PCR, SPACE – PLM, EMMAIII, RDP, Flash Gordon, Clear Quest, FOTA, Configuration Server, FOTA Server, EMMAIII Server
Role:	Customization Project Manager – Infra Officer, Software Project RTL Manager	Project Integration Manager
Engagement Team:	25 ~ 65

PROJECT | LOCATION | ROLE | PERIOD | Highlight
Mobile Browser Maintenance, Feature Enhancements   Client: Openwave, USA | Mumbai, IN / PROJECT MANAGER | July 2005 to Sep 2005
Build and Release Management   Client: Openwave, USA | Mumbai, IN / PROJECT MANAGER | Apr 2005 to Jun 2005
Magic4 MMS, SMS-EMS, Email, IM client and Mobile Browser Integration   Client: Magic4 (acquired by Openwave, USA) | Manchester, UK – Mumbai, IN / PROJECT MANAGER | Nov2004 to Mar 2005
BREW and Requirements Capture and UI development   Client: Magic4 (acquired by Openwave, USA) | Manchester, UK / PROJECT MANAGER | Aug 2004 to Oct2004
Multimedia Player on BREW phones & Multimedia Codec development   Client: Reliance Communications | Reliance Communications, India/ PROJECT MANAGER | Jan'2004 – Jul'2004
Wireless Data Services & Applications Identification, Development & Deployment. VAS Product Rollout.   Reliance Communications, India / VAS PRODUCT MANAGER | Nov'2001 – Apr'2003