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|  | **MUNENDRA SREERAMA**Logo  Description automatically generatedMiami, FL 33178srimuni5615@gmail.com / +1 7869613361    |

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| **Summary** |

Technical IT Delivery & Program Leader, offering over 19 years of experience across Telecom, IT, ITES, and BPS enabled sectors Led the business continuity through BCP. Successfully led & executed major projects for key clients across America and Europe region. **Focused on Software Solutions, Digitalization, Automation, IT Operations and Support Management. Instrumental in achieving 3X** ROIand **16M USD** savings to client by implementing Automation across business and IT processes.

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| **Skills** |

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| * IT Project Strategy Planning & Leadership
* Incident Management
* IT Operations
* Automation Expert
* Business Process Re-engineering & Automation
* Project Budget, Cost & Quality Management
* Change/Vendor Management
 | * Project Management – **PMP/Prince2**
* Agile & Scrum / Waterfall Implementation
* ITIL Foundation
* **RPA Expert – Implementation/Operations**
* Delivery Management
* JIRA, Confluence
* **Automation Anywhere, Robocorp**
* **SQL**
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| **Experience** |

Senior Program Manager, Client Services / Prodapt North America - Miami, FL  *01/2022 - Current*

* Primary point of contact for the client engagement at client location
* Focus on business and revenue growth for the account by expanding the services
* **Driven the presales to achieved 1x Revenue in 1 year for the account**
* Lead the presales along with end-to-end ownership of successful transition of the project/program
* Managed multiple project teams engaged RPA development in cross-functional environment to reach project success.
* Implemented CI/CD pipeline setup to Run the Bots in containerized environment
* Deployed 40+ Bots in 2022 with total savings of **6M** USD
* Delivering high level of service to clients to extend relationship and encourage further projects.
* Oversaw budgets for project, tracked expenses and timelines and communicated with key stakeholders on milestones.
* Onsite visit to observe operations and determine opportunities to streamline processes and achieve cost reductions.

**IT Operations Manager/ Prodapt North America - Miami, FL** *02/2021 – 12/2021*

* Onsite Point of Contact for CRM and Billing system Application support and Maintenance
* Achieved **99.9%** system availability for 9 consecutive Months by implementing the proactive Monitoring mechanism
* Driven the problem management effectively and reduced **40%** of the trouble tickets
* Analyzed the application performance trend and reduced the Major incidents **<2** per Month
* Responsible for driving the change management and release management activities
* Responsible for planning to mitigate the operational disasters
* Support and guiding on creating the operational guidelines

RPA Delivery Manager / Prodapt Solutions Pvt. Ltd - Chennai, Tamil Nadu  *03/2019 - 01/2021*

* RPA Project for leading telecom service provider – Caribbean Islands & Latin America
* Setup the RPA Center of Excellence and built the RPA factory
* Deployed 80+ Bots in 2 years with total savings of **10M** USD
* Increased **2X** CSAT across 3 Major markets in Caribbean Island by implementing the Proactive communication of Network outages by using the RPA + Chatbot solution
* Implemented Hyper Automation by integrating bot with multiple other technologies like LivePerson, Messaging platforms, Application integration, DB integration, Webhooks etc.
* Implemented the Telebots tool which given E2E visibility of the Bot lifecycle and Bot Performance
* Developed the Bot Monitoring Dashboard to review the Bot satus
* Steering end-to-end activities of RPA Project Delivery Management; defining scope, deliverables, approach – SOW, Client Management & Coordination
* Conducting opportunity assessment of RPA (ROI Analysis & Business Case)
* Formulating & creating effective Project plan, Governance Model & RPA infrastructure management with managing PDD & SDD
* Evaluating project deliverables including development, testing, UAT, implementation & release management
* Administering post deployment activities (BOT scheduling, monitoring, changes, maintenance)

Business Analyst, RPA, Major Telco USA / Prodapt Solutions Pvt Ltd - Chennai, Tamil Nadu  *01/2016 - 02/2019*

* Primary ownership for Analyzing the As-Is Process and perform the feasibility analysis
* Instrumental in delivering 20+ Bots with the annual savings of **2M**
* Drive the requirement gathering and develop the traceability matrix
* Prepare the Business case with Cost benefit Analysis, ROI analysis and get it reviewed by Delivery Manager
* Responsible for Documentation (PDD, SDD, Deployment Documents)
* Bridge between business and Development team and resolve all dependencies
* Ensure the Test cases are designed, UAT performed and final product is delivered as per the requirements
* Participate in the Technical discussions and provide inputs as required and validate the developed solution
* Ensure the successful deployment of the Bots
* Ensure the Hyper care is taken care as per the agreed timelines

Coordinator**, Major Telco, Europe**/ Prodapt Solution Pvt Ltd - Chennai, Tamil Nadu  *02/2013 - 12/2015*

* E2E ownership on the Order to Activate Project for B2C and B2B customers
* Single Point of Contact for the client operations of the project implementation
* Ensure Technical issues are sorted out prior to the installation
* QC and validation of the assigned copper/fiber facilities for the customer accounts before the installation
* Participation the new development of features related to the application enhancements
* Assessed, monitored, and reported on work progression.
* Updated and distributed weekly project schedules and milestones.
* Collaborated with cross-functional teams to draft project schedules and plans.
* Developed quality assurance controls for design approaches.
* Allocated resources and materials to respective departments to accommodate needs.
* Executed operations team to ensure operational excellence and excellent customer services Periodical reports on Productivity parameters for ORM, QRM with the Client

Technical Team Leader, Mobile and Broadband / Reliance Info Streams - Chennai, Tamil Nadu  *09/2007 - 01/2013*

* Drive the Technical team to provide L1/L2 support for Internet and Broadband issues
* Coordinate with field team to resolve the customer issues online by fixing the physical device issues
* Coordinate with Product team to address the flaws also recommend for enhancements based on the customer feedback
* Adhered to the set SLAs are met with no deviation.
* Tracked and monitored call queue to ensure SL % and to control abandoned rate
* Evaluated teams’ performance on weekly & monthly basis and suggested them action plans to focus on improvement areas
* Ensured quality assurance by continuously monitoring, analyzing and evaluating live or recorded calls on random basis
* Identified Individual training needs and provided the refresher training for the team
* Coordinated with Quality Team to ensure higher Process and Quality adherence

Technical Support Specialist / Reliance Info Streams - Chennai, Tamil Nadu  *11/2005 - 08/2007*

* Received inbound phone calls from customers to provide first-level support and remotely troubleshoot issues with service, equipment, or customer accounts.
* Remote Desktop support to ensure data card software installation and technical troubleshooting on the issues
* Maintained compliance with established and updated policies and procedures with minimal supervision.
* Perform Route Cause Analysis and submit to the team to prevent the issues in future
* Support to Reliance Mobile Phones, Data cards and USB Modem Products
* Documented repair processes and helped streamline procedures for future technical support actions.

Teaching Faculty Member / Sree Infotech computer Education - Nellore, Andhra Pradesh  *06/2003 - 09/2005*

* Differentiated instruction according to student skill level.
* Focused on Oracle DBMS concepts and C, C++ languages
* Instructed students individually and in groups, utilizing various teaching methods.
* Utilized various types of equipment and aids to enhance learning experience.

Computer Lab Instructor / DS Computer – Net Zone - Nellore, Andhra Pradesh  *07/1999 - 03/2001*

* Facilitated computer lab sessions, supervising such tasks as penetration testing, coding and script creation.
* Developed lectures addressing variety of computer science topics to engage and educate students.
* Taught internet safety tips and online etiquette.
* Planned and led lessons on basic computer skills, keyboard techniques and internet use.

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| **Education and Training** |

M.Sc. : IT  *06/2003*

Periyar University - Salem, Tamil Nadu

B.Com  *06/1999*

S.V. University - Tirupati, AP

H1B Valid up to Dec'24

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| **Certifications** |

* RPA Certification - Advance Professional in Automation Anywhere
* RPA Certification - Business analyst (UiPath)
* Agile Scrum Master Certified
* Prince2 Certified
* ITIL4 Foundation Certified
* **PMP certified.**

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| **Languages** |

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| English: Professional: |  | Telugu: Professional: |
| Tamil: Professional: |  | Hindi: Limited: |

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| **Accomplishments** |

* Best Team Leader Award from 2008 to 20011 in Reliance
* Service Excellence Award in 2012 from Reliance
* Recognized in Prodpat with Core Value Award (2015) and Delivery Excellence Award (2017)

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| **Activities and Honors** |

* RPA/COO insight(2021) "How DSPs can Leverage RPA in Field Operations to Reduce MTTI" has been authored on “**telecomramblings.com”**, an industry leading platform that singularly focuses on **telecom** industry trends
* RPA/COO insight(2022) " Proactive network outage notification to enhance customer experience and improve NPS by 2x" has been approved to publish in Prodpat official website