RAVI KUMAR VALLABHANENI

Senior Program Manager
Digital Transformation
People Management

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COMPETENCIES

- Program Management
- Agile Project Delivery
- Technology Service Delivery
- Program Risk & Mitigation
- Business Partnerships
- Agile & Waterfall Methodologies
- End-to-end Project Delivery
- Data Analytics
- Vendor Management
- Stakeholder Management
- Operations Leadership
- Training & Coaching
- Budgeting & Cost Control

CERTIFICATIONS

- **SAFe Agilist**, Scaled Agile
- **PMP** (Project Management Institute)
- Certified **SCRUM Master**, Global Association for Quality Management
- Lean **Six Sigma Green Belt**, Exemplar Global

EDUCATION

- Alagappa University, Chennai, India **MBA: Project Management**
- Andhra University, Vishakhapatnam, India: **B.Sc.: Computers**

TECHNICAL SKILLS

- Microsoft Project
- Wrike
- Zendesk
- Visio
- DevOps
- Trello, Jira
- SQL
- Confluence
- Minitab
- SharePoint, Power BI
- Microsoft Office

PERSONAL DETAIL

- **Date of Birth:** 13th Dec 1978
- **Nationality:** Indian
- **Marital Status:** Married
- **Languages:** English, Hindi, Telugu

SUMMARY

Experienced **Program Management Professional with 20+ years** of leadership in driving IT transformations to increase business value and enhance client experiences. Extensive background in ERP Implementations, IT Services, Azure Cloud Migration, Complex Utility Billing, and bespoke development across industries including **Government, Private sector, NGOs, Education, Manufacturing, Automobile, Logistics, Aviation, and Utilities.**

Seasoned leader with a strong emphasis on tracking performance metrics, driving PMO operations, and advancing digital transformation. Skilled in **overseeing a large team of over 65 consultants** to successfully execute high-value projects using Agile methodologies in complex, cross-region environments including **Africa, the US, and Asia Pacific.**

IMPLEMENTATION EXPERTISE

Microsoft Dynamics 365 | Finance and Operations | Business Central | Azure Cloud Migration | Internet of Things (IoT) | Bespoke Application Development | Document Management System | Data Migration | eCommerce | SaaS | Utility Billing & Revenue Management | CIS | AMI | CRM | Service Desk Management | Data Analytics Application Upgrade & Maintenance | Annual Technical Support | SLA Management

WORK EXPERIENCE

Superdoll Trailer Manufacturer Co Ltd | Head of Information Technology | Since Apr 2021 | Dar es salaam, Tanzania

- Guiding efforts to scale the order management system, supply chain, enterprise resource planning (ERP), and operations support systems with the integration of data analytics, infrastructure, and security.
- Shaping the digitalization strategy and driving the transformation for three group companies to ensure the proper evaluation and working toward implementing right technologies solutions that increased efficiency and reduced costs.
- Building and maintaining effective working relationships with technology partners, suppliers, and teams to achieve end-to-end project delivery targets.
- Leading and managing the IT team, including recruiting, training, mentoring, and coaching team members to ensure a high-performing and engaged team.
- Managing the IT budget, including cost optimization and forecasting, to ensure the effective use of resources while maximizing the value to the organization.
- Ensuring availability of the organization's IT systems, infrastructure, and data through the development and implementation of policies and procedures.
- Creating dashboards and reporting metrics to provide fact-based information and support business decision-making through continuously updated Power BI reports.

Highlights on Accomplishments

- Crafted an IT Roadmap and policies for group companies to outline SOPs and solution requirements to support their long-term needs and business plans.
- Overseen the implementation of a MiX Telematics IoT solution for 350+ Scania Trucks, identified and rectified risky driving behaviors, resulting in a 15% increase in productivity and resource utilization and an 80% decrease in tracking time.
- Frozen the system requirements blueprint for three entities and completed the prototyping of a Microsoft ERP system, providing a demonstration of the automation and dashboard capabilities and benefits to the organization.
- Designed a "Replenishment Report" by integrating four data pillars (sales, stock, GIT, and historical sales) to enable supply chain decision-making. Reduced non-moving stocks by 45% over the past year, leading to improved cash flows.
- Established an ETL process to consolidate multiple data sources into standardized reporting templates, resulting in a 100% reduction in turnaround time and canalized data through Power BI for better key metric insights to top management.
- Elevated team collaboration by 30% through the migration to Office 365, streamlining email management and centralizing SOPs, presentations, contracts, and other key documents on SharePoint Repository for enhanced security.
- Achieved cost savings of $750,000 through ICT solutions evaluation and finalization of ERP contract for three entities, while overseeing the creation and monitoring of IT department budgets, work plans, and service contracts.
- Successfully created and mentored a self-sufficient team, equipped to independently handle support, data cleansing, analytics, and app development.

Techno Brain Global | Project Services Head | Jun 2017- Mar 2021 | Nairobi, Kenya

- Led a portfolio of programs and projects across multiple regions, including Africa, USA, and India, ensuring successful and profitable delivery while effectively managing risks. Demonstrated financial and commercial awareness to control costs within operational targets.
- Provided leadership to a team of Project Managers with a focus on enterprise-scale initiatives and remote project teams. Demonstrated a deep understanding of interdependencies between projects, identified technical resource needs, and managed them effectively.
- Drive and facilitate events, such as daily stand-up meetings, Backlog Refinement, Sprint Planning, Sprint Reviews, Sprint Retrospectives, and decision-making processes. Additionally, monitor and measure important metrics such as (CSAT) and (SLA).
- Direct and coach projects using Agile, Scrum, and Waterfall methodologies, while monitoring project financial performance and metrics such as resource utilization, project status, risks, customer satisfaction, budget performance, quality metrics and project cash flow.

Highlights on Accomplishments

- Successfully Rolled Out AIM System & Bespoke Billing Solution for Malawi Civil Aviation Authority, improved efficiency by incorporating aeronautical databases for flight planning, passenger tracking, and automated invoicing for airline operators.
- Led the transition to a paperless practice by implementing an enterprise-wide HRM and document management system (DMS), resulting in a 25% reduction in office overhead cost for Reserve Bank Malawi, improving document retrieval and management processes.
- Managed a team of 18 consultants in a Microsoft NAV Data Migration project for Open Society Foundation (OSF) under T&M contract. Achieved a 95% success rate in SLA and customer satisfaction goals, while overseeing data migration, upskilling, and business support.
- Successfully developed and implemented an e-commerce platform for Kwik Basket, connecting over 5000 farmers with 150 retail outlets and 600 commercial kitchens, using Scrum methodology and delivering the project on-time and within budget.
- Implemented Microsoft AX for Trans Ethiopia PLC, a leading trucking company with over 1000 trucks, enhancing operations with improved visibility of key costs, delivery details, and invoicing processes, resulted in improved efficiency and streamlined operations.
- Directed the implementation of NAV ERP for SBC Pepsi in Tanzania, a leading African food and beverage company, resulting in improved inventory control by 50%, enhanced business processes and dashboards for senior management.
- Generated $3.5 million in revenue by rolling out an Electronic Cargo Management System (ECTS), an IoT-based enterprise-wide solution for monitoring, tracking, and detaining non-compliance goods entering/exiting the country for Zimbabwe Revenue Authority.
- Implemented an ERP system (Microsoft Dynamics AX) to streamline customer on-boarding, invoicing, and revenue collections worth $2 million for Public Utilities Corporation in Seychelles, leading to increased operational efficiency and revenue growth.
- Strategies were put in place to collect program and project metrics and integrate them into dashboards for better understanding. This led to improved project management techniques, a boost in resource billability to 68% and a higher project compliance rate of 95%.

BCITS Pvt Ltd | Project Consultant | Apr 2016 - May 2017 | Bangalore, India

- Coach and support project managers to achieve high performance, refine and adopt Agile principles and practices to meet team and stakeholder needs, optimize flow efficiency with appropriate tools, identify areas for improvement, and remove impediments.

Highlights on Accomplishments

- Developed and implemented a new Agile training program for team members, resulting in improved understanding and adoption of Agile principles and practices. Additionally, facilitated the adoption of new Agile tools and metrics, resulting in improved visibility.
- Collaborated with stakeholders to refine and adopt processes that met their needs while maintaining Agile principles, resulting in improved customer satisfaction; successfully facilitated and participated in Agile ceremonies, resulting in increased team engagement.

Fluentgrid Ltd | Project Manager | Mar 2002 - Mar 2016 | Visakhapatnam, India

- Held various managerial positions involving large-scale IT implementations and IT Service Delivery (ITeS) across India in the Energy Utility Industry, including Revenue Management, Service Delivery, Meter-to-Cash, AMI, and MDMS. Possessed comprehensive experience in implementing RAPDRP program (Largest Government Sponsored Energy Utility Program).

Highlights on Accomplishments

- Successfully implemented the RAPDRP Program in Tamil Nadu, which included billing, metering, CRM, AMI, and revenue management for 10 million consumers. Completed the project within the timeline and successfully limited scope changes to below 5%.
- Oversaw major IT service delivery contracts across PAN India for multiple utility organizations by negotiating and implementing ITeS and SaaS agreements, resulting in a significant increase in customer satisfaction levels and a 93% adherence to SLAs.
- Spearheaded the establishment and management of 75 enterprise-wide Grievance Redressal Centers at Eastern Power Distribution Company. Ensured onboarding of new customers, processing of payments, and handling of grievances with a 96% SLA adherence.
- Managed and integrated a Smart Grid Pilot at Agartala, consisting of RF Smart Meters, a communication network using RF Mesh, and solutions for power outages, resulting in a 75% reduction in customer invoicing time and improved power reliability.
- Boosted revenues for West Bengal State Electricity Distribution Company by 15% through the successful transition from a legacy billing system to an on-spot billing and revenue collection system, reaching all 4 million consumers and enhancing invoicing processes.
- Implemented an Enterprise Revenue Assurance System, along with essential metering, billing, and collections applications, for Reliance Energy's three power distribution companies in Orissa, serving 1 million customers and improving overall revenue assurance.
- Streamlined service processes at Southern Electricity Supply Company through Lean Six Sigma re-engineering, which involved restructuring communication among five departments, resulting in a 100% reduction in paperwork and faster processing time.