

Anil Abraham Thomas

Sr. IT Delivery Professional

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SUMMARY

A Senior IT delivery professional with a vast experience of 20 years and a proven track record in different domains of information technology. Proficient in IT Project P&L Management, Operations management, Program and delivery management.

A corporate executive, know how to utilize my potentials in combination with innovation across different platforms, acting as a key player, driving excellence and delivering exceptional results. With the extensive knowledge in IT Project and Delivery management, setting up the different networking systems with proficiency, now I want to push myself beyond my comfort zones where I would be challenged to display my leadership and management skills along my IT skills.

Key Strengths

✓ Global IT Delivery & Transition Management	✓ Program Management Progress Monitoring	✓ IT Strategy, Business Planning & Budgeting
✓ Risk Assessment and Mitigation Gap Analysis	✓ Process Standardization	✓ Quality Assurance
✓ Client Relationship Management	✓ Stakeholder Management	✓ Coaching & Mentoring
✓ Cost & Resource Optimization	✓ Capability / Competency Building Initiatives	✓ Liaising & Coordination
✓ Strategic Alliances & Negotiation	✓ Account Management Account Performance	✓ Technology Architecture & Integration
✓ Leading Edge IT Implementation	✓ Tactical & Strategic Readouts Internal Consulting	✓ Project Audit
✓ Application Operations & Infrastructure Support	✓ Service Delivery Release Management	✓ Application Operations & Infrastructure Support

CAREER HIGHLIGHTS

- A result driven technocrat with a vast experience of 20 years of working in different prestigious blue chip IT organizations
- Currently working as a Head- Delivery Operations for a reputed client of Wipro Infotech in Dubai, UAE
- Expertise in management and dealing with high budget IT projects and playing an important role in delivering the desired results
- Worked in multicultural environment of different organizations and led a diversified team
- Expertise in:
 - Governance and structuring of the different programs based on KPIs
 - LAN, WAN, Voice networks and applications
 - Designing and implementing a highly sophisticated IT architecture and the infrastructure along the other IT specialists
 - Leading a team, mentoring and driving the desired results

PROFESSIONAL EXPERIENCE

Wipro Infotech, Dubai, UAE

Head delivery operations, Jun 2010 to Present

Key responsibilities

- Managed a portfolio of approx. \$ US 10 Mn Annual Contract Value
- Monitoring the Delivery Operations of the End User
- Project Management and Portal Infrastructure of over 7000 IT elements spanning across 4 Data Centers and 50 locations across Dubai.
- Delivering across multiple channels on cost and productivity
- Maintaining profitability across engagements
- Contributing to on boarding new and additional business within the existing customers
- Ensuring high customer satisfaction; Delivering on C SAT
- C+ level executive mapping

Achievements made

- Conversion of distress programs into green programs in record time
- Played a key role in winning a \$ US 20 Mn deal in the account
- Cost cutting techniques implementation through healthy gross margin across account
- Managing a team of 75+ people across onsite and offshore

Wipro Infotech, Bengaluru, India

Sr Manager Program Governance – Integrated Service, May 2008 to Jun 2010

Key responsibilities

- Ensured the provision of the solution vetting with customer end objectives in mind
- Handled different programs through using different models and framework
- Ensured the consistency across different programs
- Keeping updates of the different projects and briefing the executive leadership about it
- Strategic IT planning, People, Practice, Quality, Profitability, Risk and Contract perspective
- Identifying the needs and then planned and implemented different strategies
- Reviewed the performance of the team
- Successful implementation of different processes including Six Sigma, ISO and ITIL

Achievements made

- *Successfully* engineered turnaround of IT's performance and service levels
- Implemented the proper governance structure across programs
- Avoided contractual penalties
- Formalized the different CR processes of about \$ US 1 Mn
- Obtained promoter score in Net Promoter Surveys conducted annually
- Delivered the first IT project (eCommerce portal) to the Client 5 year multi-million dollar deal spanning across
- Delivering high uptime for e-Banking infrastructure
- 3 way DR solution implemented with ZDL concept.
- Multimillion-dollar deal which included Implementation and operations spanning over 3 years

iSeva-e4e Systems, Bengaluru, India

GM Infrastructure, Nov 2007 to May 2008

iSeva-e4e Systems, Bengaluru, India

Sr. Manager infrastructure, May 2005 to Nov 2005

- Responsible for managing and delivering large scale projects on time and within budget
- IT budgeting, design and support of all technologies
- Establishing rapport and credibility with dept. heads
- Reviewing SLAs and ensure 100% of business impact calls are closed within 4hrs towards improving service levels
- resenting the IT budget to the IT Head
- Introducing and integrating new technologies and managing IT accounting
- Bringing improvement in processes through continuous improvement
- Designing and reengineering different IT processes and improved the overall performance
- Maintained positive relationships with the stakeholders and the vendors

Achievements made

- *Successfully* launched 4 delivery centers across cities in India housing over 1000 BPO and Call center seats
- Designed and executed Network Voice and Data design connecting these centers with customer delivery centers

- Successfully went live across different customers
- Recognized for maintaining the 99.9% consistency for the availability across technology platforms

Other work experience

- **Schneider Electric** | **India** | Jan 2004 -May 2005
- **Hutch Telecom** | **India** | Jan2002 -Jan2004
- **Cap Gemini** | **Sweden** | Jan 2001-Jan2002
- **BPL Cellular Ltd** | **India** | Jan 1998-Jan2001

EDUCATION

- Bachelors of Engineering | **Manglore University** | **1991-1995**

ATTRIBUTES & SKILLS

✓ C+ level authority liaison	✓ Analytical and logical skills	✓ Solution oriented thinking
✓ Sign Pro	✓ Microsoft Project	✓ Critical thinking
✓ Time driven delivery ability Strong leadership skills	✓ Conflict management and resolution skills	✓ Strong communication skills
✓ Negotiation skills	✓ Well Organized	✓ Project management skills

BUSINESS SKILLS

✓ Business planning and delivery of Programs	✓ Improvement in targets and increasing productivity	✓ Stakeholder management
✓ Creativity and innovation	✓ Turning around distress programs into green programs	✓ Target oriented
✓ Quality management in deliverables	✓ Launching and managing different projects	✓ Solution building

Personal Information

Date of Birth: 28th Oct 1973

Marital Status: Married

Linguistic Abilities: English, Hindi & Malayalam

Passport No / Validity: Indian Passport Z 2921985

Driving License: Valid UAE and Indian Driving Licenses

Location Preferences: Dubai

REFERENCES

To be furnished upon request