

Ranganathan MA

Professional Profile

I am Certified CHFI, DSCI Certified Privacy Lead Assessor, Certified Project Management Professional (PMP), PG Diploma in cyber laws & cyber forensics (NLSIU) & Certification in Arbitration at NLSIU, Innovative, result-oriented with over 17 years of visible achievements providing leading edge technological solutions.

Rich experience in handling domestic & global clients, performed extensive work in project / delivery mgmt, building process, procedures and methodology for Risk & Compliance including SAS70 controls, Data Security & Privacy, protecting personal information & sensitive personal information, conducted training session on cyber security for team.

Work / Accolades

- Recipient of awards **Bravo, Eminence & Excellence, Service Excellence, Global Information System Excellence, Best of IBM, Orion, and Super Saver** for contributions / services.
- Privileged as chairperson for moderating white paper presentation at National Cyber Seminar, my work on **“Implementation Frame Work for Reasonable Security Practice”** has been accepted as Experts Expertise.
- Privileged to part of panel discussion related to Cyber & Privacy Laws at NLSIU.
- Research work is titled **“Emerging Trends in Cyber Crimes”** which provides information relating to latest cyber threats to body corporate, individual, Data threat & Data Protection.

Notable Achievement's

- Enhanced efficiency in team, resulting towards increase in Revenue by 15%.
- Won additional business by \$4 Million with improved processes for client.
- Built Controls as part of process for SAS70 Compliance at root.
- Cleared SAS70 external audit successfully.
- Hand holding & guiding team members to next level by 10% year on year.

Experience Overview

- Decade plus of overall experience out of which 10+ years in IT Industry which includes managing 2 Large account AMS delivery, 2 End to End Project Implementation, 1 End to End Integration, 1 Automation of Testing, exposure consists of all project stages project estimating, requirements determination, gap analysis, business process re-engineering, issue resolution, configuration, custom code specifications, testing, training, go-live assistance and post implementation support.
- Around 7 years of Industry experience in Supply Chain Management which include warehouse setup, Inventory process, Domestic & International Procurement with managing big team.

Projects

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IBM India Pvt Ltd.,

19th Sept 2007 – Feb 2018

Automation Lead – Heineken

Jan 2016 – Feb 2018

Contributed in developing use cases related to Cognitive Watson & Dynamic Automation have demonstrated Cognitive & automation capability of IBM India Pvt Ltd to senior Leaders of IBM, Google, AMEX, Gartner, Wolters Kluwer, Heineken, NTT, KDI, Mondelez, Wolters Kluwer, L'Oreal, Vodafone, etc...

**Delivery Project Executive: Jacobs Douwe Egberts
2016**

Aug 2013 – Jan

JDE (Sara Lee) is one of the Leading company engaged in manufacturing range of consumer products. Its operations is carried out in more than 40 countries & sells it's products in more than 180 nations. Jacobs Douwe Egberts are engaged in manufacturing Coffee & Tea in Europe.

Responsibilities

- Delivery
 - Accountable for offshore delivery SAP & Non SAP.
 - Project charter, contract, SOW, work orders, change order, baseline.
 - SLA adherence (Critical Service Level & Required Service Level)
 - Stakeholder's management with periodical review (Weekly/Monthly)
 - Monthly Billing & reconciliation
 - Resource planning, mobilization, out-rotation and attrition management
 - Onshore / offshore ratio & resource management
 - Innovation metrics & reporting
 - Delivery & operational excellence
- Compliance
 - Defining & implementing compliance process.
 - Training as & when necessary.
 - Periodic review of UER & SOD Checklist, Updating PARM. Approval of Desk Procedures, PPM, DOU, PTD etc
 - Oversee Work place Security Audit.
 - Periodic reporting on compliance with all the stake holders.
- CSAT / Relationship
 - Ensure good CSAT Rating for the respective Geo
 - Manage Client Visits , Audits & Reviews
- Continuous Improvement
 - Identify and work with Project Managers/ SDMs on Continuous Improvement Initiatives
 - Work with the PMs/ SDMs to build Industry Domain / Process Knowledge/skill upgrades and acquiring new skills for the team
- People Management
 - Leadership and Career Management for team
 - People management/growth paths and Retention
 - Career management and motivation for team and Geo

**Service Delivery Manager: Sara Lee North America
2013**

Jan 2011 – July

Responsibilities

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- Responsible for deliverables, SLA & KPI.
- Client & Internal Stakeholder Management
- Inputs to Charter, SOW, Contract.
- Team Management, managing RU's, motivation.
- 100% compliance w.r.t to SAS70.
- Leadership and Career Management for team.
- Timely claim in client & internal Tool.
- Monthly billing and reconciliation.
- Continuous Improvement Initiatives& LEAN opportunities.

Track Lead & Sr. Consultant - Sara Lee

Feb 2009 - Jan 2011

Project HUBWOO was Integration between E-BUY & SAP where procurement is driven from front end which is E-BUY, it is one place for all indirect procurement process for Sara Lee & backend system is SAP ECC system. Interface was developed for communication btw ECC & E-BUY.

As Track lead for AMS responsibilities held for meeting SLA, KPI, Compliance, Estimation, Development, work allocation & utilization of team, communicating & coordinating with Project Managers & client, capacity planning as per demand forecast, resource / skill mix, monitoring & skill building for resources, first point of escalation, reporting daily, weekly & monthly

Team Lead: Kraft Food Products

Oct 2007 - Feb 2009

Project was related to Automation of Regression Testing in SAP ECC 6.0 using Mercury & Quality Center. Project scope included automation of test cases & providing test results to Business Process owner for related Business Process which saves time of the Process owner.

Consultant: Coats Thread Sri Lanka (Thakkral Computers)

Jan 2007 - Sept 2007

Coats Thread is the worlds most competitive & leading industry in manufacturing sewing thread & supplies for Manufacturing Apparels.

Project scope included demand/supply planning, customer order fulfilment/sales and distribution, procurement and inventory management, financial management, assets management, and product costing processes using SAP R/3 version 4.7 for the client Coats Thread Sri Lanka, This was Implementation project in delivering End to End Implementation which included configuration, development, testing, pilot run, training & transition to support.

Consultant: ITC Limited (Stride Software)

Nov 2006 – Jan 2007

ITC Limited was the client supported ITC is one of the largest FMCG chain in India engaged in manufacturing products for Domestic & Internationally recognized premium brands like Wills Life Style, Anapoorna, Mint-O, Sunfeast, Candyman etc . . .

Role & responsibilities as consultant in Implementation project included configuration, development, preparation of functional specification, unit test (UT), system integration test (SIT), testing programs as per approved test plan, preparing end user manual, quality reviews, training end users.

Education

- Computer Hacking and Forensics Investigator - 2016
- DSCI Certified Privacy Lead Assessor – 2014
- Project Management Professional - 2013
- MBA (Master in Business Administration) - Madurai Kamaraj, University, INDIA, 2002.

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- Diploma in Material Management - Indian council for Labour Management, Chennai INDIA, 1998
- LL.B. (Bachelor of Law), Bangalore University 1999
- PGDCA (PG Diploma in computer applications) - VIVE, Affiliated Karnataka Education Board, 1996,
- BA (Bachelor of Arts) from National College Basavanagudi, Bangalore university, 1995