



Vamshi Kotla

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Professional Summary:

- ☞ Over 17 years of rich experience in portfolio, program, project, risk mgt, service delivery excellence, customer service, banking operations with key focus on top line profitability, developing future leaders & domain experts
- ☞ Skilled & experienced in managing multiple clients & delivering solutions for business problems
- ☞ Proven skills in managing multiple teams motivating them for achieving business & individual goals
- ☞ An effective communicator with excellent relationship building & interpersonal skills
- ☞ Strong analytical, problem solving & organizational abilities
- ☞ Ability to drive and execute plans post analysis considering operational and people risk

Areas of Expertise:

Program & Project Mgt	Service Excellence	Training & Development
Strategic Planning	Quality Mgt	Drive Execution
Performance Mgt	Risk Management	Cross Team Collaboration
Process Enhancements	Client Relationship Mgt	Cost Mgt & Negotiation

Certifications:

- ☞ SAFe Agile 5.0 Certified (Certificate ID: 01927357-3179)
- ☞ ITIL® Foundation Certificate in IT Service Management (Certificate number: GR750474123VK)
- ☞ PRINCE2® Foundation Certificate in Project Management (Certificate number: GR656065256VK)
- ☞ PRINCE2® Practitioner Certificate in Project Management (Certificate number: GR657033971VK)
- ☞ US Mortgage Certification @ Cognizant Technology Services

Work Experience:

Organization	Designation	Location	Duration
Automotive Robotics India Pvt Ltd	Program Manager	Hyderabad	Jun'21 – Dec'22
Advaaya Edutech Pvt Ltd	Project Manager	Hyderabad	May'19 – Jun'21
Wells Fargo India Solutions	Manager – Operations	Hyderabad	Sep'12 – Mar'19
Cognizant Technology Services	Team Leader	Hyderabad	Nov'09 – Sep'12
MACE, FM-24	Assistant Manager - Operations	London, UK	Jan'08 – Jan'09
SITEL India Pvt Ltd	Team Leader – Operations	Hyderabad	Mar'06 – Jul'07
WIPRO Spectramind Services Pvt Ltd	Associate	Mumbai	Nov'03 – Mar'06

Automotive Robotics India Ltd (ARi) : Worked as a Program Manager (Jun'21 to Dec' 22)

- ☞ Managed a portfolio of multiple customer projects, ensuring coordination of shared resources, common activities, and other dependencies across projects, leading to revenue of \$12M to \$15M
 - ☞ Developed and managed program financials, including forecasting, profitability, invoicing, and expense management, resulting in annual savings of \$550,000 by allocating funding
 - ☞ Participated in sales and marketing initiatives, RFP responses, client presentations, and executing Statements of Work totaling \$5M in incremental new business
 - ☞ Change Management and comprehensive monitoring of risks, issues, dependencies, contingency plans, and resources to remove 99% of roadblocks
 - ☞ Recommended various changes to program plan from original specifications based on an iterative feedback loop from customers and stakeholders
 - ☞ Managing stakeholders, collecting, and validating requirements
 - ☞ Visiting customer locations every quarter to understand and discuss on the progress, challenges, and future engagements
 - ☞ Project estimation, planning & scheduling. Reviewing project deliverables and deployment modules
 - ☞ Project progress monitoring and status reporting
 - ☞ Overseeing implementation of quality processes and made sure internal/external ISO audits were successful across projects
 - ☞ Career guidance & Professional development of associates
 - ☞ Worked with business partners, technical engineers, data architects, and project managers to ensure training and support standards are adhered
 - ☞ Continuous co-ordination with TAG, Recruitment & Training teams for resource requirements
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Advaaya Edutech Pvt Ltd: Worked as a Project Manager (May'19 to Jun 21)

- ☞ Scope, define and design solution offerings, driving end-to-end technical solutions
 - ☞ Setting up/ streamlining/ leading /improving Demand Management process for new client requirements moving to React JS platform in India and global presence
 - ☞ Managing timely delivery of projects with SLA adherence, collaborating and managing cross technology teams for the project delivery
 - ☞ Managing and highlighting the project risks, scheduling the transition, setting up Service Management Processes, estimating resources.
 - ☞ Analyze customer technology, define business requirements and participate in risk analysis
 - ☞ Develop technical presentations and proposals, and perform customer presentations
 - ☞ Support deployment of solution, Provide feedback to R&D, Participate in knowledge transfer, documentation, and information sharing
 - ☞ Stay abreast of on new technology/technical areas and share information about solution to enable customer competence build
 - ☞ To prepare and perform reviewed and escalation meetings and maintain customer relations
 - ☞ Conduct monthly meetings, manage crisis and perform action plan follow up
 - ☞ To ensure reporting circulation with identified KPIs
 - ☞ To support DevOps engineers on communication for with customers & internal stakeholders
 - ☞ Managing various vendors for recruitment, staffing, trainings and technology support
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Wells Fargo India Solutions: Worked as Manager – Operations (Sep'12 – Mar'19)

- ☞ Management in terms of: People, Performance, Hiring, Process, Internal & External partners, Quality & Capacity Management
- ☞ Cross training team members based on capacity and ensuring they are engaged and fully utilized
- ☞ Ensuring team is meeting/exceeding Service Level Agreement agreed with the Line of Business
- ☞ Identifying new/potential opportunities for the process and converting them into opportunities
- ☞ Transition of 7 business lines within NUPRM (WFHL, Retail) process; result of high quality of service delivery to the LOB
- ☞ Stateside Partner engagement through Bi-weekly & Monthly Business Review
- ☞ Encouraging and Motivating team for innovative ideas/continuous improvement
- ☞ Managing Risks and Compliance issues with internal/external stakeholders
- ☞ Coaching, mentoring new Supervisors and sharing best practices with Peers/Senior Managers

Accomplishments:

- ☞ Streamlined and managed labs @Ari locations (Hyderabad & Chennai) and ensured that all the unwanted hardware is tracked and shipped back to customer locations respectively
- ☞ Received appreciation from the clients for exceeding the SLA targets consistently @ Cognizant Technology Services
- ☞ Received cash prize and award as best Team Manager for maintaining low attrition @ SITEL
- ☞ Awarded the best C-SAT champions & AHT champions consistently for 3 months in the year 2007 @ SITEL
- ☞ Core committee member for Growing Up the Value Chain, Sparsh (Social responsibility)
- ☞ Have successfully completed 23 Idea projects worth savings \$145K in 2013 & 2014 @ EGS (GIC)
- ☞ Led Retail Fun'O'holics team and organized various team engagement activities
- ☞ Conducted KAIZEN trainings for all Loan Administration Services teams @ Cognizant Technology Services

Academics:

- ☞ Master's in Business Administration from University Of Netherlands
- ☞ Bachelor in Computer Sciences from Osmania University

Personal Details:

Name : Vamshi Kotla
Date of Birth : 6th February 1979
Passport Number : Z7024397
Hobbies : Listening to Music, Playing cricket, Driving & Travelling

(KOTLA VAMSHI)