

Kiran Kewalramani

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17 November 2008
To Whom It May Concern:

Highly experienced Project Manager seeks challenging strategic Leadership role

Kiran is a **highly experienced and multi-skilled accomplished Leader**, and offers a unique combination in areas of Strategic Project Management and Service Delivery. After successfully leading a number of **large and complex Business Units** for major government and corporate organisations, He is seeking a challenging role offering substantial career development potential.

Kiran has undertaken a range of **strategic assignments** for a significant number of large public and private sector organisations and has developed **high level communication, presentation and team management skills** that are critical for the **successful delivery of any project** and consultancy assignment. Typically the strategic and project based assignments conducted by him have been at senior levels in both the commercial and Government sectors and his experience ranges from project level progress reports through to Executive level reporting.

Kiran has over **9 years of experience in senior leadership roles**, in areas of strategic IT consulting, business analysis, project management, IT line management both in the public and private sectors.

Having an **Engineering Degree** from one of the most prestigious Universities in the Southern Hemisphere (UNSW), Kiran was chosen to begin his Traineeship with one of the largest IT Service Providers on the planet. **IBM recruited Kiran** as part of their **Co-Op Recruitment program** and he was trained under the best IT Professional in arenas of **SOE (Standard Operating Environment) Development and Application Certification** in preparation for upcoming Y2K Bug. On completion of his degree he was recruited by a fully owned subsidiary of **Telstra Corporation** and was quickly promoted to be the **Team Leader, managing a portfolio of Corporate Accounts and a team of IT professionals**.

During this time Kiran began his **Masters in Business & Technology** from **Australian School of Business**. Australian School of Business was formerly known as Australian Graduate School of Management and **ranks # 1 Management School in Australia and 5th best non US Business School in the World**. He is **ITIL v3 Certified** and is very competent in implementing activities such as **Financial Management, Records Management, IT Service Desk, Problem Management, Incident Management, Change Management, Release Management, Service Level Management and Workforce Management**. He has solid understanding of the **ITIL best practice framework including experience implementing Service Support and Service Delivery processes with enterprise level ITSM skills**. Kiran also has vast experience in rolling out and managing ITIL process management techniques, including a strong operational knowledge of alignment of business and IT processes. He also possesses strong experience **with Configuration Management implementations**.

Being noticed for his **high level of Ownership, Accountability and Responsibility** distinguished him from his peers. This unique facet of Kiran's personality complimented his selection as **Head the Global Customer Operation** Arm of Telstra's business managing the end to end data carrier services for all major Global clients. This allowed him with an opportunity to **lead the Contact Centre** and be part of **Telstra Senior Leadership Team** and provide reporting at different levels of the Executives and Leadership team.

Kiran then moved on from Telecommunication Industry to broaden his skill set and heading an **IT Project** for deploying Certified SOE for Australia's largest Construction Raw material supplier – **Boral Limited**. The **project was an AUD \$2M** with strict timelines and deliverables. Kiran successfully Project managed this project ensuring minimal disruption to the Business and smooth roll-out.

He then took on a Strategic role of a **Director within Action International – World # 1 Business Coaching and Consulting** Business. He led a group of Business Consultants/PM's who would go out on day to day basis and help clients improve their business using industry accepted methodologies (Such as PmBOK/Prince2). Kiran's dedication and commitment saw his practice win **"Best Client Results and Satisfaction"** Award at Australasian Conference in May 2005. His firm was also nominated for (and were finalists) in **"New South Wales Champion of Champion Awards"** in 2005. This award recognises exceptional contributions and successful efforts in various areas such as Business Management, Customer Service and Overall Benchmarking based on Strict Selection Criteria. Some of the key achievements during this time included increase Client retention by **14.9%**; **Increased Market Share 5.7%** and **Customer Satisfaction rate to 77.6%** in span of first 10 months.

Kiran then led a multi million dollar relocation project (including data centre relocation) for one of world's leading financial service providers – American Express. This project exploited Kiran's capacity to communicate effectively at all levels. Without the capacity to communicate clearly, listen, understand, adapt and negotiate it is unlikely that Kiran would have been as successful as he has been in delivering such a large and diverse range of projects and assignments. In this role, **he led a large diverse specialist teams** as well as conducted information gathering sessions and interviews at all levels within organisations from **Senior Management** to process worker. In addition, he facilitated workshops and one-on-one sessions and designed and **implemented significant process improvements.** He did that by following **PMBOK dictated Project Management methodology.**

Kiran has very high levels of written, verbal and interpersonal communication skills as well as proven organisational skills with a demonstrated capacity to effectively manage him self and teams of varying sizes to achieve desired outcomes. His recent role at NSW Department of Housing exploited this facet of his personality very effectively. His reporting and analytical characteristic allowed him to make recommendations to **Senior Leadership team of Department of Housing** which allowed Department of reduce their overall spending by 9.4%, without having any major disruptions to their services. I also rolled out ITIL based methodologies within Service Delivery team. It included **Service Support, Service Delivery Process, Configuration Management, Change Management and Business Continuity Management.**

He then took on a **Senior Project Manager** role within **Telstra Corporation Limited** to deliver a tight time framed strategic project of implementing a **process simulation capability** within Telstra Operations. This was done using tools such as ExtendSim. A project required engaging with different lines of business to better understand their processes and then simulate these processes to better understand any impacts of any changes. This functionality has given Telstra the capability to better predict impacts of any process changes and **has reduced operational costs by \$4.2M**

The foundations to his success are his **strong technical background and his well developed management and people skills.** He has extensive experience in **building and managing multi-disciplinary teams,** as well as managing the expectations of varied internal and external stakeholders.

In addition, he is skilled in preparing a range of written communication – **business cases, proposals, project plans, project documentation, management reports, P&L, budgets and financial reports, tenders** to a very high standard and is well conversed with the NSW Government procurement framework so has extensive experience in the mechanisms of Government purchasing, funding and procurement processes.

Due to the breadth and depth of his responsibilities he has developed **excellent organisation and time management skills,** with the ability to process vast quantities of complex information, juggle multiple responsibilities, and work under pressure to meet strict deadlines. Finally, he possesses a **demonstrated commitment to meeting and/or exceeding the expectations of clients and their users.**

He believes he can make a dynamic and positive contribution in your organisation, and would welcome an opportunity to discuss his skills, experience and goals in an interview.

Confidential

Résumé

Kiran Kewalramani

Senior Executive Manager – Offering a
unique specialisation in IT Project
Management and IT Service Delivery

Availability: Immediate

Kiran Kewalramani

Highly experienced, multi-skilled with niche combination of Executive Project Management and Service Delivery Office, best suited to challenging areas of responsibility

- Sharp, analytical mind, with highly developed problem solving skills.
- Strongly focused on service delivery and bottom-line performance.
- Action oriented and resourceful, with high energy and motivation levels.

EXECUTIVE PROFILE

Kiran Kewalramani is an accomplished Leader with a proven record for successfully leading large, dynamic teams, budgets, driving results in both Corporate and Medium to Large Business world, and strongly integrate process and performance management matrix. He has a solid knowledge of customer service, process re-engineering, managing external & internal partnership/Vendor relationships, developing team of professionals which assist in providing clients with a consistent and reliable service. Trained in number of courses including Mastering Customer Service; Coaching & Mentoring, General Management Principles and Build a Dream Team just to name a few. He also possesses exceptionally well developed Communication & People Leadership competencies which serve him well in a Senior/Executive Management role (within Projects and/or Service Delivery arena) in any organisation.

Some of key strengths include: Strong Customer Focus, Will to WIN, Driving Results, Taking Personal Ownership/Accountability/Responsibility, Strong People Leadership skills and Personal excellence, which have given me arsenal and ability to harness talent, formulate strategic initiatives and drive flawless execution of these strategies. Successful execution & implementation of these strategies assists in driving a complete 360 degree (customer, shareholder and employee) satisfaction.

Kiran has also had a great deal of experience in setting up well developed Offshore Support arrangements in his career and can work to develop a Win-Win situation for both Vendor and the client.

PROFESSIONAL ASSETS

- Proven knowledge of Best Practices in Project Management (PmBOK & Prince2) and Service Delivery including SDLC.
- Solid understanding and practical experience in IT/ITIL maturity assessments methodologies.
- Solid understanding of the ITIL best practice framework including experience implementing Service Support and Service Delivery processes with enterprise level ITSM skills.
- Extensive experience in large and challenging corporate and government environments.
- Highly developed organisational and time management skills. Able to process vast quantities of complex information and juggle multiple responsibilities, work under pressure and meet non-negotiable deadlines.
- Excellent interpersonal and negotiation skills with the ability to build strategic relationships at all levels with internal and external stakeholders – Steering Committees, Directors, General Managers, colleagues, team members as well as external vendors and suppliers.
- Focused team player, with a capacity to build and manage multi-disciplinary teams with differing skills sets, differing personal goals in both an application and infrastructure environment.
- Proven ability to develop innovative & cost effective solutions and to manage budgets up to AUD \$15.9M on a per annum basis.
- Exposure in the implementation of disaster recovery strategies, infrastructure solutions, Business Continuity Planning including Data centre migrations.

CAREER SNAPSHOT

Senior Project Manager (Contract)	Telstra Corporation	March 2008 – Present
Manager, Contracts & Vendor Relationships (Contract)	NSW Department of Housing	July 2007 – March 2008
Senior Project Manager (Contract)	American Express Australia Ltd	July 2006-June 2007
Director, Special Projects (Contract)	Action International	August 2004- July 2006
Project Manager (Contract)	Boral Limited	February 2004-July 2004
Manager, Global Customer Operations & Service Delivery	Telstra Corporation	January 2001-November 2003
IT Engineer/ Team Leader (6months)	Telstra Corporation	January 2000 – January 2001
Student Co-op Recruitment (Trainee – 6m)	IBM, Global Services Australia	July 1999 – December 2000

PROFESSIONAL AFFILIATIONS



Member of Institute of Electrical & Electronic Engineers (IEEE) since 1999

EDUCATION & TRAINING

Formal Qualifications



AUSTRALIAN
SCHOOL OF BUSINESS™
THE UNIVERSITY OF NEW SOUTH WALES

Master of Business & Technology, 2007



UNSW
THE UNIVERSITY OF NEW SOUTH WALES
SYDNEY • AUSTRALIA

Bachelor of Engineering (Computer), 2000

Industry Certifications



Action International Academy, Nevada, USA, 2004

Various Certifications in areas of:

- Business Consulting & Coaching
- Team Coaching & Mentoring
- Mastering Customer Service
- Retaining Customers for ever
- Call Centre Fundamentals
- Fundamentals in Personality Profiling (DISC) and Neuro Linguistic Programming (NLP)
- Street Smart Sales and Marketing



ITIL (Version 3) Service Level Management Certification - Sept 2008



Prince 2 Practitioner Certification – Nov 2008

ADDITIONAL INFORMATION

Passport

Australian Passport

KEY PROFESSIONAL ACHIEVEMENTS

Senior Project Manager (Contract)

Telstra Corporation

March 2008 – Present

Profile:

Telstra Corporation is top 10 publicly listed Fortune 500 company and is Australia's largest Telecommunication Company providing services to its clients such as – Residential Telephone Services, Internet (Dial up and Broadband), VoIP and Cable TV. It also has a large customer base that includes Business sector. The services provides to business sector vary from Office PABX, Voice Services, Data Services, Internet Services (including Fibre Optic & Wireless) and Global point to point data carriage.

As a Senior Project Manager, I report directly to the Director of Business Process Management. During this period I have been fully responsible and accountable for implementing a “high profile” **Client facing** and challenging **business process management initiative** and that is to implement a fully developed “**Process Simulation**” capability within Telstra Operations. This has a potential to **streamline current processes and remove duplications**, achieving savings of over \$4.2M. This involved setting **PM Tenders RFP/RFQ Documents** in order to get response from vendors

Selected Key Achievements:

- Successfully implemented the simulation capability project using Simulation tool – ExtendSim and a fully developed operational framework for post go live support
- Implemented SLAs and Support level Agreements with Vendor – Addsoft Inc for ongoing support
- Developed a virtual team of Simulation experts to drive any process that requires simulation
- Delivered **PM Tender Documents**, Lessons learnt log, Contract Documents to BAU for ongoing support

Manager, Contracts & Vendor Relationships

NSW Department of Housing

July 2007 – March 2008

Profile

The NSW Department of Housing is one of the largest providers of social housing in the world, providing a range of housing & civil works solutions to meet the needs of today's community. In partnership with the community, industry and individuals, the Department provides safe, decent and affordable housing opportunities for those most in need so that they can live with dignity, find support if needed and achieve sustainable futures. The Department's highest priority is to target assistance to those with the greatest needs and to work with other agencies to support individuals and communities.

As an Executive **Manager, Contracts & Vendor Relationship**, I worked closely with the CIO of the Department and assisted in **developing IT Strategy & cost reduction program for the organisation. It included core transactional/information housing system, Enterprise wide systems, ERP solutions, hardware/software solutions and various applications.** The strategy was aligned with Department's overall corporate strategy to provide excellent customer service to its clients and bring in **Commercial Management & Business acumen** into the Organisation. It offered support and assistance with housing needs to those with the greatest needs. I was responsible for managing the contract with Department's shared service provider. The shared services range across 4 of the corporate services which include IT, Human Resources, Finance, and Business

Services. I acted as a Custodian & Manager of the Service Partnership Agreement and Service Delivery Framework that was a platform for the Shared Service Provider and the Department. This also made me responsible for managing a team and budget in excess of AUD \$15.9M per year. I also **managed a virtual team** of people in this position which were comprised of resources from Dept of Housing & NSW Businesslink

Selected Key Achievements:

- Ensured that Service Partnership Agreement with the service provider was better aligned with Department's Corporate goal up to 2010
- **Setup Service Desk, Incident Management, Problem Management, Change and Release Management, Commercial Management, and Contract Management best practices aligned with ITIL**
- Provided Strategic input and feedback to the renewal of Service Delivery Framework and included the best (industry) practices implemented in the market
- Led efforts to re-engineer some internal processes in order to implement efficiencies within Service Delivery Framework and SAN Storage, which in return is speculated to **return a saving of approximately AUD \$1.5M in financial year 2008/09 (potential 9.4% cost reduction)**
- Led efforts to conduct a customer survey within the Department (Metro and Regional Site) to better understand and benchmark and gather the pain points in order to offer exceptional customer service
- Provided input and feedback to the Setup process of Handover Process (from Project space to Business as Usual activities).
- **Set up Tenders with PMs in order to get quotes/proposals from vendors**
- **Led BCP/DRP Data centre relocation Project. Setup Global Switch as new Data centre hub for all Data/voice services.**

Senior Project Manager (Contract)

American Express Australia Ltd

July 2006 – June 2007

Profile

American Express is one of world's leading financial service providers. Operating in more than 130 countries around the globe, it indeed has established itself a well reputed image, trust and brand. Currently divested in several lines of business, American Express excels in its core point of sale payments, travel and financial planning businesses. In today's highly competitive market, American Express operates as a world leader in providing credit & charge cards to consumers, small businesses and Corporations. It also is proud to be World's largest Travel agency, offering travel and related consulting services to individuals and Corporations around the world.

As a Senior Project Manager, I was working very closely with the Technologies group (TNS), assisting in Project Managing a **Client facing Site Relocation Project**. This Project included the relocation of Liverpool Street Operations to Atrium and Data Center Migration. One of the most critical components of the project was to ensure seamless voice transition, in order to minimise any disruption to Customer Service International. In the role, I was responsible to follow the PM methodology based on PMBOK which included putting together Vision & Scope Document, Project Kick Off, A Full detailed Project Management Plan (PMP), which also included subsections such as Resource Management Plan, Budget plan, Work Breakdown Structure (WBS), Communication Plan, Issues and Risk Register kick-off and upkeep.

I worked closely with American Express's Voice partners (Avaya) and manage the relationship in order for them to achieve their deliverables that were strategically aligned with business needs. This includes liaising with the business units and managing data gathering, validation against the PaBX and coordination of the contractors for installation of hardware and Telecom Services (including Avaya, Telstra and Optus). I have also led and managed the coordination of Staff moves and IT peripheral moves (such as PaBX, VR, Dialler, Nice Logger, and Phones) through out the Sydney American Express's Offices.

Selected Key Achievements:

- **Successfully managed a move of more than 1300 employees of American Express from one office to another – majority of the move was transparent to the end users**
- Leveraged off strong Vendor relationships, I had with Avaya in order to resolve all client faults within SLA's (Service Level Agreements) in order to minimize any impact of American Express Card holders/staff
- **Set up Tenders with PMs in order to get quotes/proposals from vendors–Avaya, IBM, Telco**
- Streamlined the processes used with American Express and have set up systems to monitor KPI's from suppliers/business partners (including Avaya)
- **Successfully relocated the NICE Logger within Atrium for Japan (J2) Call centre**
- **Led an initiative with Technologies group to relocate the IT Peripherals from core site to Shared Services hub data center (Global Switch in Harris St, Ultimo)**
- Had an opportunity to better understand American Express's Business and its compliance, risk, credit, fraud and underwriting processes.

Director, Special Projects (Contract)**Action International****August 2004 – July 2006****Profile**

Action International is World #1 Business Consulting, Coaching and Team Mentoring firm, currently ranked by Entrepreneur's Magazine as #1 Business Consulting Service firm in the world. Started in 1993, in Australia by Brad Sugars, teaching and helping businesses grow internally and externally. Today Action International has more than 1000 Consultants/Coaches globally and having points of presence in 22 different countries.

As a Director, Special Projects, I was primarily responsible for leading a team of Business Coaches/Project Managers and Mentors that offered best-in-class service to our clients. The firm provided professional business advisory & project management services to our corporate clients across the globe. Being a Strategic Executive within the firm, I was constantly looking at opportunities that allowed Action International to "raise its game", identifying gaps and making strategic recommendations around the service offerings to close the gaps. This was primarily done by establishing relationship with key personnel's and listening to their needs. Based on the consultations, I would then lead different departments to work out a solution that would fill in the gap and maintain high level of client engagement.. This also involved **responding to Tenders with PMs/Sales in order to get new work from clients**

Selected Key Achievements:

- Led and grew my Consulting practice from ground up to \$1.2M annual turnover in 2 years,
- Recruited highly motivated 15 Business Coaches/Project Managers (Junior-Mid-Senior Level), professionals through strategically driven, highly focused recruitment processes.
- Won an Award for **Best Client Results & Client Satisfaction Award (Asia Pacific)** in Action International Australasian Conference **in 2005**
- The Practice was awarded a finalist in **Best Business Services (Industry category)** within the NSW Champion of Champion Awards (in 2005/06)
- The team of Coaches consulted to number of businesses/corporations and turned large number of businesses out of solvency
- **Cost Rationalisation and evaluating adjacent growth opportunities providing incremental EBITDA**
- **Developed and Successfully implemented the "Go To Market" Strategies for various products/services**
- Implemented Strategies to improve
Client retention by 14.0%

- Increased Market Share by 5.7%;

- Conversion Rate from Lead to Sales by 57%
- Customer Satisfaction improved from 64% to 77.6%

Worked with Industries: Insurance, Finance, BPO, Retail, Manufacturing, Wholesale, Service based, Telecommunication, IT and Banking

Project Manager (Contract)

Boral Limited

February 2004 – July 2004

Profile

Boral Limited is Australia's largest Construction raw material supplier. The products include Bricks, Tiles, Boral Windows, Concrete supplies and Plasterboard. Based in the Australian Head Office in Sydney, I was working in the IT Division of the practice with a responsibility to bring all business units under one IT Helpdesk. This required upgrade of software/hardware and standardizing the platform within the business in order to provide a consistent IT helpdesk service and support.

As a **Project Manager, I was managing a \$ 2Million IT upgrade project**. I was working very closely with the Windows XP/ SOE (Standard Operating Environment)/WAN rollout team to ensure a smooth roll-out. I made sure the project was within budget and was delivered by the agreed deadline. Any IT outage was **communicated** to the end client well in time and regular communication was made to avoid any disruption to the business. I used my **excellent communication and analytical skills to successfully implement** the project and for **Vendor Management**. My **technical & Project management skills** were used extensively as I acted as a bridge between technical team and management team. Details can be discussed at the time of an interview

Selected Key Achievements:

- Rollout of \$2M project within budget and within given time frames
- Excellent Vendor Relationships established with strict SLA in place
- Excellent Communication plan to implement IT changes with minimal disruption to the business
- Put together 1st draft of the Service Delivery Framework to be used as guide for ongoing support and BAU activities
- **Setup a secured offsite Data centre to act in case of BCP/DRP**
- **Setup Service Desk, Incident Management, Problem Management, Change and Release Management best practices aligned with ITIL**

Manager, Global Customer Operations & Service Delivery

Telstra Corporation

January 2001 – November 2003

Profile:

Telstra Corporation is **Australia's largest Telecommunication Company** providing services to its clients such as – Residential Telephone Services, Internet (Dial up and Broadband), VoIP and Cable TV. It also has a large customer base that includes Business sector. **The services provides to business sector vary from Office PABX, Voice Services, Data Services, Internet Services (including Fibre Optic & Wireless) and Global point to point data carriage**. I was a Manager, Global Customer Operations and Service Delivery, within the Global Data and Media Services which was a Business Unit established to provide a global end to end data carrier services.

As a Manager, Global Customer Operations & Service Delivery, I was responsible for managing a team of twenty nine (29) IT Specialists in Contact centre type environment. My team was responsible for supporting client IT systems (Globally) and worked on a 24x7 rotating roster in a call centre type environment. I was personally responsible for making sure that client IT faults were resolved within agreed

SLA (Service Level Agreements). Majority of infrastructure managed by Telstra was done in alliance with Global technology partners such as CISCO, NORTEL, IBM, Microsoft and SUN Systems. For all IT related issues I acted as an Escalation point to ensure Client SLA weren't breached. I also worked closely with the IT Executive team to set company budgets and maximizing the value of service offered by Telstra. This was done by developing business plans (Revenue, budgets, Sales etc) and tracking performance against these plans.

Selected Key Achievements:

- Streamlined the processes within the unit and set up strict SLA Arrangement with our IT Vendors & Partners which included REACH, INFONET, Trend Micro, Cisco, IBM and Microsoft
- Introduced ITIL Principles within the NOC (Network Operations Center) within Telstra Operations Management Team
- Streamlined the overall productivity and increased the profitability of the group overall – became a profit centre within the organisation rather than a cost centre (as described previously in the Board Meetings)
- Introduced some high level Service Delivery Initiatives to ensure high client satisfaction
- **Respond to Tenders with PMs/Sales in order to get new work from clients**

Some of the prominent Clients: Brambles, Qantas, Westpac and Goodman Fielder

IT Engineer/Team Leader (6m)

Telstra Corporation

January 2000 – January 2001

Profile:

Telstra Enterprise Services Pty Ltd was a fully owned subsidiary of Telstra Corporation. It was pioneer in providing shared services to its clients. Its strengths were in providing end to end IT Solutions to its clients who were mainly within the Business Sector. This included management and support of IT peripherals like Cisco Routers, Switches, Desktops, Voice peripherals, and Servers. The organisation also provided Security Services including best IT Security practices and Firewall/Antivirus Management and Support.

Being an IT Engineer, I was working in the "engine room", and was involved in actual doings of the task. I was responsible for providing 2nd & 3rd level IT helpdesk Support to our clients. I worked in a team environment to make sure that client faults were resolved within the given SLA (Service Level Agreements). I was also involved as a technical resource in different IT projects and they varied from Rolling out a high level IT system for a client to setting up a new Desktop for Client. This was more of technical, hands on role and provided a huge learning curve for me. This role also provided me with an extensive exposure to enterprise technology, including **Windows Servers, SAN, LAN/WAN and different aspects of Networking.**

Achievements

- Acted in 3 Stage plays in Sydney and have directed one stage play
- Played Grade Cricket for Parramatta Eels
- School Captain & Camp leader for School organized Camps
- Awarded various prizes and Certificates for debating exercises, Elocution's and music
- Best Campers trophies from ITDC(India Tourist & Development Corp)

References

Available on Request