



HARITHA KRISHNAN

Program Manager - Cloud Based Solutions

ABOUT ME

17+ years of experience overseeing projects, programs, streamlining of processes and introducing strategically designed technical and service delivery solutions, has given me the leverage as a recognized leader, Consultant and Quality Optimization Specialist.

I consider myself as a driven individual, comfortable in handling key accounts while exceeding service expectations. Possess an outstanding track record of understanding, defining and shaping my clients needs, pinpointing pain areas and promoting best practices, with an inherent expertise in consulting for long term and short term projects. Providing tactical inputs to support the development of business and technology road maps while holding close ownership of budget and total spends, I also, extend my technical & thought leadership into bringing in the best solutions and identifying minute escalations and process implications.

DOMAIN EXPERTISE



Supply Chain Management



Life Science and Healthcare



Other Industries

CONTACT DETAILS

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CAREER TIMELINE

- Manager - QA** Sep 2012 - Present
GT Nexus an Infor Company
- Manager Validation and Testing** Apr 2012 - Sep 2012
Quintiles Transnational India Pvt. Ltd.,
- Manager QA** Oct 2006 - Apr 2012
Ness Technologies India Pvt. Ltd.,
- Product Engineer** Sep 2004 - Oct 2006
Core Objects India Pvt., Ltd., (now amalgamated)
- QA Engineer** Nov 2003 - Aug 2004
EFI India Private Ltd., - EFI™
- Consultant** Feb 2001 - Nov 2003
i2 Technologies India Software Ltd.,



CURRENTLY INVOLVED IN

Managing a product development team, the largest and most complex module at GT Nexus, delivering end-to-end implementation for the Supply Chain Management system on the Cloud (SaaS model) – working on the Transportation Management module and Supply Chain visibility implementation.

Managed end to end customer implementations of the supply chain management system from Orders through Planning to Visibility as per the customer use case



SCALABLE SOLUTION FROM THE PAST

Built and lead implementation for Life Sciences vertical from inception to a team of 20+ members for Clinical Trial Management System (CTMS) - Siebel e-clinical ERP solution.

Was a part of the initial team to startup the Quintiles Extended Development center (EDC). Handpicked and deployed in North Carolina to work with business users to understand the domain, take over & transition critical assignments.

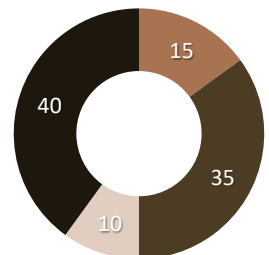
ACHIEVEMENTS

- ‘Performer of the Year’ award for setting up the testing team and successfully transitioning complete testing activities to the offshore unit.
- Received multiple accolades from prospective customers during the demo sessions on setting up QA best practices for the upcoming development centers.
- Received multiple ‘Quarterly Awards’ for on time and high quality delivery.



DAY AT WORK

- Client Management
- Project Management
- Resource Management
- Process Improvement





AREAS OF CRITICAL IMPACT

Within the scope of a program manager, I:

- Drive the expansion and management of a strategic roadmap involving unique and innovative customer solutions, Implementing programs to drive broader and deeper engagement key clients.
- I champion these programs and hold team members accountable for progress on key program actions.
- Spearhead creation of reporting and metrics to demonstrate progress towards goals, provide new insights, and allow for regular updates to senior leadership

My other focal areas revolve around:

Pre Sales

- Participate in the pre sales stage (eg preparation of marketing materials and collaterals, client calls, demos) proposals and business development activities to ensure functional expertise.
- Create solutions based on the customer needs and review estimates to prepare for RFIs and RFPs.
- Seek opportunities in mining the relationship to provide lasting value to the customer and share the same with the account team.

Product Consulting

- Analyze and gather all requirements and manage the same across the project lifecycle to ensure the same are met during delivery.
- Conduct high level gap analysis / fitment analysis of requirements against product from the portfolio.
- Arrive at possible solution alternatives that factor in gap resolution, impact on related technical areas, acceptability of the solution to the user community, technical feasibility and efficiency (based on experience, secondary research, inputs from other project case studies, and tweaking the available product capabilities).
- Translate the requirements into product customization requirements.
- Suggest implementation framework and methodology.
- Provide demos to the customer on the products, when required.

Project Management

- Interact with customers to identify customer expectations and ensure all customer issues are resolved appropriately.
- Prepare estimation guidelines.
- Review estimates and impact analysis as prepared by the Senior Product Specialist.
- Prepare and track project plan.
- Perform key project management activities like planning, work allocation and tracking, end to end delivery, day to day interaction with onsite, status reporting, performance reporting, quality assurance activities, etc.
- Work with the various track leads to ensure delivery.
- Discuss and resolve feasibility issues with the customer.

Design And Implementation

- Participate and provide inputs in design and architecture reviews with the technical team.
- Review all deliverables as per the delivery checklist.
- Participate in product configurations.

Testing

- Provide QA and UAT support from a functional perspective to the Testing team.

Innovation

- Collate, centralize & institutionalize all solution enablers developed by individual projects.
- Identify the learnings and opportunities during the course of the project.
- Identify artifacts which can be reused across multiple projects.

Quality Assurance

- Key contributor in the transition from traditional quality-assurance testing to QA in Agile environment: embedding the testing engineers within the development teams, ongoing testing as part of SDLC and focusing on automation.
- Ensuring the teams (Scrum Teams) implement and follow best practices to prevent defects.
- Facilitation of inter-team communication across many Agile projects within an organization.
- Responsible for settling product quality requirements and making sure that they are met, defining performance requirements and constantly monitoring that they are met and kept, taking responsibility of defining the metrics for quality assurance and constantly monitor and report these metrics. Take initiatives whenever these metrics are not met.
- Assessing product requirements, make sure that they are met and that there is a testing plan for each requirement.



SELECT PROJECTS

GT Nexus an Infor Company

Projects Completed

Supply Chain Management System - Shipping Orders, Ready to Ship, Planning, Booking and Visibility

A cloud-based platform that the world's biggest companies use to drive efficiency and agility across the global supply chain. Leaders in manufacturing, retail and logistics services all share GT Nexus as their standard, multi-enterprise collaboration platform. Users operate against a core set of information across multiple supply chain functions to optimize the flow of goods and trade information, from order point to final payment.

Project Role

- Managed end to end customer implementations of the supply chain management system from Orders through Planning to Visibility as per the customer use case
- Worked with the engineering and the QA teams to collaborate, plan and deliver features as planned.
- Involved closely with the customers in understanding new business workflows, change requests and new feature request
- Worked with the customers to analyze any issues logged and implementing change requests and fixes per the business flow.
- Worked closely with customers like DHL, Schenker to understand the 3PL flows and in turn assisting the engineering team with the feature flows.
- Worked closely with GAP, Adidas, PUMA to come up with customer workflows which helped in the final UAT before handing off the new functionality on production.

Ness Technologies India Pvt Ltd – *“I have been a part of the firm, pre and post takeover by Quintiles”*

Projects Completed

QSIMS – Quintiles Site Investigator Management System

Project Role :

- Travelled onsite to North Carolina to work with business users to understand the domain, take over & transition critical assignments.
- Worked with the business users to understand the requirements and update the system as per the user provided workflows
- Worked closely with the development team to understand the design and ensure validation was completed as per the SOPs defined
- Worked on ensuring the system was built as per the required regulatory and CFR. requirements
- Managed the delivery of the product across functional teams including business users, analysts, engineering and development teams

COMeT – Adobe managed project which involved Site Visit Reports (SVR) tracking and updation

Project Role :

- Managing the delivery of the end to end solution, liaised with the business analysts, engineers and the QA team members to track the progress.
- Worked with the business users to understand the business flows on the legacy product to ensure the critical business flows are being implemented
- Worked with the engineering team to understand the architecture of the legacy product and reviewed the migration plans
- Involved in migration activity from the legacy DB.
- Was the point of contact for the business users to reach out to, to help with the ramping up and educating on the new product and the workflows.
- Conducted daily SCRUM meetings to track the day to day progress

CTMS – Clinical Trial Management system, Siebel eClinical implementation

Project Role :

- Led the Siebel eClinical implementation to provide an end to end solution to help track documents and visits through the drug development process.
- Conducted daily SCRUM meetings to track the day to day progress
- Designed the testing approach to test the migration activity
- Came up with the Master Validation Plan with the test strategy and test approach defined.



ACADEMICS & CERTIFICATIONS

Jan 2014 - Nov 2014 → GMITE (Executive MBA) from IIM, Bangalore

1996 - 1999 → Bachelors of Computer Science, Bangalore University

Jan 1997 - Mar 1999 → GNIIT