

Balasubramanian R
Consultant | Bangalore, India

BASIC INFORMATION

Experience in:	IT Industry
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CAREER CONTOUR

I am unwavering, meticulous, and highly competent in the **IT Industry**. I have a consistent record of delivering results-driven work with a proven ability to implement my projects in an organized manner, spanning **17+ years** of my successful career.

My expertise:- **IT Industry – Project & Program Management, IT Infrastructure, Voice Analytics, Vendor Management, Stakeholder Management, Risk & Compliance, Process Automation, KPI & Dashboard Reporting, Agile & Waterfall, Change Management, Global Delivery, Team Leadership, Governance, Strategic Planning**. I have in-depth knowledge of all the ethics of management. I possess effective communication skills and am a team player with strong organizational, Logical, and Problem-Solving Abilities.

I have extensive experience working with large-scale organizations, such as **Optum Global Solutions**. I am well-versed in skills including analysis, problem-solving, and coordination, which have contributed to my success and dedication. Strong influencing and negotiation skills coupled with a proven ability to think in and out of the box, generating new solutions.

I have commenced my profession as an **Executive** and risen myself as **consultant** in a reputable company. I would like to see myself growing with the passing years of hard work and dedication. I have been awarded many accolades for my result-oriented hard work.

Armed with a multitude of competencies and work experiences, I am confident to carry forward any organization's vision & objectives with sufficient ease and dedication to my job responsibility.

EXPERIENCE

Jul 2022 – Present | Optum Global Solutions | Consultant (IT Project & Program Manager)

Responsibility: -

- Leading global IT infrastructure and analytics programs in regulated environments.
- Managing full project lifecycle, including scope, schedule, budget, and resources.
- Driving cross-functional and offshore team performance and delivery excellence.
- Managing vendor relationships, contract negotiations, and SLA governance.
- Partnering with executive stakeholders and delivering strategic insights and updates.
- Ensuring compliance with governance frameworks and audit readiness.
- Implementing reporting dashboards and KPI tracking frameworks.
- Driving automation initiatives using SQL, PowerShell, and Splunk.
- Enhancing operational efficiency through process optimization and analytics.

Oct 2014 – Jul 2022 | BA Continuum | Senior Analyst

Responsibility: -

- Led call recording and analytics projects across multiple business units.
- Mentored and coached team members to drive performance and productivity.
- Ensured audit compliance across regulated environments (Legal & Banking).
- Managed offshore/onshore coordination and shift planning.
- Automated reporting processes using SQL and scripting tools.
- Developed dashboards for monitoring system health and SLA performance.
- Supported ITIL-based service delivery and vendor coordination.

Jun 2008 – Sep 2014 | Wipro InfoTech | Voice Support Engineer

Responsibility: -

- Managed enterprise voice systems and IT infrastructure projects.
- Installed and maintained NICE Voice Recording systems.
- Supported CTI integrations with AVAYA PBX systems.
- Developed process documentation and ITIL-aligned standards.
- Coordinated with vendors for issue resolution and system continuity.
- Progressed from entry-level to L3 role demonstrating consistent growth.

ACHIEVEMENTS

- 17+ years of successful delivery across global IT and telecom programs.
- Led multi-million-dollar projects with strong governance and stakeholder alignment.
- Improved operational efficiency through automation and analytics initiatives.
- Recognized for leadership, vendor management, and strategic execution.

ACADEMIC FORTE

- M.Sc. – from Birla Institute of Technology (BITS), Rajasthan in 2012.
- B.Sc. – Computer Technology from Anna University in 2008.

Training & Certifications:

- Project Management Methodologies (Agile, Waterfall, PMBOK) – Practical Exposure
- IT Governance & Compliance (GxP, CSV) – Industry Training
- Automation & Analytics Tools – SQL, PowerShell, Splunk
- ITIL-based Service Management Practices

TECHNICAL PROFICIENCY

Well-versed with

- **Methodologies:** Agile, Waterfall, PMBOK
- **Tools:** MS Project, JIRA, Confluence, SharePoint, MS Teams
- **Analytics & Automation:** Splunk, SQL, PowerShell
- **Platforms:** NICE Engage, Nexidia, Genesys,

AVAYA PBX

- **Compliance:** GxP, CSV, IT Governance Frameworks
- **Operations:** Budgeting, Resource Planning, SLA Management

Advice for Contacting: I'm always open to conversation, networking with like-minded professionals, or discussing future prospects. Connect with me on LinkedIn or contact me at balanbit@gmail.com