

Seeking a senior leadership role to drive strategic project execution, digital transformation, and operational excellence, leveraging 23+ years of global experience in technology, telecom, and enterprise solutions.

ANIL VERMA

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CORE COMPETENCIES

Project & Program Management

Bid Management & Pre-Sales

Data Warehousing & Business Intelligence

SLA & Risk Management

Waterfall Methodologies

Stakeholder & Vendor Management

Operations & Process Optimization

Delivery & Release Management

Change & Incident Management

Financial & Budgetary Planning

Team Building & Leadership

ACADEMIA

🎓 MBA (International Business Marketing):
University of Netherlands - 2003
🎓 Graduation – B.E. in Electronics, University of
Mumbai - 1997

Certifications:

- PMCP – WIPRO
- Project Management Fundamentals & Orientation – IBM



PERSONAL DETAILS

Languages: Hindi & English
Address: New Delhi, India



PROFILE SUMMARY

A seasoned **Senior Project Manager** with **23+ years of global experience**, driving **digital transformation, project deliveries, and technology solutions** across the Americas, EMEA, MENA, and APAC. Lastly led **mass transit solutions** and **AI-driven integrations** Delhi Metro and other key projects. Successfully managed **multi-million-dollar projects** in **Data Warehousing (DWH), Business Intelligence (BI), Telecom BSS/OSS, Banking, and Insurance** domains. Led the **end-to-end deployment** of **Randstad USA's global sites and Data Centre**, built and integrated a **60+ member DevOps-driven DWH team**, and played a key role in securing an **international mass transit project**.

Expert in **Delivery & Release Management** using **Waterfall Methodologies, SLA Optimization, and Process Improvement**, with a track record of enhancing operational efficiency and stakeholder collaboration. Dedicated to driving impactful solutions and ensuring seamless execution of complex projects.



AREAS OF EXPERTISE

- **Delivery Management** – Extensive experience in managing large-scale project deliveries, ensuring seamless coordination between stakeholders, including customers, project teams, suppliers, and other business units.
- **Product Management** – Successfully led multiple applications from planning and development to market launch and operational handover.
- **Operations & Release Management** – Spearheaded operational improvements by leveraging analytics, monitoring dashboards, and streamlining CRM requests. Reduced customer query resolution SLAs by 50% through the implementation of a comprehensive Knowledge Base (KB) system.
- **Release Management** – Strategically planned and executed software releases across global regions while managing bug fixes from previous versions.
- **Process & SLA Management** – Facilitated process enhancements by implementing structured change management, improving SLAs, optimizing configuration management, conducting RCA. Optimized technical team efficiency, reducing turnaround time (TAT) by 40%.
- **Bid Management** – Designed and executed effective bidding strategies, optimizing resource management and ensuring full compliance with client requirements.
- **Waterfall Methodologies & DevOps** – Implemented DevOps methodologies to accelerate software development and delivery, significantly enhancing operational agility compared to traditional processes.



TECHNICAL EXPERTISE

I have been involved with technology and design since the start of my career. I started as a developer on IBM products and progressed to be an excellent Program manager. My profile needs me to dive deep into the technology along with the tech team to understand the strengths and limitations of any technology. This provides me the insight to create roadmaps and milestones for deliveries.

- **Data Warehousing/Business Intelligence** – Extensive experience in Designing and deploying scalable enterprise-level data warehouses to support reporting and analytics by integrating data from multiple heterogeneous sources. Efficient in dimensional models (star/snowflake schemas). created and maintained ETL workflows that ensured timely and accurate data loading.
- **ITSM/Software Application Development** – Bulk of experience is in designing and developing software applications by coding under various technologies and platforms.
- **Network Backbone designing**- Extensive experience in telecom OSS/BSS coding and configuration. Designed and Deployed solutions for IT firms across the globe.
- **Technology/Tools Worked Upon:**
Platforms - AS/400, UNIX, Linux, S/370
Languages - SQL/400, RPG, RPGLE, COBOL
Products – Hadoop, AbInitio, CISCO Meraki, Informatica, SNoW
Rational Clearcase, MSPP, Tableau



WORK EXPERIENCE

Senior Project Manager | Autope Payment Solutions Ltd | Feb 2024 – Dec 2024

Project: Delhi Metro Rail Corporation (DMRC) & Integrations

- Spearheaded operational support and enhancement deployment for DMRC's Momentum 2.0 customer application.
- Led the **design, implementation**, and release of new functionalities to improve commuter experience.
- Managed complex integrations with IRCTC, RRTS, ITPO, LMC, and ONDC, ensuring seamless interoperability and system efficiency.

Project Manager | British Telecom | April 2017 – Feb 2024

Project: Randstad USA In-Life Team & Global Clients

- Successfully led **ABB's EU-region projects** and **Nestlé's AOA region** initiatives, ensuring optimal project delivery.
- Pioneered and developed **Randstad USA's In-Life Request Management Process** from the ground up, optimizing service delivery across the US & Canada.
- Managed high-impact change requests for **APAC**, improving turnaround times by **35%** through proactive process enhancements.
- Created a **risk register & communication plan**, ensuring transparent reporting and strategic risk mitigation.
- Designed weekly dashboarding and reporting for **Management Units (MU)** and key stakeholders by using BI Tools.
- Designed and documented training materials for seamless knowledge transfer and team upskilling.
- Successfully optimized **vendor and stakeholder collaboration**, reducing process inefficiencies and improving project turnaround time & led process automation initiatives, integrating AI-powered monitoring tools for proactive issue detection.

Project Manager | WIPRO | November 2015 - April 2017

June 2016 – April 2017

- Managed end-to-end (requirement gathering, designing and developing) **Airtel's Business Analytics** projects in the telecom domain, ensuring seamless data-driven decision-making.
- Collaborated with internal and external teams to streamline telecom data operations and enhance reporting mechanisms.

November 2015 – June 2016

- Technical lead for **VIVA Bahrain's Business Analytics & DWH** projects, enhancing data utilization and operational effectiveness.

Project Manager | IBM | Dec 2004 – Nov 2015

Key Projects Delivered:

- **Airtel India & Airtel Africa Transformation Projects** – Spearheaded large-scale digital transformation initiatives across the globe.
- **Mobistar (Belgium)** – Implemented technical Roaming solutions by Comverse to optimize telecom operations.
- **ICMS Global (CSG USA)** – Technically led large-scale system deployments and process enhancements for CSG's global Customers.
- Led cross-border project teams, ensuring successful coordination across multiple time zones.

Senior Software Engineer | CSC India Pvt. Ltd. | May 2002 – Dec 2004

Roles & Responsibilities:

- Developed and maintained **POINT Application** for the **Property & Casualty Insurance** sector.
- Provided technical mentorship to junior engineers, improving overall team productivity.

Software Engineer | Futuresoft India Pvt. Ltd. | March 2001 – May 2002

Roles & Responsibilities:

- Designed and developed banking solutions for **ABN AMRO NV Bank**.
- Strengthened security protocols, ensuring compliance with international banking regulations.

Application Engineer | Syn'a Logic Automation | July 1997 – Dec 2001

Roles & Responsibilities:

- Developed PLC and SCADA-based control solutions, optimizing manufacturing operations.



KEY ACHIEVEMENTS & PROFESSIONAL MILESTONES

- **Secured an International Mass Transit Project** – Independently led the bidding process, leveraging inputs from cross-functional teams and stakeholders to successfully win a high-impact international project in the mass transit sector.
- **End-to-End Global Site & Data Center Delivery** – Successfully managed and executed the complete deployment of all sites worldwide, along with the establishment of a fully operational **Data Center for Randstad US**.
- **Built & integrated a 60+ Member Data Warehouse Team** – Established a **high-performing Data Warehouse (DWH) team** from scratch, bringing together 60+ professionals across multiple locations, and later seamlessly integrated it with the **DevOps** team for enhanced agility and automation.

Randstad US Project (B1/B2 Visa) – Successfully gathered requirements and conducted comprehensive knowledge transfer (KT) sessions, ensuring seamless project execution.

VIVA Projects – Bahrain

- Built a high-performing team from the ground up, assembling skilled professionals for project success.
- Delivered all project phases on schedule with exceptional time management and resource optimization.

CSC USA Projects

- Consistently delivered enhancement, development, and operational projects on time with minimal defects.