

VENKATA NAVEEN KANT. NAMBURI



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Languages Known	Telugu, English, Hindi, French	Date of Birth: 03 September 1981
Objective	Aspiring for a Leadership/Managerial position where I can develop, implement and coordinate programs end to end, be it portfolio Management/Program Management/Operations Management/Transition Management with a growth oriented organisation.	
Synopsis	<ul style="list-style-type: none">→ Hard-core bilingual (French & English) professional with a total experience of 10+ years, which includes International assignments in fields of Portfolio Management, Program Management, Transition Management & Operations Management.→ Successful at managing, process operations, developing procedures, & service standards for business excellence.→ Adapting value added customer service, ensuring quality and service norms by mentoring / guiding the team members with excellent training.→ Deftness in monitoring delivery of high-quality customer experience, elevating customer satisfaction, while adhering to the SLAs and work processes and thus managing cost-effective operations.→ Successful in communicating with people at all levels and with other departments as needed to best serve the customer.→ Proven ability in achieving team targets and presenting reports to senior management in an easy to understand manner.→ Excellent interpersonal, communication and organizational skills with proven abilities in team management and customer relationship management.	

Professional Highlights	<ul style="list-style-type: none"> ▪ One of the 8 students selected from India for the Alten Training Solutions (ATS) for my studies in France. ▪ Recipient of French Government scholarship for 2008-2010 for my study at ENISE. ▪ Received Certificate of Appreciation within 3 months of Joining SGGSC for « Extremely Good, Fast Integration in the Team & Positive Work Attitude ». ▪ Received Multiple Appreciation certification for well organised Events in SGGSC. ▪ Received an Appreciation certificate for effective management of Risk during the launch of new services in SGGSC ▪ Received an award "Star of the Quarter" for performing exceptionally in SGGSC. ▪ Received a certificate of Participating in Citizen Commitment programme organised by Societe Generale, South Korea for cycling 90 km in Seoul. ▪ Event Management: Planning, co-ordination, and Executing the events that bring different teams together taking responsibility for the creative, technical and logistical elements. ▪ Participated in sports and games at intercollegiate level. ▪ Organizing member for college cultural functions. ▪ Represented India in a Programme called "Jeunes Ambassadeur de Saint Etienne" 2009-2010. (For more details of the programme can be checked from www.http://www.jeunes-ambassadeurs.com/)
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Skills / Abilities	Strengths	Domain Knowledge	Tools/Software's
	Portfolio Management	Mechanical/Industrial Engineering	CAD: Autocad,Pro/Engineer,Catia
	Program Management	Information Technology & Services	Solid Works & Unigraphics
	Project Management	Outsourcing/Off shoring	CAM: Mastercam, Delcam,
	Transition Management	Banking	CNC Programming
	Operations Management	Program Development	CAE: Ansys
	Business Development	Translation and Localization	OS: Windows & Unix
	Effective Communication	Automotive	MS Office ,MS Project, Gantt Chart
Education	Ecole Nationale d'Ingénieurs de Saint-Etienne(ENISE), France		2008 – 2010
	<ul style="list-style-type: none"> ○ Masters Degree (Diplôme d'ingénieur) Grade A <ul style="list-style-type: none"> • Industrial Management and Systems 		
	Central Institute of Tool Design, Hyderabad, India		2006 – 2007
	<ul style="list-style-type: none"> ○ Master Certificate in Computer aided tool engineering (M.C.T.E), 74% <ul style="list-style-type: none"> ▪ AutoCAD 2004, Pro/E Wildfire3.0, CATIA V5 R12, Solid works 2006, I-Deas 11, Unigraphics Nx3.0, Master CAM, Delcam, NC CNC,Ansys 		
Chaitanya Bharthi Institute of Technology affiliated to Osmania University, Hyderabad, India		2000 – 2004	
<ul style="list-style-type: none"> ○ Bachelors of Engineering (BE) <ul style="list-style-type: none"> ▪ Mechanical(Production) Engineering, 60% 			

Work Experience

On a Break

February 2016 – Present

On a Break due to personal reasons and below are the areas I worked as a Volunteer/Freelancer for various small organisations during this period.

- **Family Time:** I have taken this break to spend my time with my family after the death of my Father.
- **Travelling:** I travelled to many spiritual places in India which helped me to evolve totally with a different personality.
- **Spiritual Practice:** Practicing meditation, yoga and Spending time with Nature
- **Volunteer:** I worked as a volunteer to spiritual entities in organising medical camps, distribution of food to orphanages, Old age homes etc as a service to needy. During this phase :
 - I recommended best practices of the industries in administration of the camps and other service activities.
 - Support to the creation of processes to the organisation in terms of Management and Operations.
 - Creation and Maintaining of Dashboards to track the performance of the services.
 - Manage the relationship with the stake holders; establish relationships with third parties/vendor's.
 - Delegate service tasks based on staff members individual strengths, skill sets and experience levels
- **Start ups:** I used all my learned experience to help the small start-ups in structuring their organisations as a Freelancer.
- **Translation Services:** I used my multilingual skills (French and English) to Translate Project documents as a Freelancer. I have done quite a few assignments for unregistered companies.

Societe Generale Global Solution Center, Bangalore,India

December 2010–January2016

Transversal Manger –Operations Leader

- 24x7x365 IT infrastructure service covering server hardware, operating systems, databases, storage, network connectivity, applications & automated processes.
- **Transition Management:** Systematic planning, implementing and monitoring the migration of critical projects from Paris to Bangalore.
- **Problem Management:** Identifying the operational problems, finding the solutions & implementing the action plans to improve the operational efficiency and driving the process of Problem Management.
- **Translation Services:** Designing and implementing a new Translation services within the organisation.
- **Administration:** Process implementation in systematic administration for new joiner's and exits of the employees within the department.
- **Visitor's Management:** Process implementation in systematic administration for Visitors coming from France to India within the department.
- **Delivery Management:** Acknowledging and resolving the complaints of clients related to services of delivery in an effective way.
- **SPOC Innovation Drive:** Collect innovative ideas from employees, evaluate and implement against the challenges.
- **SPOC for Communication:** Publishing the communication on all aspects internally and with the counter Parts.
- **Event Management:** Planning, Coordinating and executing all the events like team outings and town halls.

ALTEN,France

September 2008 – July 2009 &
February 2010 – June 2010

Stagiaire Marketing opérationnel (Internship)

- Concerned sectors – Automobile, Aeronautics, Locomotive and Energy
- Identify the strengths and weaknesses of the group activities
- Study the Market and identify issues, needs and problems of customers
- Formalise the solutions to the identified issues
- ROI studies, formalising of references and feedback
- Pre Sales Planning and scripting for commercials kit (pads, presentations.)
- Spreading the various offerings on the various tools of Group Communication (Intranet)
- Formalising, improving and industrialising the manufacturing methods of offers.

Parametric Technology Corporation (PTC),Pune,India

June 2007 – July2008

Associate Technical Support Engineer

- Develop and improve technical knowledge of PTC products.
- Log in to the ACD system with respect to the defined schedule, and ensure high level of availability
- Isolating and verifying customer problems
- Filing Software Performance Reports
- Developing workarounds for customer problems
- Tracking SPRs with Development
- Escalation of critical customer issues to Technical Support Management.
- Understand and apply Technical Support procedures and work instructions.

Piaggio vehicles private limited,Rajahmundry,India August 2004 – July 2005

Sales and Service engineer

Expanding Business Volumes by effectively monitoring sales and service at Dealership and its outlets to meet the business objectives. Positioned at Rajahmundry handling 6 dealerships and 16 outlets of 9 districts.

Area of Sales:

- Achievement of business plan targets in terms of volume.
- Conducting and participating in sales promotion activities.
- Train and Develop dealer's sales staff for effective selling.
- Continuously interface with customers/dealers to understand positive/negative product feedback.
- Implement and monitor sales systems at dealer outlets.
- Generate lead on potential Institutional buyer and follow up.

Area of Service:

- Effective service support to product.
- Product monitoring and feedback in the field.
- Implementing and monitoring the service procedure and system.
- Debugging the product related problem at dealer/field
- Conduct service promotional activities as per the plan.
- Warranty & system audit at dealership outlets.
- Dealer workshop & spare parts management, development & up gradation.
- Provide information on competitor analysis and strategies.
- Customer support and education