

# MANISH KABRA

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## PROFILE

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A highly experienced IT/ Programme Mgt Executive with a strong proven track record of achievement. Capable of strategizing and leading complex IT Programmes/projects delivering business transformation and measurable results for clients. Brings invaluable knowledge facilitating subject matter experts working with business engagement, outsourcing and international delivery. A confident communicator generates business strategy and case for change and provides evidence by analysis of business benefit. Combines Vision, Thought Leadership and Technical Competence to provide sustainable and robust solutions.

## KEY SKILLS AND EXPERTISE

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- IT change and transformation end to end Project /Programme delivery
- Thought leadership at a strategic level
- Agile, SDLC and Global delivery models
- Budget control and commercial awareness
- Senior stakeholder management to "C" level
- Expertise in Outsourcing and offshoring
- Complex system integration programmes
- Regulated business experience
- Post merger integration experience
- Third party suppliers and contracts management
- Develops and presents the business case for change
- Sensitive to client processes and quick integrator
- Troubleshooting, progressing stuck projects
- Diplomatic and highest standards of integrity
- Matrix management business interaction
- Business collaboration for change and transformation
- Strategy, Delivery, Operations in complex organisations
- Office 365, Cloud Technology, MS SharePoint. ERP, CRM Web and mobility, Infrastructure, Data Management

## Project Highlights

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- Successfully delivered portfolio of software/IT projects and programme around web, content management, mobility, Cloud, systems integration bringing in digital transformation
- Led IT transformation strategy and the change programme of transforming UK customer contracts; leading to 10% margin improvements
- For the largest integration in UK banking industry, led Target Operating Model for IT Directorate which was aimed to achieve £170 million synergy benefits by 2012
- Led strategic stream of HBOS and Lloyds TSB integration for Wholesale Banking with integration IT change portfolio
- Achieved incremental growth of 35% Y-Y basis through strategies around service offerings, operating and delivery models, sourcing optimisation. Led and set up offshore and near shore delivery centres including supplier transition.
- Negotiated IT/ BPO services contracts for better commercial value through innovative service models. This led to the cost reduction up to 40% Y-Y
- Delivered customer centric complex BSS/OSS change portfolio contributing broadband revenue increase (35% Y-Y basis), decreased customer dissatisfaction (11%), and launch of value added services for the business customers (4 in a year)
- Led and set up offshore and near shore delivery centres including supplier transition

## EXPERIENCE

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Oct 2015 – Dec 2015      **Enterprise System Transformation Programme Manager** – Pearson UK

### Key Achievements:

- Led enterprise system transformation (CMS- Alfresco, CRM- Salesforce) involving Infrastructure and Application Delivery, business systems integration, data management with an anticipated benefits of \$35.6 m.
- Managed initial phase of global deployment in data centres in EMEA, America, Asia and brought off-track streams under control
- Collaborated with business, operations, application development teams, suppliers and established programme structure
- Managed the day to day implementation of programmes and projects, proactively monitoring overall progress, resolving issues and initiating corrective action as appropriate.

Apr 2014 – Jul 2015      **IM/ IT Programme Manager (GBS – Project and Programme Services)** – Network Rail UK

### Key Achievements:

- Developed, reviewed and optimised programme and project proposals for strategic value, providing executives and senior managers with the right information to make informed decisions, including recommendations to achieve business objectives.
- Delivered projects/ programme within Enterprise Content Management for intranet/ internet transformation

- Led MS SharePoint 2013 business case preparation, implementation and migration strategy
- Managed desktop browser upgrade, web applications remediation impacting 34000 users in UK
- Led supplier/ vendor management and contract negotiations to achieve better commercial value and benefits
- Led collaboration across various internal functions like strategy, P&PS, Operations, Business Units for successful deliveries
- End to end project management for Application change, Data/ information migration, Test, Infrastructure, Deployment and Operations across enterprise systems.

Mar 2012 – Mar 2014 **IM/ IT Project Portfolio Manager** – Network Rail UK

**Key Achievements:**

- Led change portfolio for web/ digital transformation including initiatives for information governance, mobile applications, web applications for Olympic 2012, transparency, enterprise systems integration.
- Delivered end to end projects using agile delivery model using software delivery life cycle.
- Delivered web platform content management systems upgrades to realise tangible benefits for the business in cost, improved customer satisfaction, internal and external business communications
- ERP Oracle e-Biz integration with online portals to support recruitment, employee data management and core HR module as a part of HR transformation.
- Led business case for web transformation and information governance to implement positive transformative change (realising business benefits @£12m)

Jan 2010 – Dec 2011 **Change Programme Manager** – BT Global Services UK

**Key Achievements:**

- Led on Systems Integration and Data Migration portfolio including L2C (Lead to Cash) process groups, CRM, Billing, Order management and T2R (Trouble to Resolve) process groups around Incident Management
- Recovered and delivered multiple project streams data cleanse, migration, BI and data management and applications changes, product implementations
- Led technology transformation for operational synergies, cost reduction, productivity and margin improvement
- Led change plans for some of the largest BTGS accounts which are contributing greater than £250m revenue to BT
- Managed £multimillion budgets, solutions and delivery teams, third party suppliers providing applications development, product deployment, test and data migration services

Sep 2008 – Dec 2009 **Programme Lead Transformation and Wholesale banking Integration** – Lloyds Banking Group UK

**Key Achievements:**

- Led strategic stream of HBOS and Lloyds TSB integration for Wholesale Banking with business system/ applications integration change programme portfolio of £ multimillion
- Delivered synergy benefit driven business case for application changes, scaling and migration of data from legacy to strategic systems and business critical regulatory IT changes vital to realise the full business benefit
- Led Target Operating Model implementation for ADM (Application Development and Maintenance) from Lloyds and HBOS heritage including organisation structure and sizing, union consultation and location landscape aimed to achieve targeted synergy benefits
- Established Centre of Excellence (COE) framework across Application Development and Maintenance (ADM) directorate to achieve tangible benefits in service offerings, processes, quality, customer centricity and cost base

Aug 2006 – Aug 2008 **IT Engagement Director** – Marks & Spencer/ Fujitsu Group Company, UK

**Key Achievements:**

- Led £multimillion programme portfolio for Business systems change for General Merchandising, International Franchise Group, Online e-commerce business functions
- Led growth and implementation strategy which resulted in 35% Y-Y growth through innovative service model
- Set up of globalising international business support operations and programme delivery models
- Negotiated innovative contracts for IT services to bring in better commercial value through shared services model, achieving reduction of 40% in opex
- Built 'C' level relationships to achieve strategic business objectives through value propositions, sourcing options

**Additional Experience**

1998 – 2006 **Programme Delivery Head** – BT Retail (Retail Broadband Business Support Systems) UK

1997 – 1998 **Project Manager** – Kumar Group of Companies

1994 – 1996 **Assistant Manager (Corporate Business)** – Apple Finance Ltd

**EDUCATION AND QUALIFICATIONS**

PMP (Project Management Institute, USA), Managing Successful Programmes (MSP) for NR, Number of management/ leadership training programmes, Managing Change, Risk Management

1994 MBA. SIBM India

1991 Bachelor of Engineering. Pune University, India