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Bal Krishna Baranwal

Over 35 years of IT industry experience at India's largest IT services company. During this period, I was responsible for SW Delivery Management of multiple technology stacks, Risk Management, Operations Management, Transition Management and Service Delivery with highest Customer Satisfaction. This included Delivery Head for TCS India Business Operations consisting of 20,000+ associates spread over

Executive Profile

- **Operational Excellence** – thru operational metrics, process orientation and relentless optimization drives for various cost components.
- **Excellent Relationship** – with Delivery Managers, Project Managers, Quality Assurance teams, Resource Management and other Support groups.
- **Leadership** – in building and supporting teams which delivers IT services to customers at stringent SLA.
- **Effective Governance** – by conducting detail program reviews, by participating in steering committee meetings and taking decisive action for delivery execution with timely delivery within budget.
- **Domain knowledge** in Retail Banking, Treasury Operations for Government Securities,
- **Key Customers** worked with – Reserve Bank of India, NABARD, SBI, NSE, NSDL, CCIL, HSBC bank, RBS Bank, NIA, Cadbury Schweppes, Citibank N.A and Continental Insurance among others.

Key Impact Areas

- Project/ Program Management
- Resource Management
- Transition Management/ Migrations
- Business Analysis
- Quality Assurance



Key Skills

Communicator Collaborator
Optimizer Analytical
Motivator
Team Builder

Professional Experience

Responsibilities at TCS

Delivery Head, TCS India Business Operations (August 2011 – November 2019)

The scope of work covers Operations Management, Delivery Management, Transition Management, Quality Management System (QMS) implementation, Program audits, and Program Management reviews for India geography for multiple programs. The specific responsibilities are:

Responsibilities

- Optimize Manpower Resource utilization – Release Management, Hiring, Allocation Management
- Project Management Review
- Relationship Health review
- Application Transition review
- Product Quality review
- Process Quality reviews and metrics dashboard
- Service Delivery Quality reviews including SLA reviews
- Optimization of Facilities consumption
- Bad Debt management
- Contract performance review

Responsibilities at Tech Mahindra

a) Program Manager for Etisalat DB program (May 2009 – May 2011)

The scope of work covers End to End Solution Architecture and Design, Development and implementation of IT solutions consisting of Siebel CRM, LHS Billing, TIBCO EAI, Data Warehousing solutions and 25 other product implementation for complete OSS/BSS stack. It also includes Datacenter build with Servers, Storage, IT Network Devices, and Software Licenses, Office infrastructure delivery for all its offices and IT operations support for next 10 years.

Responsibilities

- Responsibilities include team building, Program management.
- Vendor management for select vendors
- Facilities management for onsite team of 300+ associates

b) Delivery Head for an Independent Delivery Unit (IDU) (Nov 2008 – March 2009)

Responsibilities

- Lead a team of project managers, solution architects and SMEs to build solution for BT telecom inventory management for BT wholesale
- Responsibilities include team building, effort estimation and program management, risk management, customer relationship management, financial and contractual oversight
- Meet the Right First time (RFT) and Cycle Time metrics for delivered product
- The team size involved was 200+ persons

Responsibilities at Tata Consultancy Services (TCS) Feb 1986 – Oct 2008

Between 1986 and 2008, played various roles including Global Delivery Head for Cadbury and DPSG group. Listed below are the highlights of major roles played during TCS association.

a) Cadbury and DPSG (Sep 2006 to Oct 2008) – Global Delivery Head

Cadbury and Dr Pepper Snapple Group (DPSG USA) are SAP shops, and most of the engagements are in SAP area. During this period, we delivered complete lifecycle solutions for Cadbury and DPSG for their operations in USA, UK, Australia and Europe as given below.

- SAP ECC 6 implementation for Cadbury Egypt and Rollout for Cadbury Nigeria.
- SAP Application support for North America business of Cadbury for SAP modules SD, FI, CO, MM, PP and ABAP.
- SAP ECC 6 implementation for Bottling plants of DPSG for USA
- SAP APO SNP implementation for DPSG Beverages supply chain optimization
- SAP upgrade of three SAP systems from SAP 4.6C to ECC 6.0
- Blueprint preparation for SAP regional implementation for 8 Asia Pacific countries for functional areas covering Finance, Distribution and Supply Chain
- Training Material development for SAP training to End User Trainers
- Hyperion administration for HFM and Hyperion planning
- Data warehousing development and support using Informatica powercenter, Informatica Powerconnect for SAP and Cognos 8 toolset

As Global delivery head, I was responsible for demand planning, staffing and delivery assurance for these engagements. Other responsibilities include stakeholder communication, relationship review, proposal preparation, contract management and risk management.

b) SAP Program Manager for Tata Steel and Crompton Greaves (July 2005 – Aug 2006)

- End to End delivery for SAP Corporate Fund Management (CFM) implementation for Tata Steel corporate finance department
- Full lifecycle implementation of data warehousing system using SAP BW 3.5 and Cognos 8 for Crompton Greaves

c) Relationship Head for RBI and Capital market participants (July 2001 to June 2005)

TCS developed many RBI systems of national importance impacting banking community, capital market participants, Clearing Corporation (CCIL) and RBI.

- RBI Public Debt Office-NDS system for Government Securities of Indian Government
Design, Development, Implementation and Support of Public Debt Office (PDO) and Negotiated Dealing System (NDS) for Treasury Bills and Government Securities. The system scope covers auction, allotment, trading, clearing and settlement of these securities between RBI, its capital market participants (140+) and CCIL. The implementation at market participants involved IT Infrastructure build, Application installation and Application support.
- Forex Treasury System implementation for RBI.
This is a system of national importance in India. It maintains the National Forex Reserve. It is built around eTreasury product of TCS. The system processes financial instruments including US Bonds, world currencies, bullions and other secure international instruments. The system prepares order for buy and sell, communicates with trading platform of Reuters/Bloomberg, interfaces with depositories around the world and facilitates operational risk management for traders.
- Data Warehousing system CDBMS implementation and Data Center build for RBI. CDBMS (Centralized Database Management System) is one of the largest Data Warehousing systems for a financial entity in India. The DW system was built using Informatica powercenter, Hyperion Essbase, Oracle RDBMS and Business Objects toolset. The scope also included supply, installation, commissioning and support of Servers, SW products, and Networking devices.
- Engaged with OEMs to propose new Datacenters and DR sites for RBI

d) Regional Manager for TCS operations in Japan (January 1999 – May 2001)

This is a P&L responsibility for TCS operation in Japan. The key responsibilities are as follows.

- Develop new business from prospects and existing customer Citibank N.A. in Japan.
- Ensure growth and profitability of TCS Japan operations
- Deliver on-going projects in close coordination with onsite project managers and offshore delivery managers
- Lead the TCS Japan staff for sales, HR, administration and accounts
- Provide SOX compliance statement to TCS CEO

e) Other engagements as Project Manager / Team Leader (Feb 1986 – Dec 1998)

- Development of Retail Banking system components for HSBC Bank at Sheffield for Product Ledger Management. The modules developed were Periodic processing, Non-Value transactions and Value transaction processing
- Development of a Direct Debit System for Royal Bank of Scotland, UK in association with Bankers Association for Clearing Services (BACS) at Onsite, Edinburgh, UK.
- Co-ordination of support and enhancements of twenty Banking applications for Royal Bank of Scotland, UK at

Onsite Edinburgh, UK.

- Development of asset management system for Tata Steel at Tatanagar, India.
- Development of costing and budgetary control system for Tata Steel at Tatanagar, India
- Development of major creditor and accounts payable system for Neptune Orient Lines (NOL), Singapore.
- Support for policy writing system of Continental Insurance NJ, USA
- Capacity planning and Hardware selection for MSEB, Mumbai and Vijay Fire protection systems Ltd, Mumbai.
- Support and enhancement for Personal Property Insurance for Continental Insurance at NJ, USA for 2 years.
- Development of VMSUBLD tool for VM operating system for IBM Laboratory at Sterling Forest, NY, USA.
- Development and support of Share Accounting systems for Tata Share Registry Ltd., Mumbai.
- Development of Automated Standard Auditor Tool [ASA] for COBOL language for Tata Consultancy Services, Mumbai.

Education

- Post Graduate Diploma in Industrial Engineering (PGDIE) from NITIE Mumbai – 1986
- B.E. (Bachelors in Mech. Engineering) from BIT Sindri – 1984
- SAP FICO certification from SAP – 2006
- Japanese Language Proficiency Test – level 4

Personal details

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