



RAJADURAI ADAIKALAM

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PROFESSIONAL SUMMARY

Motivated Technical Delivery Manager with 14 years of progressive experience. Energetic self-starter and team builder. Navigates high-stress situations and achieves goals on time and under budget.

EXPERIENCE

Senior Project Manager, Sept 2023 - Current
Tech Mahindra, Dubai, United Arab Emirates

- Manage a portfolio of complex initiatives that span one or multiple lines of business.
- Manage projects in virtualizing the existing Windows server using AVD.
- Full project life cycle ownership: successful project delivery will include full implementation from initiation to deployment for one major or several minor initiatives simultaneously.
- Manage the team is successful orientation of O365 suite, especially Microsoft Project.

Senior Technical Delivery Manager, Jan 2023 - Sept 2023
Tata Consultancy Services, Chennai, India

- Successfully launched 6 major releases on schedule and within budget.
- Supervised supply purchases, management and tracking in line with budgetary requirements.
- Partnering with business stakeholders, architects to understand business requirements, scope and technical design.
- Accountable for end-to-end delivery of Infra assignments from pre-project to post go live support.
- Drove company growth with proactive mindset and results-oriented plans for business operations.

Service Delivery Manager, Jan 2022 - Dec 2022
Tata Consultancy Services, Chennai, India

- Managed planning and delivery of IT services for healthcare and banking provider.
- Plan, manage, track delivery through a combination of agile tools and traditional planning tools where required to ensure overall delivery across all streams are sequenced and tracked.
- Led direct teams alongside virtual delivery organisations to exceed organisational expectations.
- Ensure risks are pro-actively managed and highlighted in right forums to seek support for resolution.

Senior IT Project Manager, Feb 2019 - Dec 2021
Tata Consultancy Services, Chennai, India

- Handled budgets and resourcing for Infra projects, assessing areas of risk and implementing necessary processes to meet delivery guidelines.
- Deliver project in guidance and adherence to Bank's software delivery, security, release management standard & guidelines.
- Ensure all deliverables, checkpoints are planned and delivered to meet the bank's standards and quality gates.

IT Project Manager, Dec 2017 - Nov 2018
Saksoft Solutions, Chennai, India

- Managed team accountability, motivating staff to achieve delivery targets in line with budget and quality standards.
- Reported periodic updates and progress reports to the IT Director, displaying consistent ability to meet project needs.
- Developed expertise in Program Management through personal training programmes, gaining PMP qualification.

Technical Delivery Manager, Aug 2014 - Dec 2017
Prodapt Solutions Pvt. Ltd, Chennai, India

- Delivery of effective and accurate delivery progress reports that can be analysed and understood at all levels within the organisation, using the tooling that is part of the PCD framework.
- Collaborating with Human Resources on all personnel issues or questions.
- Key to overall 15% increase of the global revenue on the account.

Service Delivery Manager, Jun 2013 - Aug 2014
Accel Frontline Global IT Services Ltd, Chennai, India

- Managing a team, ensuring performance management, communication, goals and objective planning and team building.
- Develop self-service reports, implement dashboards and KPI.
- Revamped the service operation across global offices.

Associate Support Engineer, Sept 2009 - Feb 2013
Sensiple Software Solutions Pvt. Ltd, Chennai, India

- Work closely with commercial and operations managers to ensure business value is identified and delivered.
- Optimize HRIS processes and propose innovative solutions.
- Ensure compliance with the applicable data privacy and security rules.

CORE QUALIFICATIONS

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|---------------------|--------------------------|
| • Project planning | • VMware VCenter Servers |
| • Business Analysis | • Team Building |
| • PMP | • Strategic planning |

EDUCATION

Dhaanish Ahmed College of Engineering, Chennai, TN, 2008
BE: ECE

Loyola Matriculation Hr. Sec. School, Chennai, TN, 2004
Higher Secondary: Biology