

Ravi Kumar Krishnamoorthy

SENIOR PROGRAM & TRANSFORMATION LEADER | BUSINESS STRATEGY | GOVERNANCE & CLIENT DELIVERY | ITSM & SERVICENOW

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SENIOR LEADERSHIP PROFILE

Senior business and technology leader with 29 years of overall experience spanning program leadership, Service Transition & Transformation, IT Service Management, ServiceNow, client delivery, governance, demand management and OEM-facing business operations. Brings the maturity to lead complex, cross-functional environments, engage executive stakeholders, establish governance, manage risk and commercial controls, and move initiatives from strategy and due diligence through implementation, stabilization and operational handover.

EXECUTIVE SUMMARY

Seasoned Program and T&T Leader with **14 years of experience in Delivery Excellence & Strategic Project and Program Management**. Proven record leading Service Transition & Transformation for European clients, including multi-million-dollar greenfield T & T programs delivered through offshore teams. Experienced across deal review, due diligence, transition planning, go-live, hypercare and operational handover, with accountability for governance, financial controls, risk, contracts, stakeholder alignment and service quality.

Earlier career experience includes **15 years in Tier-2 automotive component manufacturing**, with responsibility for OEM relationships, key accounts, requirements, issue resolution, supply chain, logistics, business development and cross-functional engineering and quality initiatives. This combination provides a customer-centric perspective across both business and technology environments.

Also a framework author through JORA Nexus, developing enterprise frameworks, business concepts and hands-on AI-enabled tools and proof-of-concept applications. Uses Claude, ChatGPT, Gemini and Copilot to support analysis, communication, evaluation and decision-making.

LEADERSHIP CAPABILITIES

PROGRAM & TRANSFORMATION	ITSM / SERVICENOW	BUSINESS & GOVERNANCE
Strategic T&T • PMO • onboarding • delivery governance • RAID • scope/change • multi-vendor coordination • operational stabilization	ServiceNow-led onboarding • ITSM service catalogues • workflow automation • SLA governance • process discovery • SIT/UAT • ORR	Business strategy • demand management • financial controls • P&L • contract/commercial governance • executive stakeholder engagement • client relationships

PROFESSIONAL EXPERIENCE

Manager – Program, Transition & Transformation Jun 2016 – Mar 2025
DXC Technologies

- Led end-to-end Transition & Transformation programs for European clients including FedEx UK and Georg Fischer Switzerland, managing deal reviews, due diligence, transition planning, go-live, hypercare and operational handover.
- Transition Planning & Readiness: defined the transition strategy, scope, timelines, governance, roles and responsibilities; assessed operational readiness, dependencies, risks, resources, processes, tools and support requirements.
- Knowledge Transfer & Handover: coordinated KT, documentation, shadow/reverse-shadow, SOP/runbook readiness, service acceptance, operational testing and support readiness, followed by go-live, hypercare and formal handover to BAU/operations.
- Directed ServiceNow-led onboarding initiatives spanning process discovery, integration workshops, delivery-model configuration, foundation-data setup, SIT/UAT, ORR and knowledge transfer to offshore operations teams.
- Established program governance across WBS and scope management, financial controls, RAID, compliance, contract governance, commercial coordination and change-request management across multi-regional engagements.
- Governed and implemented ITSM service catalogues, workflow automation and governance controls, including automated incident routing, knowledge-driven resolutions, SLA adherence mechanisms and catalogue approval workflows.
- Embedded financial, security, compliance and audit controls within ServiceNow workflows, enabling scalable, compliant and efficient service delivery.
- Managed demand intake, qualification, prioritisation, capacity assessment and governance, aligning demand with strategic objectives and delivery readiness.

Engagement Manager – Onboarding

Jun 2013 – May 2016

DXC Technologies

- Led onboarding of managed-services engagements using the MSP delivery model, ensuring mobilization, service readiness, stakeholder alignment, knowledge transfer and transition planning.
- Facilitated client workshops, stakeholder alignment sessions and cross-functional coordination to support successful account onboarding and stabilization.

Senior Consultant – Delivery Excellence

May 2011 – May 2013

DXC Technologies

- Supported cross-functional teams and drove delivery excellence through process optimisation, governance implementation, performance reporting and continuous service improvement.

Automotive / Auto Components – OEM & Business Leadership

15+ years

Tier-2 Automotive Component Manufacturing

- Managed OEM relationships, supply chain and logistics across 8 major accounts.
- Drove business development, market assessment, channel sales and revenue growth across multi-location operations.
- Led cross-functional customer engineering, brake-system development, testing, quality initiatives and aftermarket support.

SELECTED FRAMEWORKS & INTELLECTUAL CAPITAL

ITTF – Integrated Transition & Transformation Framework — A structured, end-to-end handbook governing Service Transition and Service Transformation as parallel disciplines, with shared program initiation, governance and financial controls.

T&T Client Services Delivery Framework – Executive Edition — A ten-part program lifecycle framework spanning governance and PMO setup, client onboarding, delivery, risk and change control, closure and hypercare, with governance cadence, RACI and escalation templates.

AI & Automation Guide for the Demand Manager — A practical playbook mapping the demand lifecycle from ServiceNow intake through fulfilment monitoring into AI prompts and automation steps, paired with a phased, hour-costed implementation plan.

FUNCTIONAL EXPERTISE

Program & Transformation: Strategic T&T management; planning and governance; business process transformation; client onboarding; governance cadence; RACI and escalation management; PMO leadership; RAID; scope and change control; multi-vendor coordination.

Demand & Portfolio Management: Demand intake and qualification; prioritisation frameworks; demand review boards; capacity planning; demand-to-project governance; portfolio reporting.

Business, Commercial & Financial: Program/project financials; program P&L; program board presentations; reporting; commercial coordination; contract governance; key account management.

ITSM, Platforms & AI: ServiceNow; Jira; MS Office; MS Project; Microsoft Teams; Claude; ChatGPT; Gemini; Copilot; tool and POC development.

CERTIFICATIONS & EDUCATION

Certifications: MSP(P), PMP, CSM, ITIL, SAFe Basics

Education: MFT, BBA, DME, School Leaving Certificate

LANGUAGES

English • Hindi • Kannada • Tamil • Telugu

LEADERSHIP VALUE

Brings a balanced perspective combining international best practices with practical business and operational understanding. Experienced in diverse stakeholder environments, with a focus on sustainable delivery, customer experience, quality, governance, timelines and continuous improvement.