

Professional Services Manager – IAM

Location: **Bangalore, India** || Experience: **12+ years**

POSITION OVERVIEW

We are looking to add to our team a Professional Services Manager who will have a strong background in managing IAM Projects / Hybrid Cloud Solutions from start to finish. In this role, you will own client and partner relationships for specific named accounts and be responsible for day-to-day communication for key stakeholders throughout implementations. You will manage and work collaboratively with subject matter experts at Company and externally to support our clients and partners through their onboarding experience, and develop new processes and tooling to enable our team to continue to support the company's growth.

WHAT YOU WILL DO

- Lead cross-functional project management of strategic customer implementation projects
- People manager for a group of PMs, Architects, Implementation Engineers, QA and documentation persons
- Ensures the growth of each individual in his/her org. Responsible for org-resource planning, strategy, processes, KPIs, staffing, performance appraisal - PMs, Architects, IEs, QA and Doc personnel.
- Coordinate cross-functional teams, focused on delivering new or upgraded existing services
- Manage projects from inception to completion (or transition), including tracking and evaluation of project performance
- Monitor and track project plans for your projects
- Follow-up on deliverables and action items to ensure they are completed on time, within budget, and with high quality
- Provide proactive, concise and constant communication to customers and internal stakeholders regarding project status, issues, risks
- Communicate and prioritize Customer enhancement requests
- Work with cross-functional teams to define framework for scoping non-standard requests, determining client communication strategies, and setting scope of service to drive an exceptional customer experience
- Support Sales team in managing RFP responses and assisting with development of prospect-facing materials

WHAT YOU SHOULD HAVE

- 5+ years experience managing a highly productive team of Implementation Engineers and Project Managers
- 3+ years of demonstrated ability in implementing and running technical/process projects
- Was either a PM or Architect or IE in his/her past life in IAM space - at least 7 years in one or more of those roles involving IAM projects.
- Fully understands the nuances of delivery from all angles.
- Ability to speak and connect with both technical and business personnel, at all levels
- Created project plans, managed risks and delivery of mid (10,000 user-base) to large (100K+ user-base) IAM deployments
- Experienced with IAM processes, mapping customer pain-points to vendor solutions
- Identify, evaluate and lead teams through prioritization activities
- Must be very process driven – scrums, metrics, checklists, repeatable methodologies, project post-mortems, etc
- Must be Customer focused with Customer Success always top of mind
- Excellent written, verbal and interpersonal communication skills
- Oversee artifacts like Design/Test-Plan/Documentation-Plan documents delivered by team members
- At least 5 years of experience in project management in IAM
- Worked with US and European Clients

DESIRED

- Ideally has a background in being part of an IAM Vendor or IAM Services Vendor.
- Has managed IAM cloud deployment projects
- Has done Cloud (AWS/Azure or other) deployments

If Interested Please Email Your RESUME With The FOLLOWING DETAILS –

1. Complete Name
2. Latest Organization
3. Latest CTC
4. Notice Period
5. Expected CTC
6. Current Location

Resume@ExecutiveSelectionIndia.Com