

Amrish MUNGRA

Email: a.mungra@gmail.com

Phone: +230 57597351



PROFESSIONAL

Over 19 years of experience in IT industry. Experienced in managing delivery teams for Level 2 and 3 support, application development and all phases of project implementation, solution architecture, deal shaping and transition management.

Formerly Director of Operations at Advise Now (Mauritius), leading strategic planning, service delivery and client management. Previously held key roles at Accenture including pre-sales solutioning for the French market and driving AO/SI transitions.



EDUCATION

Masters in Business Administration with spec. in IT (2007 –2008)
BSc (Hons.) Information Technology (2003 –2006)

Accenture Certifications : Program Project and Service Management –PPSM (2015) | Application outsourcing (AO) solution architect (2017) | System integration (SI) solution architect (2018) | Technology solution architect Lead certification (2020)

Workday Partner Co-sell certified (2024)



SELECTED RELEVANT

Jul 2025 – Nov 2025 : Aberdeen Services

- Transitioning following acquisition of Advise Now by Aberdeen Services.

Dec 2023 – Nov 2025 : Advise Now, Director of Operations (Mauritius)

- Lead long-term operational strategic planning and service delivery development for the Mauritius entity.
- Develop and manage the Mauritius entity's budget and ensure that operations stay within established budget limits.
- Oversee daily operations and ensured optimal use of resources, driving efficiency and effectiveness.
- Establish processes and standards to guarantee high-quality service delivery.
- Build, mentor, and manage teams of Workday professionals, including recruitment, onboarding, and performance management.
- Build and maintain strong relationships with clients, ensuring satisfaction and loyalty.
- Manage client accounts and ensure compliance with contractual commitments.
- Participate in pre-sales activities, as well as in the preparation and negotiation of contracts.
- Collaborate with vendors and external partners to ensure resource availability and service quality.

Dec 2016 – Dec 2023 : Accenture, Presales Solution Architect & mobilization(transition) Lead

- Responded to RFPs for Application Outsourcing (AO) and System Implementation (SI), translating client needs into technology solutions.
- Shaped delivery models and defined optimal service locations and costing structures.
- Led end-to-end solutioning, from scope definition and cost modelling to contract negotiation.
- Secured internal approvals (e.g., QA, client account leads) for proposed solutions.
- Directed the handover from sales to delivery, maintaining alignment with contractual obligations and risk assumptions.
- Led the transition and mobilization team for new AO contracts, ensuring smooth knowledge transfer and service stabilization.
- 2019 – 2023: Led the Mauritius-based Solution Architect team for the French market cluster.

Apr 2012 – Dec 2016 : Accenture, Service Delivery Lead

- Service management for 4 clients' projects with a team size of 40 members.
- Oversaw delivery governance, risk mitigation, and SLA compliance.
- Acted as the main point of coordination among onshore, client-side, and offshore teams.
- Led workforce planning, workload distribution, and delivery monitoring.
- Set and monitored KPIs to drive accountability and continuous improvement
- Reporting activities to clients and internal leadership.
- Managed transitions, stabilizations, and cost optimization phases.

Oct 2006 – Mar 2012 : Accenture, Associate Developer to Integration Lead

- Contributed to AO and SI projects as a developer and later as technical integration lead.
- Worked with Oracle PL/SQL (PeopleSoft and Siebel), MS SQL, and ETL tools including Informatica and DataStage.