

Praveen Bhaskar
Program Manager (Software Delivery) - Office Beacon

Vadodara, Gujarat - Email me on Indeed: [indeed.com/r/Praveen-Bhaskar/c9868b2e3dd70df1](https://www.indeed.com/r/Praveen-Bhaskar/c9868b2e3dd70df1)

WORK EXPERIENCE

Program Manager (Software Delivery)

Office Beacon - Vadodara, Gujarat -

January 2016 to Present

- Global delivery & Program management.
- Determination of a viable project mix that meets the target of the organization.
- Regular monitoring of the planning and execution of the optimal selected projects.
- Evaluating the performance of portfolio and various ways for improving it.
- Comparing the project execution capacity of the organisation.
- Providing recommendations to decision makers at every level of the process management.
- Coordinating cross-project activities.
- Lead and evaluate project managers and other staff.
- Develop and control deadlines, budgets and activities.
- Apply change, risk and resource management.
- Assume responsibility for the program's people and vendors.
- Prepare reports for program directors.
- Managing the PMO, Development and Support Functions.

Project Manager, Sr Consultant/ Infosys Limited

Tekskills India Pvt Ltd & Infosys Limited - Pune, Maharashtra -

December 2015 to October 2016

Managing small to large scale projects as per the client requirements.

- Co-coordinating with the onshore and offshore team for the successful completion of projects.
- Interacting with the customers and coordinating with internal stakeholders.
- Planning, scoping and designing the entire project and ensure the project is delivered as per the business needs.
- Preparing and maintaining project, stage and exception plans as required.

Resume - Project Manager

- Managing project risks, including the development of contingency plans.
- Applying change control and configuration management processes.
- Maintaining an awareness of potential interdependencies with other projects and their impact
- Identifying and obtaining support and advice required for the management, planning and control of the project.

<https://www.indeed.com/r/Praveen-Bhaskar/c9868b2e3dd70df1?isid=rex-download&ikw=download-top&co=IN>

- Preparing any follow-on action recommendations.

Supervisor (Associate Manager)

Red Hat Inc - Pune, Maharashtra -

August 2010 to October 2015

Managing a team of 20+ direct reportees that includes Technical Support Engineers, Team Leads and SMEs.

- Managing Global Support Delivery Operations from India for recruiting, training and career development.
- Handling customer escalations and ensuring positive customer engagement. Planning and executing the organizational level strategies to achieve the goals.
- Build and oversee the day-to-day management technical team, consisting of junior to senior technical support engineers
- Manage customer escalations with highly technical support requests from enterprise customers via the telephone and the web
- Maintain a high level of customer satisfaction
- Keep the team's technical and non-technical skills current by promoting and guiding ongoing professional and personal development
- Implement strategic change for knowledge management, customer-centric support, and issue problem solving
- Coordinate improvement programs for global support process and procedures as part of the front-line support management team across

Team Lead, Global Support Delivery | Red Hat Inc. PUNE, INDIA

- Acted as Team Lead for support delivery team of 40+ associates. o Working closely with the management for day
- Resume - Project Manager

to day operations. o Planning and executing team level strategies.

- Prepare coverage plans to meet the business requirements.
- Coaching/Training/Mentoring associates and providing feedback to management.
- Planning and implementation of department level projects.

Software Engineer

POORNAM INFOVISION - Kochi, Kerala -

October 2009 to August 2010

Remote administration of Web-hosting servers. Manage the IT infrastructure for dedicated clients.

- Experience over control panels such as cPanel and Plesk.

- Setting up the IT infrastructure as per customer requirements

Linux Systems & Network Consultant

LOGIC SOLUTIONS PVT LTD - Thiruvananthapuram, Kerala -

January 2007 to September 2009

To configure and control the Linux Systems, which also includes the Head server of the Institution and maintain the Network infrastructure.

EDUCATION

Higher Secondary Certificate

Kerala State

2003

Certificate

Kerala State

2001

SKILLS

MENTORING (5 years), TRAINING (5 years), PROGRAM MANAGER (2 years),
PROJECT
MANAGEMENT (2 years), CHANGE MANAGEMENT (Less than 1 year)

ADDITIONAL INFORMATION

Skills Project Management, People Management, Stake Holder
Management, Vendor Management, Project Planning Scheduling and
Implementation, Risk Analysis, Cross-functional supervision, Team
building and mentoring, Change Management, Escalation Handling,
Change Management, Quality Assurance, Training & Presentations.
Resume - Program Manager