



PROFILE

ANUBHAV JINDAL

Senior Project Manager

CONTACT

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LinkedIn Profile

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CORE COMPETENCIES

Project / Program Management

Project Delivery

Project Risk & Communication

Service Delivery Management

Strategic Planning & Execution

Stakeholder & Process Management

Support & Operations Management

Staffing & Resource Management

Leveraging creative thinking and problem-solving skills

Training & Development

Business Continuity Management

CERTIFICATIONS

Project Management Professional (PMP)

Prince Certified

ITIL

Lean SIX Sigma White Belt

MCSE & CCNA

TRAININGS:

STL Program & Management

STL Goal Management Manager

STL Performance Management

STL Information Security

Jira Training

7 Habits of Highly Effective People

Service Delivery Campus Program

Summary

Certified Project Management and Six Sigma Certified with strong 21 years of overall experience in program management and service delivery management in various Industries i.e. Telecom, IT etc.

- Successfully done FNI of DMC Node in Bharti Network on Open Shift cluster
- Specialized in Service Delivery and Shared Services Model
- Strong understanding of ITIL/ITSM and project management concept.
- Global Project Manager for BSS end to end Transformation for Enterprise & Retail Business
- Managed overall program cost of \$30Mn and responsible for planning and governance of the financial management apparatus and identify risk and requirements that are specific to program.
- Shared Project Management practices and defined project management process across the team to adhere the project management processes.
- Successfully delivered all the Projects with yielded margins above the target assigned
- Successfully contributed in Pandemic situation by getting payment released to get the cash flow running in the organization
- Successfully done Add- On- Sales by capitalizing the opportunities with customer which translated in to four new projects valued of \$2Mn.
- Project Design, Project planning, Project Execution and providing Strategic support to Business Unit Head
- Successfully completed Multiple domain Project for Intelligent Networks , OSS , MPBN , PCRF , Ericsson Multi Media , Charging Node , BSS , Broadband Wi-Fi, DSL for multiple operators Bharti, Idea , Uninor , MTN , Globe , Smartfren, Lintasarta and DTAC.
- Successfully completed most complex Government entity BSNL BNG replacement project for Pan India and Post Go-live ensure Service Delivery assurance for BSNL Account.
- Experienced in dealing with customers and stakeholders in Indian Government, Indian business and international customers
- Managed multi-cultural, multi-location-based organizations and teams.
- Successfully delivered projects in Uganda, Rwanda, Philippines, Indonesia, Thailand and India.

PROFESSIONAL WORK EXPERIENCE

Organization: STL Digital Limited (May'23 – Till Date)

Role: Senior Project Manager – (Hybrid Cloud –Bharti)

- FNI of DMC Node on Open shift cluster platform delivered successfully in Bharti Network
- Responsible for expansion, upgrade, new deployment and FNI in Bharti Network.
- Handled Client meeting and understand their requirement
- Prepare Governance Deck and published to Customer and other key stakeholder
- Leading L3 support team of RHOSP & RHOC cloud platform
- Manage L3 escalation and support them in troubleshooting on the cloud
- Adhere to creating and followed SOP's and MOP's for smooth transition and handover.
- Planning and execution of migration of workloads from cloud to cloud.
- Experience with Redhat Linux, Redhat Open stack Redhat Open shift and Monitoring tools
- Effectively communicate and collaborate with cross-functional teams for faster and smooth delivery of the project deliverables.



EMPLOYMENT HISTORY

- STL Digital limited (May'23 – Till date)
- Sterlite Technologies Limited (Oct'18 – April'23)
- Ericsson India (May'13 – Sep'2018)
- Future Soft Solutions (Dec'2012 – Apr'2013)
- Barclays(Apr'2008 – May'2012)
- Network Solutions (An IBM Company) (Mar'2007 – Mar'2008)
- Amadeus India(Mar'2001 – Feb'2007)

EDUCATION QUALIFICATION

- MBA, Amity University, 2009
- B.Com, Delhi University, 2000
- DOEACC 'O' Level, ITI ,1998

REWARDS & RECOGNITION

- Star Performer Award for the successful completion of the TAL Project
- Power Award for Outstanding contribution towards Customer & CU Bharti Airtel
- ACE Award for Outstanding contribution towards Idea SPAC Migration
- Certificate of Recognition For Excellence in Performance –Team 'Acting to Execute' for Bharti Airtel Project
- Certificate of Recognition For Excellence in Speed and Ease 'Acting to Accelerate' for Bharti Airtel Project
- Certificate of Appreciation for exceptional Project Delivery of EMM Optimization Project for MTN Uganda/Rwanda
- Received cash appreciation multiple times towards Add on Sales Program
- SI CPM Award for exceptional contribution in Project Delivery
- SI CPM Award for exceptional contribution in Finance

PROFESSIONAL WORK EXPERIENCE

Organization: Sterlite Technologies Limited (Oct'18 – April'23)

Role: Senior Project Manager – (BSS Stack & Wi-Fi Broadband)

- Responsible for Service Delivery assurance support post-delivery of the Projects
- Ensuring that programs are executed effectively and efficiently. Governance the projects progress and maintain project management methodologies, definitions, standards, and tools.
- Work closely with leadership team and cross function domain for business strategic growth which is aligned with Organization objectives
- Focused on KPI's and executed innovation plan for their improvement
- Engaged in new opportunities for up scaling the business.
- Established Strong Communicating channel between all the Key stakeholders
- Ensuring Quality Delivery of the Projects by conducting Technical training programs for the Team so that they delivered the projects efficiently.
- Practicing scrum agile methodology for project deliveries and following PI planning objectives.
- Facilitate sprint planning, backlog grooming, daily stand-ups, reviews/demos, retrospectives, and other scrum ceremonies
- Jira, and CA Clarity tools.

Organization: Ericsson India (May'13 – Sep'18)

Role: Customer Project Manager -- (BSS & OSS Telecom Domain)

Project Value Managed : \$15Mn

Add on Sales :- \$1Mn(Received Certificate & Cash appreciation under Add on Sales Program)

- Globally done Ericsson Multi Media & Ericsson Multi Adaptation optimization project for MTN Uganda/ Rwanda.
- Successfully migrated 50Mn Subscriber base for Bharti East Region
- Successfully delivered Intelligent Networks Post Paid Services Project for Idea Delhi Region.
- Successfully delivered E/// IN Pre Paid Expansion of 4.2Mn Subscriber base for Idea Pune Region
- Successfully delivered Location Based Services (LBS) project with approx. 95% accuracy compliance with DoT Regulatory for Idea Pan India.
- Successfully entered in Idea high revenue Packet Core Domain by successfully delivered the done Transformation project of migrating NSN PCRF with E/// PCRF solution.
- Migrated Classic voucher server to NgVS for following Circles MH/MB/TNC/KOL of Idea networks
- Ensured E/// Global Chrono's to be followed appropriately in each Project and adhere to "WOW" environment i.e. E/// ways of working.
- Managed all the Projects with PMP & Prop-C Knowledgebase.
- Managing global project alongside business and agile team.
- Managing projects delivery, milestone tracking and audit documentation.
- MS- Project and MS – Visio tools.

Organization: Future Soft Solution(Dec'12 – Apr'13)

Role: Project Manager at MAX – Hospitality Sector

- Successfully delivered the centralized database project by replacing the manual process with robust automation HIS application i.e. Hospital Information System
- Handled team of 80 engineers at 11 different location in Delhi & North Region
- Conducting regular meeting with Max Hospital GM to understand their requirement and meet their expectations
- Managed Max Hospital IT Networks consisting of LAN, WAN, MPLS , Data Centers(11), Servers (75), Wi-Fi network and related applications
- Managed multiple vendors who has provided various services to Max Hospital.
- Ensuring that all the contract obligations are done on time for avoiding risk.
- Conducting internal and external team meetings and tracking all the actions till closure.
- Kaseya Tool.



SKILLSETS – TOOLS & TECHNOLOGIES

- MS- Project & Visio
- CA Clarity, Open Work Bench
- Jira
- MS Excel, Power point

Organization: Barclays(Apr'08 – May'12)

Role: Officer Service Delivery- Managed IT Service Delivery Operation with ITIL framework

- Complete management of IT Service Delivery operations.
- Implement actions derived from Plan of operations as defined within the boundaries set by company, processes and policies.
- Work with onshore Technical team to ensure that the applications are up and running all the time in central operations.
- Consolidate all IT issues affecting business productivity and bring it to the notice at appropriate meetings with backend support groups.
- Reporting & Escalating IT operational issues to the business in a timely manner.
- Managing the outsourced resources to ensure that the SLAs met

PERSONAL CREDENTIAL

DOB : 06th July, 1980

STATUS : Married

ADDRESS: G-13 Naveen Shahdara
Delhi-110032, INDIA

Passport: Valid

Organization: Network Solution (An IBM Company)(Mar'08 – Mar'07)

Role: Team Leader

- Manage the team of 12 members
 - IT Service Management following the ITIL framework for both Service Support and Service Delivery.
 - Managing IT operations with the help of Noci (A service desk tool)
 - Regular Team review and Performance reporting.
 - Confirm to requirements through Service Level Management.
 - Provide remote support to other branches
 - Provide first level support to network of Apollodkv health Insurance Company
 - Managing the IT Infrastructure end to end for IBM Daksh (a BPO client) providing 24x7 support to ensure IT services always up and running.
 - Planning, Developing and Implementing state of the art information solutions facilitating growth with a total team size of 5 Senior level and 10 mid-level technical resources managing the entire IT operations including – WAN, LAN, Servers, CRM Solutions, etc.
 - Reduced the 50% of downtime of the Incidents by reducing the Local IT hardware issues.
- Completed the project of migrating exchange server 2000 to Lotus notes 7.

Organization: Amadeus India (Mar'01 -Feb'07)

Role: Customer Support Engineer—Travel Industry

- Installation and maintenance of client networks under AMC.
- Operating System: Win 98, Win2000, XP.
- Call distribution among engineers.
- Managed the installation, configuration and troubleshooting on various hardware and software products used in a stand-alone, PC or networked environment.
- Worked on Travel Based Software Platform , Web based ticket booking and printing
- Successfully delivered the Web based Travel Insurance Project

HOBBIES

Loves to Swim and play Table Tennis.