



AKSHAT GOYAL

IT SPECIALIST

PROFILE SUMMARY

- **Certified Scrum Master® (CSM®), ITIL® V3 certified & PMI-ACP trained professional** with nearly 13 years of expertise in IT project management, Scrum Master, and service delivery which entails 10.5 years of International experience (**Cognizant Philippines**) in insurance domain.
- Developed expertise in **Agile project management**, effective team management, and insightful business analysis.
- Played a pivotal role in implementing **effective governance and portfolio management systems** to ensure timely **project delivery** and optimal resource utilization.
- Achieved success by securing **substantial project deals**, enhancing team efficiency through Agile methodologies, and integrating Kanban principles for project triumph.
- Experience in **leading projects** with multi-shore teams including developers, QA, internal business groups, vendors and client support team.
- **Worked with Scrum Team**, as well as internal and external stakeholders, to influence and drive decision making and support organizational project or product teams.
- Developed and managed **RFI, RFP, and SOW**, including drafting detailed requirements, evaluating vendor responses, and ensuring alignment with project objectives and compliance standards.
- Interacted with **team members** to ensure smooth progress of project work; ensured adherence to quality norms throughout the implementation process

WORK EXPERIENCE

Oct'11-Present: Cognizant India/ Cognizant Philippines

IT Specialist (IT Service Delivery & Project Management) Jul'18-Present
Key Result Areas:

- Managing four cross-functional, multi-geographic offshore teams, including Autosys Batch Production & Development, Infra L1/L2 Support, and Tech Admin Support (L2/L3) for a leading American insurance company.
- Owning and delivering Project Monthly/Weekly RAG Reports and Client Governance Reports.
- Managing operational maturity responsibilities and leading the people management of over 50 resources.
- Supervising 24/7 critical end-to-end batch operations, development, and technical infrastructure support teams across multiple locations, managing over 65 applications.
- Directing the development of Unix Shell programs for automating manual tasks based on client requirements and led new client-initiated projects.
- Identifying and defining key performance indicators (KPIs) and metrics to assess business performance and track progress towards organizational goals.
- Implementing Scrum and Agile principles to reduce cycle times and meet target margins.
- Reviewing and approving production deployments and changes using Jira.
- Compiling and presenting Project Monthly Reports and Governance Deck Reports to clients and Cognizant management.
- Leading daily standups with project teams and participated in meetings with senior leadership and client stakeholders to review project status and milestones.
- Reviewing daily, weekly, and monthly metrics to ensure all SLAs are consistently met.
- Promoting continuous learning and upskilling among teams to ensure they remain competitive and future-ready.

Significant Highlights:

- Played a key role in securing and renewing large project contracts valued at **\$3.5M**, transitioning to **Managed and Shared Services projects**, which boosted revenue.
- Implemented **Agile Scrum practices**, enhancing team velocity within the first year.
- Successfully applied **Kanban principles** across the entire project.
- Introduced **over 150 Continuous Service Improvement (CSI)** themes, generating **\$100k+** in soft benefits over the past three years.

OBJECTIVE

Result-oriented and creative professional, targeting assignments as **Agile Project Manager/Scrum Master** with an organization of high reputation

CONTACT ME AT

✉ akshat.goyal@hotmail.com

☎ +91-9971088441

🌐 <https://www.linkedin.com/in/akshat-goyal-29feb>

CORE COMPETENCIES

- Application Development Management
- Agile/Scrum Methodologies
- IT Service Delivery Management
- Requirement Gathering
- Continuous Integration & Deployment
- Process Management
- Process Improvements
- Service Level Management
- People Management

EDUCATION

- Bachelor of Engineering (Hons.) in Computing (Gold Medalist)
Staffordshire University, UK in 2011

TECHNICAL SKILLS

Operating System:	Red Hat Linux, AIX 6.1, Oracle Solaris, Windows Server
Programming Languages:	Unix Shell scripting (ksh), Autosys JIL Language
Tools:	Microsoft Projects, Jira, AutoSys R11.3.6 Job scheduler, Service Now, MS Visio, IBM PAM, BMC Remedy, Lotus Notes & MFT PS
Other Utilities:	Splunk, Confluence, SharePoint, MS Excel, Power BI

PERSONAL DETAILS

- **Languages Known:** English, Hindi and Tagalog
- **Location:** Pune

- Onboarded **multiple new applications** and expanded scope from other vendors to Cognizant, contributing to revenue growth.
- Led the migration of **Oracle DB to Postgres DB**, Autosys from R11 to R11.3.6, and Super Cluster Server for Informatica Apps, as well as server upgrades in the production region.
- Achieved a reduction of approximately **250 non-actionable and 200 recurring incidents**, resulting in cost savings and efficiency improvement.
- Worked with **cross-functional teams** to develop product specifications, enhancing customer satisfaction.

Technical Lead (Cognizant – Manila, Philippines)	Jul’15-Jul’18
<ul style="list-style-type: none">• Directed the offshore team responsible for critical batch support production for a leading American insurance company.• Prepared and presented monthly project reports and governance deck reports.• Administered 24/7 critical batch operations, managing a team of 18 members and coordinating resource shift planning.• Served as the SME for batch, Unix/Linux, and Wintel issues.• Created Unix shell programs to automate manual tasks based on client requirements and guide the development team through implementation.• Provided support for Unix/Solaris Autosys jobs for 15+ critical insurance applications and resolve production Unix issues.• Reviewed weekly and monthly status reports, update operations maturity documents, and manage Jil deployments for month-end, quarterly, and year-end release activities.• Conducted knowledge transfer sessions for new resources.	

Programmer Analyst	Oct’11-Jun’15
<ul style="list-style-type: none">• Created and maintained Unix shell scripts.• Administered production Autosys jobs for 15 critical applications.• Analyzed and resolved issues as they arise.• Addressed and managed assigned change and service requests.• Prepared and delivered status reports on a weekly and monthly basis.• Provided Business Continuity Planning (BCP) support in the absence of offshore team members.• Created and updated production jobs in Autosys and Unix.	

Certifications

Certified Scrum Master® (CSM®)- Scrum Alliance	2024
Setting Up a PMO – Training Certification - LinkedIn Learn & PMI	2024
Agile Project Management - Udemy Inc.	2024
Introduction to Scaled Agile Framework (Latest SAFe 6.0) - Udemy Inc.	2023
Jira Fundamentals for Agile Projects - Udemy Inc	2023
Understanding of Kanban - Udemy Inc.	2022
Planning an AWS Outposts Implementation - Amazon Web Services (AWS)	2021
AWS Outposts Networking Foundations - Amazon Web Services (AWS)	2021
Fundamental of Project Management - Udemy Inc.	2018
Solaris 10 Administrator - Brain Bench Certified	2013
ITIL Foundation V3 - Exin Certified	2013
IT IS Critical Situation Incident Management - Cognizant Academy	2013