

**SURAJ RANBHOR PRINCE2® Foundation & Practitioner**

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Seeking assignments in Project Management, Programme Management with an organization of high repute, preferably in IT/ IT Services sector

PROFILE SUMMARY

- Experience in Project & Process Management and Customer Interaction and Reporting – Creation of Dashboards and Financial Reports and e-Learning Projects.
- A keen planner, strategist and implementer with demonstrated success in project management and ensuring effective management of resources to meet project specifications
- Significant experience of working with customers, project managers and technical teams for securing & executing concurrent projects
- Strong problem-solving & technical skills coupled with confident decision-making for enabling effective solutions leading to high customer satisfaction and low operational costs
- Proven abilities in leading larger teams during project phase and guiding team members and enabling knowledge sharing among them

ORGANIZATIONAL EXPERIENCE (Total 10 Years of Experience)**Currently At****SAP India, Mumbai as PMO Analyst**

Duration: 1 years and 4 months (Nov'15 to Till Date)

Client: Reliance Industries, Jio

Domain: Telecom, Project & Process Management and Retail

Previously At –

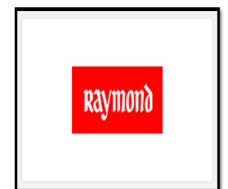
Organization	Role	Duration	Client	Domain
SHEZARTECH	Project Manager	(June'15 to Aug'15)	Times Group	Content, E-Learning Project Management
Praxis Technologies	Ass.Project Manager	(Feb'15 to May'15)	Campus & MGH	Content, E-Learning Project Management
Hurix Systems	Ass.Project Manager	(Aug'14 to Feb'15)	Philips,Paraxel,Mzinga, Kydon,Children Hospital	Content, E-Learning Project Management
Lionbridge Technologies	Project Manager	(May '08 to Dec '10) & (Oct '13 to July '14)	Oracle, Microsoft and British Telecom	Localization, Content, E-Learning Project Management
Capgemini India	PMO Consultant	(July'11 to Oct'13)	TDC, Netherlands Projects, Schneider Electric and British Airlines	Telecom, Project & Process Management and Infra Management Services
Raymond Ltd.	Project Coordinator	(Jan'11 to June'11)	SQC and Raymond Internal Teams	Retail Project Management
Ashida Electronics	S/W Engineer	(May '07 to May '08)	MSEB and Indian Railways	I.T. / Electronics

BRANDS ASSOCIATED WITH

Capgemini India Pvt. Ltd.



LIONBRIDGE Technologies Pvt. Ltd.,



Raymond Ltd.



Key Result Areas:

- Planning, scoping, estimating, tracking & ensuring implementation of project plans within pre-set budgets and deadlines (as per best practice guidelines)
- Preparing Reports and publishing Dashboards related to Project and Financials includes Client Invoicing, Declaring revenue for Project/Programme
- Monitoring projects from conceptualization and visualization to technology mapping and final execution of projects
- Understanding client's needs / enhancements, customizing product accordingly and consulting with Technical Team to provide solutions as per delivery schedules
- Serving as single point of contact / interface for supporting client on various projects and technical issues.
- Achieving client satisfaction by ensuring compliance with service quality norms and building brand image by exceeding customer expectations
- Holding review meetings to monitor progress as per schedule / budgets and ensuring timely completion and delivery to the client; extending production support of multiple applications
- Conducting need assessment and preparing IT blueprint for the organization
- Handling resource allocations and setting up of communication channels across the various horizons of the organization structure

Accomplishments:

At LIONBRIDGE Technologies Pvt. Ltd., Mumbai

- Received Star Performance Award in May'10 for Quarter Jan'10-Mar'10
- Received highest rating of 4.8 out of 5
- Compliment received for Exceeding Expectations and same is raised under Lionbridge Customer Care Portal.
- Compliment received for Responsiveness and overall Project Management, same is raised under Lionbridge Customer Care Portal.

At Capgemini India Pvt. Ltd., Mumbai

- Managed zero escalations from the clients in 1 years

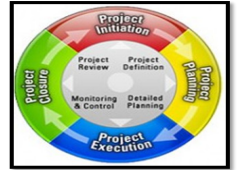
EDUCATION

2017	PRINCE2® Foundation & Practitioner Certified
2011	Executive-MBA (IT Operations and Marketing) from SIES College, AICTE approved, Mumbai. Secured 66%
2007	Bachelors in Computer Science from Birla College, Mumbai University
2003	XII from M. H. Jr. College, Thane, Mumbai Board
2001	X from Saraswati Secondary School, Thane, Mumbai Board

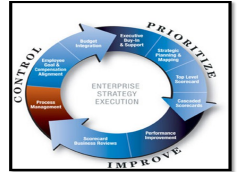
TECHNICAL FORTE

Operating Systems:	Windows9x & XP
Languages:	VB-6.0 & Advanced Java
RDBMS:	MS-Access & SQL-2000
Tools:	Microsoft Project Plan, Gemini 3.0 (Financial Tool), Q-Wiz (Client Quotation Preparation Tool)
Domain:	e-Learning, Translation, Localization, IT/ Telecom, Infra Management Services, Retail
Other Tools:	BMC Remedy, GRS (Global Reporting Service) Client Tool

SKILL SET



Project Management



Process Management



Customer Interaction

EDUCATION



Executive-MBA (IT Operations and Marketing) from SIES College, Mumbai



Bachelors in Computer Science from Birla College, Mumbai University

PERSONAL DETAILS

Date of Birth: 26th Nov'1985
Nationality: Indian
Passport No.: L5742705 (Old - H6408574)
Languages Known: English, Hindi and Marathi

~Annexure~

PROJECTS HANDLED

At **SAP India**, Mumbai as PMO Analyst

Title: Reliance Jio

Team Size: 6

Platform: Windows 10, Microsoft Project Plan, MS - Office, PRMS

Role: Project management, Client Process Management, Team Manager

Responsibilities:

- Liaising with:
 - Clients, Internal Teams and Delivery Manager to maintain project activities
 - Operations Team to investigate operational issues and rendering effective business solutions through improvements in changed processes/procedures
 - Team Handling & Management
- Understanding market and product requirement and adding value to E2E process by conducting process analysis, identifying gaps and suggesting process improvements
- Conducting analysis of issues arising from investigations into requirements and problems
- Devising & publishing:
 - Development and QA metrics
 - PRMS (Project Management Tool Developed by Reliance)
 - Billing
 - Resource Management

At Shezar Web Technologies Pvt. Ltd., Mumbai as Project Manager - (June '15 – Till Date)

Title: Times Group

Team Size: 5

Platform: Windows 8.1, Windows 2007, 2003 & XP, Microsoft MPP, MS-Excel

Role: Project Manager for Content and E-Learning Projects

Responsibilities

- Communicated with:
 - Clients and Content production activities
 - Business Stakeholders, Delivery Managers, Sales Operations Teams and other design teams and Components
- Participated in process and Project related conference calls
- Publishing Weekly and Monthly Dashboards as well financial Reports to Client as well as for internal stakeholders.
- Quote Creation, Budgeting, Forecasting, Revenue Certification and Client Invoicing
- Conducted impact analysis (operational impact) and risk /issue assessments
- Incorporate Factory Solution Approach Document into JRD
- Include all Business Requirements in the JRD:
- Complete, baseline, and gain Project Team Member (PTM) sign-off JRD.
- Ensure for traceability of the business requirements when reviewing and approving any Phase 2 documents produced in response to business requirements [e.g., IT Functional and Nonfunctional requirements, Labs Technical Service Description (TSD) and Field of Use (FOU) documents].

- Resource Allocation.
- Issuing Purchase Orders and Invoicing to Client as well.
- Also, did Vendor Follow Ups and Project Tracking, File Handling.

At Praxis Technologies, Mumbai as Associate Project Manager - (Feb '15 – May'15)

Title: Campus & MGH

Team Size: 5

Platform: Windows 2007, 2003 & XP, Microsoft MPP, MS-Excel

Role: Asst. Project Manager for Content and Technology Projects

Responsibilities

- Communicated with:
 - Clients and Content production activities
 - Business Stakeholders, Delivery Managers, Sales Operations Teams and other design teams and Components
- Participated in process and Project related conference calls
- Publishing Weekly and Monthly Dashboards as well financial Reports to Client as well as for internal stakeholders.
- Quote Creation, Budgeting, Forecasting, Revenue Certification and Client Invoicing
- Conducted impact analysis (operational impact) and risk /issue assessments
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- Resource Allocation.
- Issuing Purchase Orders and Invoicing to Client as well.
- Also, did Vendor Follow Ups and Project Tracking, File Handling.

At Hurix Systems, Mumbai as Associate Project Manager - (Aug '14 – Feb'15)

Title: Philips, Parexel, Mzinga, Kydon, Children Hospital

Team Size: 10

Platform: Windows 2007, 2003 & XP, Microsoft MPP, MS-Excel

Role: Asst. Project Manager for E-Learning and Localization Projects

Responsibilities

- Communicated with:
 - Clients and e-learning production activities
 - Business Stakeholders, Delivery Managers, Sales Operations Teams and other design teams and Components
- Participated in process and Project related conference calls
- Publishing Weekly and Monthly Dashboards as well financial Reports to Client as well as for internal stakeholders.
- Quote Creation, Budgeting, Forecasting, Revenue Certification and Client Invoicing
- Conducted impact analysis (operational impact) and risk /issue assessments
- Incorporate Factory Solution Approach Document into JRD
- Include all Business Requirements in the JRD:
- Complete, baseline, and gain Project Team Member (PTM) sign-off JRD.
- Ensure for traceability of the business requirements when reviewing and approving any Phase 2 documents produced in response to business requirements [e.g., IT Functional and Nonfunctional requirements, Labs Technical Service Description (TSD) and Field of Use (FOU) documents].
- Resource Allocation.
- Issuing Purchase Orders and Invoicing to Client as well.
- Also, did Vendor Follow Ups and Project Tracking, File Handling.

At Lionbridge Technologies, Mumbai as Project Manager-(May '08 to Dec '10) and (Oct '13 to July '14)

Title: Microsoft Marketing, British Telecom Marketing and Oracle Marketing

Team Size: 5 to 7

Platform: Windows 2007, 2003 & XP, Gemini-3.0 (Financial Database Tool), Q-Wiz (Quote Preparation Tool)

Role: Asst. Project Manager

Responsibilities

- Communicated with:
 - Clients and production activities
 - Business Stakeholders, Delivery Managers, Sales Operations Teams and other design teams like OSS and Components
- Participated in process related conference calls
- Publishing Weekly and Monthly Dashboards as well financial Reports to Client as well as for internal stakeholders.
- Quote Creation, Budgeting, Forecasting, Revenue Certification and Client Invoicing
- Conducted impact analysis (operational impact) and risk /issue assessments
- Incorporate Factory Solution Approach Document into JRD
- Include all Business Requirements in the JRD:
- Complete, baseline, and gain Project Team Member (PTM) sign-off JRD.
- Ensure for traceability of the business requirements when reviewing and approving any Phase 2 documents produced in response to business requirements [e.g., IT Functional and Nonfunctional requirements, Labs Technical Service Description (TSD) and Field of Use (FOU) documents].
- Resource Allocation.
- Issuing Purchase Orders to Vendors as.
- Also, did Vendor Follow Ups and Project Tracking, File Handling.

At Capgemini India Pvt. Ltd., Mumbai as Consultant (July-11 to Oct-13)

Title: Project Management and Reporting Analyst

Team Size: 20s

Platform: Windows 2007, 2003 & XP, Microsoft Project Plan, MS - Office, Clarity and BMC Remedy

Role: Project management, Client Process Management and Reporting Analyst

Responsibilities:

- Liaising with:
 - Clients, Internal Teams and Senior Manager to maintain project activities
 - Operations Team to investigate operational issues and rendering effective business solutions through improvements in changed processes/procedures
- Understanding market and product requirement and adding value to E2E process by conducting process analysis, identifying gaps and suggesting process improvements
- Conducting analysis of issues arising from investigations into requirements and problems
- Devising & publishing:
 - Development and QA metrics
 - MIS Reports as well as Publishing Dashboards using ITSM (BMC Remedy) Tool and Excel Macros for internal as well as external stakeholders (British Airline Authorities) on daily, weekly and monthly basis

At Raymond Ltd., Thane as Project Coordinator (Jan-11 to June-11)

Title: Retail Project Management

Team Size: 4

Platform: Windows 2007, 2003 & XP, Microsoft Project Plan and MS Office

Role: Team Member

Responsibilities:

- Devised plans for Retail Department using .MPP (Microsoft Project Plan) and reported the status to President
- Liaised with Heads of each team to maintain schedule for their projects

At Ashida Electronics Pvt. Ltd., Thane as Software Engineer (May-07 to May-08)

Title: SCADA Software Support

Team Size: 7

Role: Team Member

Platform: Windows 2000 & XP, VB-6.0, MS-Access and SQL-2000

Responsibilities:

- Coding, Unit testing, Technical Specification Preparation, Software Configuration and Testing, Handling various SCADA Projects.
- Successful Completion of Railway Project for Bhubaneswar Railways.

Declaration:

I hereby declare that the above written are best of my knowledge and belief.

(Suraj Ranbhor)