
BANAT, IMRAN



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OBJECTIVE

Aspiring for a challenging position with a leading organization, where gained knowledge and experience can be enriched and enhances the organizations bottom line profitability

SKILLS

MS Project/ Visio
SharePoint
Data Warehousing
MEGA
SQL

EXPERIENCE

PROGRAM/ PROJECT MANAGEMENT ACCENTURE

Feb 2013 - Present

Looking after entire program planning and status tracking activities
Responsible for resource tracking and updating project status to senior management

Carrying out changes related to a program and monitoring the risks identified during the process

Ensuring that the quality has been validated before delivering the project to client

Initiating program communication plan as per specified requirements

Sending project updates, schedule, distributing agenda and organizing team meetings on a regular basis

Working on the domains like Business Intelligence, Digital Innovation, Planning and Corporate

SERVICE DELIVERY MANAGER

Ensure that systems, processes and methodologies specified are followed to ensure effective monitoring and control of service delivery function

Ensure timely project plan and weekly project updates to clients

Schedule regular review meetings with clients

Lead a team of well skilled professionals for ETL process

Perform QA and UAT for new applications

RCA and Risk assessment, SLA/ KPI setting and monitoring

Creating and maintaining of Operational Excellence Dashboards

Involved in Transitioning of New Processes

IT CONSULTANT MPHASIS

Feb 2011 – Feb 2013

Managed various infrastructure services within the organization

Handled high profile clients and resolved their technical queries

Accountable for maintaining security for the data



Determined process gaps and implemented necessary inputs to improve the process

**QUALITY ANALYST
INTELENET GLOBAL SERVICES**

Aug 2007 – Feb 2011

Profile consisted of Monitoring Sales, meeting sales target, process enhancement and preparing Dashboards
Daily Reports on Team Performance, conducting training sessions on different areas to make a complaint sale
Conducting Calibrations, handling Complaints, feedbacks and coaching
Process Improvement

EDUCATION

**MASTERS OF BUSINESS ADMINISTRATION(MBA),
INFORMATION TECHNOLOGY**

Southern New Hampshire University, USA – 2013

**POST GRADUATE DIPLOMA IN MEDICAL LABORATORY
TECHNOLOGY**

Mumbai University, India - 2005

BACHELOR OF SCIENCE

Mumbai University, India - 2003

COMPETENCY MATRIX

Requirement Gathering & Analysis

Project Management

Contract Management





Knowledge Sharing Sessions

Conflict Resolution

SLA Adherence & Inventory Management

Service Delivery

Team Building & Staff Leadership

Client Relationship Management

Stakeholder Management

