



GAURAV SHARMA
+ premium
Featured

GAURAV SHARMA

Sr. Manager, Program Management seeking roles in Digital Business Transformation through E-commerce or content platform, Service Delivery, Global Program Management, Project & Product Management, Client Relationship Management, Delivery Excellence

Current Designation: Senior Manager Program Management	Total Experience: 18 Year(s) 0 Month(s)
Current Company: Sapient Corporation	Notice Period: 2 Months
Current Location: Delhi	Highest Degree:
Pref. Location: Delhi / NCR, Gurgaon	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Program Mgr	
Industry: IT-Software/Software Services	
Key Skills: Sr. Manager, Program Management, Project Management, Client Relationship Management, Requirement Gathering, Delivery Excellence, Quality Management, Resource Management, Agile Methodology, Scrum, Client Engagement, Program Governance, Product Management	
Verified : Phone Number Email - id	

Last Active: **Jan-Mar 2021** Last Modified: **Jan-Mar 2021**

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Summary

Enterprising IT professional with 17+ years of rich and extensive experience

Pioneer at large engagements including complex IT Project, Digital Transformation project/ Program Management, Delivery Management, & People Management

Expertise in delivery, operations management and program management activities including finalization of technical / functional specifications, planning, estimation, scheduling, resource management, executing & controlling, escalation and management

Designed and implemented a software development process suitable for the company (mixture of Agile and Traditional Methodologies)

Strong problem-solving & technical skills coupled with decision-making for enabling effective solutions steering to customer satisfaction and low operational costs

Digital Transformation Leader: Successfully drove digital business transformation for top-notch clients such as KIA motors, TetraPak, Trelleborg and ADDA (Abu Dhabi Digital Authority)

Work Experience

Sapient Corporation as Senior Manager Program Management
Jul 2016 to Till Date

Key Result Areas:

Spearheading Digital Business Transformation for key clients from across the globe (KIA motors, TetraPak, Trelleborg and ADDA)

- Playing a key role in establishing agile methodologies across the programs
- Delivering program level assistance in GDD (Global Distribution Delivery) model
- Administering the program and project financials in order to perform revenue forecast and manage the budget
- Reviewing the monthly executive report for further course of action
- Accountable for Customer Engagement & Collaboration; organizing and participating in weekly stakeholders meeting with clients and partners (ADEK- Abu Dhabi Education and Knowledge)
- Supervising technical deployment/administration of AEM (Adobe Experience Manager) and Sitecore platforms
- Strategizing initiatives towards Operational Metrics, Revenue Growth, Customer Satisfaction and Associate Delight
- Spearheading a wide range of activities such as resource planning, architecture evaluation, technical direction, effort estimation, tracking, risk management, audit, status reporting and controlling the activities
- Devising & executing 'best practice' processes across the organization for reduction in operational costs and enhancement in service delivery
- Organizing review meetings to govern the progress in accordance with schedule / budgets and ensuring completion & delivery of the project in a timely manner; delivering extensive production support for applications
- Establishing workflow program / presentation and managing diverse phases of interface development basis the technical specification
- Showcasing tenacity in performing a wide variety of tasks like:
 - o Administering all aspects of multiple related projects to ensure that overall program is aligned to and directly supports the achievement of strategic objectives
 - o Providing on-site leadership for project team by building and motivating team members to meet project goals, adhering to their accountabilities and project milestones



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

- o Forming estimates and detailed project plan for all phases of the project
 - Driving feasibility studies, vendor selections and proposals for evaluation by appropriate key stakeholders
 - Achieving next gen break-through levels in process capability for differentiated, noticeable delivery & quality standards
 - Preserving knowledge on all latest technology and analyzing all requirements for upgrade on new and existing application to ensure optimal efficiency.

● **Publicis Sapient** as Sr. Manager-Program Management
Jul 2016 to Jul 2016

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● **CampusEAI India Pvt. Ltd** as Sr. Project Manager
Sep 2009 to Jul 2016

Led, mentored and coached a team of 5 Project Managers across higher education domain delivery function

Spearheaded approximately 48 simultaneous projects in higher education domain for clients in US, Asia Pacific, Europe, 40 projects taken LIVE and moved to support in the year gone by administering-project kick offs, scoping, delivery and sign offs

- Worked with universities like Miami Dade College, Florida State University, UT-Austin and many more.
- Played a key role in ensuring time & cost optimization for higher education domain projects by working on CRM tools
- Essayed a stellar role in securing 95 % success rate on escalation matrix and ensured delivery of the projects along with maintaining quality
- Governed technical deployment/administration of liferay based portal
- Successful in governing the operations for integration of:
 - o ERP SOA (Banner, PeopleSoft, Datatel and Power Campus)
 - o Learning Management systems (Angel, Moodle and Sakai)
 - o Mail Systems (Exchange, Zimbra, Exchange Labs, Gmail)
 - o Library Databases using EZProxy
 - o CAS (Central Authentication Service) Integration with Liferay Portal
 - o LDAP Integration with Liferay Portal for Authentication and Authorization (with Active Directory, OpenLDAP, Sun Directory Server, Novell eDirectories)
- Valued contributor in leading SSO implementation solutions with cross platform technologies including Sharepoint, Blackboard Learn 9 and Luminis portal
- Arranged extensive trainings for the members for content management on liferay portal

Notable Accomplishments:

- Successfully devised and implemented full-scale program plans and communications documents concerning the same
- Provided solution optimization for a project that minimized the code inventory and delivery effort thereby saving huge cost for the client
- Extended support to the project team on agile methodologies, Project work-flow, implementation know-how, Project Quality, Transition planned; combined the work of diverse teams on a project
- Functioned as Onshore Program Manager for KIA motors (Germany, Frankfurt) account, Onshore Scrum Master for ADGS (Abu Dhabi Government Services Project) and Business Analyst for delivering numerous projects and programs
- Significant role in:
 - o E2E program planning along with devising, implementing and Rolling out the strategy
 - o On-boarding ADEK (Abu Dhabi Education and Knowledge) digital services on TAWM platform

● **Primus Telecommunications** as Senior Engineer- SIP Support
Dec 2008 to Sep 2009

- * Working as a Senior Engineer in STS (SIP Tech Support) based on BroadSoft Platform.
- * Leading a team of service delivery. Sales engineers, support engineers.
- * Involved in providing support for Primus Business (Enterprise) and Residential (Lingo) customers through ticketing system called Remedy within specified SLA
- * Work on Route Manager and Veraz Switch and other Call Traffic applications.
- * Reproducing a problem scenario, while capturing TCP/IP packet flows, and then documenting/attaching files for engineering analysis.
- * Also Involved in Handling the Escalated tickets in terms of resolving it as soon as possible and enhance the client satisfaction.
- * Assigning the tickets to the Team member and helping them in terms of technically handling the tickets and defining the set target to the team member for achieving the client satisfaction.
- * Provide on job training to the new hire in the project.
- * Dav to dav calibration calls to judge the technical and quality competencies of agents

* Closely working with management to set the correct policies and procedure for project and resolve the critical factors of the project ASAP.

■ **Primus Telecommunication India (P) Ltd** as Sr. Engineer
Dec 2008 to Sep 2009

Worked as a Senior Engineer in STS (SIP Tech Support) based on BroadSoft Platform
Extensively worked on Route Manager and Veraz Switch along with other Call Traffic applications
Delivered commendable support for Primus Business (Enterprise) and Residential (Lingo) customers through ticketing system titled 'Remedy'

■ **BroadSoft Inc, Australia** as Senior Technical Support Officer
Mar 2008 to Oct 2008

* Worked as a Technical Support Engineer (Tier2) in TAC, based in Sydney (APAC center, BroadSoft).
* Involved in providing In House Product training.
* Involved in providing Software support for BroadSoft IP Telephony applications through on-line ticketing system called Extra View to various BroadSoft customers around the world within specified SLA.
* The support involves the interpreting customer network infrastructure to understand TCP/IP traffic flows to/from client pc and BroadSoft servers (LINUX and SOLARIS).
* Reproducing a problem scenario, while capturing TCP/IP packet flows, and then documenting/attaching files for engineering (Tier3) analysis.
* Collection of specific data points including client application logs, server application logs, ethereal packet captures, screenshots, monitoring windows registry.
* Perform the Pre-release/Alpha/Beta/Usability testing of the product (BroadSoft Desktop client application).
* Provide Customer Support through telephone, email.

■ **GlobalLogic** as Senior Associate System Support
Feb 2006 to Mar 2008

* Associated with the VOIP (Voice over IP) project.
* Involved in providing Software support through the database called Extra View. The support involves the troubleshooting on the desktop and server level. Also involve in Testing of the VOIP application before it finally release at the Production Level by Broadsoft.
* Internal Software testing of VOIP Desktop Client Applications for BroadSoft.
* Also Involved in Handling the Escalated tickets of the team member on the conference call with client in terms of resolving it as soon as possible and enhance the client satisfaction.
* Assigning the tickets to the Team member and helping them in terms of technically handling the tickets and defining the set target to the team member for achieving the client satisfaction.
* Provide on job training to the new hire in the project.
* Preparing and submitting the weekly report for the SLAFTR to the client and reporting manager.
* Recognized as an outstanding performer for 3 consecutive quarters.

■ **Convergys India Private Ltd.** as Technical Support Officer
Oct 2003 to Feb 2006

* Provided high-end customer service to the clients and customers in the Microsoft Windows XP process.
* Provide 1st & 2nd Level online support on Microsoft Windows XP operating system including Microsoft Office product.
* Handled cases assigned and solved them; conducted daily auditing of assigned/ resolved cases.
* Associated with IBM process (P4CSO) for giving 1st & 2nd Level Support for IBM office and mobile employees.
* Training and mentoring new executives on all technical and non technical aspects.
* Oversaw execution of routine operations like;
* MS reporting on CSAT, AHT and Quality to the reporting manager.
* Collate daily data distribution on executives' & Team performance (AHT / ACW / CSAT etc) within team.
* Carrying out problem tickets auditing and implementing TKS (Time Keeping System) & correcting TKS for the team
* Ensuring accomplishment of AHT & CSAT targets.
* Received a silver and bronze certificates of recognition
* Successfully achieved the customer satisfaction target of 85% in Microsoft process.
* Obtained 82%+ Customer Satisfaction in IBM Process.
* Successfully completed the training on Microsoft Windows XP operating System.
* Successfully completed the training in IBM processes (intranet, citrix etc)

■ **IBM Global Services** as Technical Executive
Sep 2002 to Oct 2003

* Provided value-added customer service to the end users using IBM ThinkPad (Laptops) on hardware related issues; preparing the ThinkPad as per the customer requirements.
* Consistently met daily, Monthly, Quarterly targets within the given quality standards.

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Education

UG: **B.Com (Commerce)** from **Delhi School of Correspondence** in 2002

PG: **in 0**

Other Qualifications/Certifications/Programs:
Computer Hardware & Networking Diploma

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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Affirmative Action

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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