



POORNIMA MOHARIL

premium

Featured

Senior Program Manager seeking roles in Program Management, software development ,Product Planning,Product Implementation,Quality Management,Transition Management,Resource Management,Stakeholder Engagements ,MIS Reporting ,service delivery

Current Designation: Senior Manager Program Management Total Experience: 10 Year(s) 0 Month(s)
Current Company: Tata Communications Ltd Notice Period: 1 Month
Current Location: Kharadi ,Pune Highest Degree: MBA/PGDM[Computer Management]
Pref. Location: Pune,United Arab Emirates (UAE),United Kingdom (UK)
Functional Area: IT Software - Application Programming / Maintenance
Role: Program Mgr
Industry: IT-Software/Software Services
Marital Status: Married
Key Skills: Senior Program Manager,Program Management,software development ,Product Planning,Product Implementation,Quality Management,Transition Management,Resource Management,Stakeholder Engagements ,MS Reporting ,service delivery
Verified : Phone Number | Email - id

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

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Summary

- * Strategic Leader, offering 9.5 years of diversified & multicultural experience in successfully executing projects & led portfolio of diversified customer engagements and responsible for revenue and profitability across BFSI and IT industry
- * Experience in resourcing, reporting and financials aspects of the project lifecycle, preparing and analysing the monthly, quarterly & yearly KPIs, transitioning new process/process while managing the forecasting, resource allocation, cost plan update, accruals, WO, approving invoices for the project & pre-invoicing activities
- * Skilled in monitoring expense for each project, reducing revenue leakages, preparing the MIS reports (weekly Delivery and Operational Dashboards) for critical projects while tracking and reviewing with PMs on regular basis
- * Managed the on-boarding & off-boarding activities, tracking project movement for all resources, preparing forecast vs actual FTE analysis, providing insights & analysis to stakeholders

Work Experience

Tata Communications Ltd as Senior Manager Program Management Feb 2020 to Till Date

Role:

- ? Leading Program management of service realization process from the New Product Implementation (NPI) process from Gate 1 through Gate 6
- ? Utilizing early warning system for any jeopardy to the program, including official CFT reviewed jeopardy notices, ad hoc calls with executives to ascertain direction if the CFT is at an impasse
- ? Implementing necessary reporting using the PMS project site, templates for Gate Briefs/CTQ reporting, bi-weekly dashboards and the monthly PMO template
- ? Interacting & liaising with Product, Engineering, IT and Ops leadership to ensure execution, governance, and management of issues and escalations
- ? Managing interlock between Product Partners and the TCL backend infrastructure when applicable
- ? Executing and managing multiple projects aligning strategic technical and business objectives
- ? Streamlining cost, schedule and performance of component projects, while working to ensure the ultimate success and acceptance of the program, with the goals of being on time, within budget and within scope
- ? Maintaining continuous alignment of program scope with strategic business objectives and make recommendations to modify the program to enhance effectiveness toward the business result or strategic intent
- ? Monitoring the delivery of the linked projects coordinating with various project managers
- ? Conceptualizing Integrated Program plans and continuous monitoring, controlling and reporting of the programs through completion
- ? Facilitating end-to-end annual audits while implementing best practices like documented Minutes of Meetings, Action Item or Issue Register, RACI matrix, Risk register, Project approval, Closure Checklists and Lessons Learned
- ? Monitoring all project tasks and ensure compliance to all timeframe and resolve all issues according to required project plan and administer everyday activities and assist to resolve all issues within organization
- ? Analyzing all team work performance and ensure achievement of all objectives within required deadlines and monitor all system functionality



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.

- ? Setting out quality standards for various operational areas, ensuring a high-quality customer experience, while adhering to the SLAs and work processes
- ? Evaluating all project plan status to identify and resolve all issues and manage all integrated applications for organization
- ? Managing complex technical projects and monitor its successful implementation
- ? Coordinating with Project Manager to monitor all technical activities
- ? Administering efficient working of project lifecycle within required management services
- ? Recruiting teams and determining training needs of employees to enhance their operational efficiency leading to increased productivity
- ? Identifying improvement areas and implementing adequate measures to maximize customer satisfaction level

Red Hat India Pvt. Ltd, as Project Manager- Business Apr 2012 to Sep 2019

Role:

- * Planned, scheduled, monitored, and report on activities related to the projects and products, including subcontractor monitoring
- * Built Brand New Team Projects with high complexity from initiation through delivery to successful completion
- * Formulated project/product plans including scope, POC's, schedule, resources, benefits and stakeholder communications
- * Aligned with stakeholder expectations, project and product issues, risks, resources, and changes in requirement through requirement analysis. Anticipate and mitigate problems by providing consistent, ongoing departmental and cross-functional communications to keep stakeholders and informing project and product progress
- * Chair project/product meetings between internal stakeholders (Program Managers and PSM) and across department project team (BA, SE and other PMs) Document programs, activities & Initiatives and share Global Team beyond Customer Experience and Engagement (CEE)
- * Agile Coach: practical experience in Agile, product owner, solving typical issues and risks. Implemented agile methodologies, new trends and frameworks tools JIRA, trello, SFDC
- * Scrum master: Handled complex team of developers QE and Knowledge of Agile software development processes

Focus Info Tech as Linux Engineer May 2011 to Apr 2012

Live Project on Shell Scripting Titled:- User Migration Process.

- * Storage Management: LVM (Logical Volume Manager): Extend & reduce the size of LVM
- * File System Management: Managing partitions, Making File System, Format the file system, Mounting and Unmounting File Systems and Partitions.
- * Installing and configuring servers - FTP, HTTP (Apache), SENDMAIL, DNS, ISCSI and LDAP

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Education

UG: **B.Tech/B.E (Instrumentation)** from **AISSMS Institute of Information Technology, Pune Affiliated to Pune University, Pune** in 2010

PG: **MBA/PGDM (Computer Management)** from **Pravara Centre for Management Research & Development, Pune Affiliated to Pune University, Pune** in 2013

Other Qualifications/Certifications/Programs:

PMP Training Certification with 35 PDU's
Crucial Conversations
Google Analytics Individual Qualification (IQ)
Prince2 Foundation & Practitioner
Google Analytics Individual Qualification (IQ)
Agile & Scrum Training

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IT Skills

Skill Name	Version	Last Used	Experience
Agile, SCRUM Master			8 Year(s) 8 Month(s)
Cloud, openstack, Linux, Jira, SFDC, rhel		2019	6 Year(s) 0 Month(s)
PROJECT MANAGEMENT			8 Year(s) 8 Month(s)
PRODUCT MANAGEMENT			8 Year(s) 8 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Hindi	Expert	✓	✓	✓
Marathi	Expert	✓	✓	✓

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Projects

Project Title: Global Partner Success OPERATIONS & COMMUNICATIONS

Client: Google

Nature of Employment: Full Time

Duration: Sep 2018 - Sep 2019

Project Location: Pune India
Role: Project Leader
Skill Used: Project Management,PMPScrum MasterAgile, Program Management, PMO, Product Management, Process Excellence
Role Description: Handling the Global Partner Success OPERATIONS & COMMUNICATIONS to pull people and resources together, keep projects and people on task, guide direction of crucial open-source projects for Red Hat Communication to the internal team, management.
Project Details: Handling the Global Partner Success OPERATIONS & COMMUNICATIONS to pull people and resources together, keep projects and people on task, guide direction of crucial open source projects for Red Hat Communication to the internal team, management, and stakeholders for crucial success.

Collaborate with Program Managers and Partner Success Managers across internal teams to achieve goals, provide project and program direction.

Also Responsible for content development in support of a team and program communications including dashboard readouts, mojo space administration, newsletters, and management updates.

- Project Title: Create A Scrum Team For Global Unit
Client: Redhat
Nature of Employment: Full Time
Project Location: Pune India
Role: Other
Duration: Jan 2017 - Jul 2018
Onsite / Offsite: Offsite
Team Size: 20
Skill Used: Scrum Master,Agile,PMPSoftware Development Life Cycle
Role Description: As Scrum Master coordinated delivery of agile-based project deliverables, lead certification team warehousing and Documentation project teams to implement iterative releases and ensure that the teams adhere to scrum methodologies and processes. Facilitate internal and external communication, serving as the main point of contact between product owners, managers, and team members. As a Scrum Master served the business as an excellent communicator with expertise in leadership to guide other scrum teams as an Agile coach.

Project Planning: Facilitating planning, scheduling, monitoring and reporting activities in the project (Working closely with PO, PM and Stakeholders)

Project Handling: Defined key partner experience metrics and create dashboards, reports to track project performance. Understand business cases and analyze Project success criteria by using tools (JIRA,trello, Confluence, mojo etc)

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Affirmative Action

Category: General
Physically Challenged: No

Work Authorization

Job Type: Permanent
Employment Status: Full time

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