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ABHISHEK MISHRA ⭐ Featured 📝

Senior Project Manager seeking roles in IT Infrastructure Management,Systems Security,Strategic Planning,Business Analysis,Software Development ,QMS Implementation ,Risk Assessment ,QMS Implementation,Service Delivery,technical support

Current Designation: Senior Project Manager-Engineering /Program Manager

Current Company: Bharti Airtel Limited, Airtel Center

Current Location: Delhi

Pref. Location: INDIA,United Arab Emirates (UAE),United Kingdom (UK)

Functional Area: IT Software - Application Programming / Maintenance

Role: Program Mgr

Industry: Telcom/ISP

Marital Status: Married

Key Skills: Senior Project Manager,Program Manager, IT Infrastructure Management,Systems Security,Strategic Planning,Business Analysis,Software Development ,QMS Implementation ,Risk Assessment ,QMS Implementation,Service Delivery,technical support

Total Experience: 15 Year(s) 0 Month(s)

Notice Period: 1 Month

Highest Degree: MBA/PGDM [Computer Applications]

Verified : 📞 **Phone Number | Email - id**

Last Active: 21-Jan-21   Last Modified: 21-Jan-21

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Summary

Achievement-oriented and Techno-managerial professional, offering 12 plus years of rich experience in managing full spectrum of IT Programs and Projects using PMP/ Prince-2/ Waterfall/ Agile methodology in Cloud models (IAAS, SAAS, PAAS) and Non-Cloud Application Developments/ERP projects
    Experienced in managing projects in Onsite -Offshore Model (US, EMEA, APAC) Regions
    Forward Focused Program/ Project Manager: Experience in IT Infra Projects including initiation, planning, execution, monitoring & controlling, closing as technical support, product development, ITIL implementation, client relation, quality assurance and vendor management
    Highly skilled in implementing ITILV3 based Service Delivery including Service Catalog Management, SLA Management, Change Management, Operations Gap Assessments and Process Excellence
    Skilled in in the areas of ERP Business Flows both SAP & Oracle (Purchase to Pay, Order to Cash, Record to Receipt) with wide array

Work Experience

🔘 **Bharti Airtel Limited, Airtel Center** as Senior Project Manager-Engineering /Program Manager
Oct 2018 to Aug 2020

Key Result Areas:
    Leading overall AGILE and SDLC based IT Program/Projects Deliveries of Bharti Airtel B2B Engineering Team for Service Assurance and Delivery, Serve all Airtel Circles (Mobility and PRI Products) for Purchase to Pay and Order to Cash cycles
    Coordinating with Partners, Customer Experience Team, Product Team and Internal Engineering Team to help building better Digital Organization
    Providing strategic direction & vision for the team and leading them in the right direction to work sarter and efficiently Setting out quality standards for various operational areas, ensuring a high-quality customer experience while adhering to the SLAs and work processes
    Mapping client's requirements for the product and providing best solutions involving evaluation & definition of scope of project & finalization of project requirements / needs
    Identifying & implementing solutions that effectively resolve problems / issues and provide improvement
    Attending daily defect meetings with Project Manager and Development Team; identifying the gaps and suggesting relevant solutions for the same
    Facilitating Scrum events, promoting Agile life cycle practices leading to Scrum team success in delivering valuable product
    Identifying and implementing process improvements, on boarding, reporting improvements and training as required within and across Scrum teams
    Implementing Agile in projects for various large accounts, Scrum values, principles and actively applying the same in the project prior to delivery
    Managing large & complex projects or multiple components of a large project involving more than one company's

product
- Communicating with internal / external clients to determine specific requirements and expectations; managing client expectations as an indicator of quality
- Understanding process requirements and providing use cases for the business, functional & technical requirements
- Interacting with users for requirement gathering; preparing functional specifications and low-level design documents
- Developing & implementing plans to improve delivery standards; defining service standards and ITIL based guidelines for excellent service delivery
- Facilitating smooth recovery of services and least downtime for client by leading the outage calls and effectively managing escalations

◉ **Bharti Airtel Limited, Airtel Center** as Senior Project Manager-Engineering /Program Manager
Sep 2018 to Till Date

◉ **Cap Gemini Technologies Services** as Project Manager cum Service Delivery Manager
Apr 2015 to Oct 2018

Project Name: Bharti Airtel Group IT Finance and SCM AMS
Client: Bharti Airtel Corporate Office | Role: Senior Project Manager
Duration : May'17 - Oct'18
Environment: Oracle Apps R12.1.3 for P2P, OTC, RTR, GRC Processes with IBM-FileNet, Cognos, OBIEE, REST APIs
Selected Achievements:
- Spearheaded projects day-to-day in accordance with Airtel HQ team Kenya
- Defined and managed SLA's and Performance Measures for IT Vendors (IBM, eBus)
- Assessed the timely performance of different teams working on a project & documented the progress accordingly
- Ensured that all programs were executed within established period and complied with the defined standards
- Extended Techno-Functional Leadership from decision making to project initiation, planning till execution
- Acted as SPOC for Africa SCM and Finance IT AMS and Implementation Projects from Delhi office
Managed Escalation and CCB process for CR deliveries
- Administered transition Solution amongst different Vendors via Airtel Bid Team & Stakeholders - DevOps delivery (CI/CD)

Project Name: ITST (IT Service Transition)- Collaborative Commissioning
Client: Royal Mail Group, Chesterfield, UK Role: Project Portfolio Manager Cum Offshore Project Manager
Team Size: 20 Duration : Oct'15-Apr'17
Environment: Oracle Apps 11i/12i, PLSQL, Oracle 12c, IBM MQ, TWS,Java,REST, SOAP APIs environment, JAVA and Microsoft Azure Stack, BSS,JIRA, DevOps CI/CD
Selected Achievements:
Recommended acceptance of the Program to Program Board in UK
- Monitored and managed program level risks
- Supervised change control for change requests
- Administered QA Audit and QPI Scores for all projects /change request delivered
- Conducted the role of Systems Integrator for the project
- Ensured the Customer's acceptance in accordance with the process defined

◉ **HeadStrong via Adecco** as Senior Manager
Apr 2014 to Apr 2015

Managed overall Global finance IT (Headstrong Capital Market IT) - Oracle EBS Order to Cash process in EAG (Enterprise Application Group) with following responsibilities:
- Assessment of CRP for upcoming upgrade project from release 11.10.2 to 12 and involved in scoping with implementation partner E&Y overall Program Management and delivery operation via ITIL framework Planning and estimation for smaller projects as CRs, Commercial Management, Vendor and Client Management
- Overall SPOC for Change Management, Issue Management and Release Management for OTC track- approve the monthly CRs for entire OTC track and represent them to overall CAB Board Meetings for next releases

Education

UG: **B.Sc (electronics science)** from **University of Delhi** in **2003**

PG: **MBA/PGDM (Computer Applications)** from **nielt** in **2004**

Other Qualifications/Certifications/Programs:
Advance Diploma in Software Engineering
Postgraduate Diploma in Management

IT Skills

Skill Name	Version	Last Used	Experience
Oracle DB, SQL Server			
MySQL, Mongo DB			
UNIX (All versions), IBM-AIX			
Confluence, Jira, MS Project			
MS VISIO, TRIOKA			
SERVICENOW, FALCON, HP-ALM			
RAC, Data Guard, Golden Gate			
Oracle 12C EM			
LNUX, APACHE, MYSQL, PHP			
JAVA, JSP, EJB, JDBC, JAVASCRIPT			

NET (ASP.NET)
Microsoft Azure, AWS, Salesforce
Airtel (My Cloud)
Uipath
Git JENKINS, Docker
Oracle Apps (Release 11i to Release 12i)
SCM, HCM, SAP -FICO
MM, SD, Oracle CRM (Service CRM)
Fusion HCM, Fusion SCM
Siebel CRM, Oracle METASOLV, Tally ERP 9
Python, Angular, DLT Block chain
SDLC, AGILE (SCRUM)
Test Driven Development
Lean software development

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**