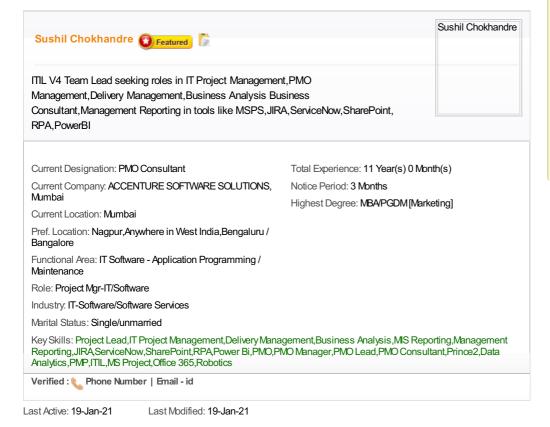


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Summary

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An IT Project expert with BE (IT) & MBA as Education and 11+ years of experience in IT PMO/ Project Management/ Delivery Management / Business Analyst profile and 5+ years? experience in ITSM & ITIL v3/ v4 Processes in Agile Projects with exposure to L1/L2 Support environment. Sound knowledge of ticketing tools such as ServiceNow, JIRA, FUJITSU TFS

Work Experience

ACCENTURE SOFTWARE SOLUTIONS, Mumbai as PMO Consultant

Work Experience | Education | IT Skills |

May 2015 to Till Date

IT PMO/ Project Management/ Delivery Management related Role:

End to end PMO

Service Reporting/ Status Reporting- Creation and maintenance of Management dashboards and Executive summaries.

MS Project/ MSPS: Manage work plan, tracking and analytics

Resource Management-Demand Creation/ Locking, roll-on, roll offs, MIS

Audit Compliance: Support Program and Project governance- perform Project Audits/ reviews and extract lessons learned.

CDP/ Access Management

Procurement and Asset Tracking

Ensure completion of administrative tasks such as project operations support, deliverable management, communication support and project/service management tooling support.

ITIL/ ITSM related Role:

Track and highlight trends (Burn up and Burn Down Charts) and highlight areas of gaps/ concerns on possible deviations. Highlight breaches of SLA targets, investigation and actions to be taken to prevent their recurrence. Daily Progress Tracking (Through Excel Dashboard)? Team wise ?Open? Incidents & Problem Status, Ageing, % PT tagged.

Weekly Deck (PPT)? Highlights and Focus areas, Key Service Issues and Risks, Incident Resolution Trend, Prioritywise 6-week Response & Resolution SLA performance Trend and breaches, Ageing analysis, Problem Trend as per created and resolved, Key Events, Outages report.

Incident Quality Audit? Review the Incidents based on factors such as no assignee for a long time, M not updated for more than 2 Hrs., Work notes quality, Incidents aged more than 20 days, inadequate closure notes, incidents suspended without appropriate reasons.

Sewells Group (MBP, Mahape, Navi Mumbai) as Associate Consultant Jul 2014 to May 2015

Client: leading Automobile Manufacturer in India

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.

Role:

Project Execution: Smooth execution of 'Skill contest' Project across India (for 8000+ Client employees)

Client Servicing/ Client Communication/ Client Engagement

Status Reporting,

Management Reporting, Stakeholder Management

Birla Shloka Edutech as Assistant Manager ICT Projects

Aug 2009 to Jul 2014

Customer Operational Account Management

Technical writer

Client: Leading Education Department in Government of Maharashtra

Responsible for building and tracking holistic (E2E) program/ project plan, covering all aspects of the program.

Planning Project Management, including setting deadlines, prioritizing tasks and assigning team members to various

Project Execution: Implementation of E-Learning Program in 552 Schools

Client Servicing/ Client Communication on Status of Program, Billing and Collections

Tendering

Business Analyst

Sales Co-ordination

Back office

Technical Writer: Proposal/ Quotation preparation/ Scope of Work

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Education

UG: B.Tech/B.E. (Computers) from Nagpur in 2007

PG: MBA/PGDM (Marketing) from Institute of Chartered Financial Analysts of India (ICFAI) in 2009

Other Qualifications/Certifications/Programs:

ITIL V4

ITIL V3

MS Project

Prince2

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IT Skills

Skill Name	Version	Last Used	Experience
MSPS		2020	5 Year(s)
JIRA		2020	5 Year(s)
ServiceNow		2020	2 Year(s)
MS OFFICE		2020	11 Year(s)
SHAREPOINT		2020	5 Year(s)
RPA		2020	2 Year(s)
ITIL V4	2019	2020	1 Year(s)
ITIL V3		2020	4 Year(s)
PRINCE 2		2020	5 Year(s)
PowerBl		2020	1 Year(s)

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Languages Known

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

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Affirmative Action

Work Authorization

Physically Challenged: No

Job Type: Permanent Employment Status: Full time

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