



Hitesh Mago
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Featured

Manager seeking roles in Operations Management,Service Delivery Management,Application Maintenance,Escalation Management,Transition Management,Risk Mitigation,Software Development,Requirement Analysis,IT Transformations,Jira,Jenkins,Splunk

Current Designation: Manager	Total Experience: 19 Year(s) 0 Month(s)
Current Company: Accenture Solutions Pvt. Ltd.	Notice Period: 3 Months
Current Location: Gurgaon	Highest Degree: MBA/PGDM[Marketing]
Pref. Location: Delhi / NCR	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Program Mgr	
Industry: IT-Software/Software Services	
Marital Status: Married	
Key Skills: Manager,Program Manager,Operations Management,Service Delivery Management,Application Maintenance,Escalation Management,Transition Management,Risk Mitigation,Software Development,Requirement Analysis,IT Transformations,Jira,Jenkins,Splunk	
Verified : Phone Number Email - id	

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

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Summary

Currently leading a team of 80 members & driving them towards process efficiency and issue triaging. Extensive project management & governance experience; proficient in grasping the big picture, conceptualizing, developing, implementing solutions, partnering closely with business leaders & stakeholders to achieve higher levels of efficiency & effectiveness. Highly skilled in providing post implementation support & in executing transition & migration of platform/applications. Expertise in setting out delivery standards for various operational areas, implementing quality systems & procedures to facilitate a high quality experience, while adhering to the SLA and business services. Gained international exposure to 5 countries. Regions Managed: Europe, Americas, Australia and Asia. Domain Exposure: Digital/Retail Ecommerce, FMCG, Shipping & Logistics.

Work Experience

- Accenture Solutions Pvt. Ltd.** as Manager
 Oct 2008 to Till Date
 Project Management, Operations Management, Service Delivery Management, Applications Maintenance, Post go-live Support, System Integration, Client Retention, Revenue Augmentation, Risk Mitigation & Management, Vendor/ Contract Management, Stakeholder Engagement, Engagement with C suite, Training & Development and People Management
- IBM India Pvt. Ltd.** as Functional Consultant/Business Analyst
 Feb 2007 to Sep 2008
- HCL Technologies Ltd.**
 Jun 2004 to Jan 2007
- Tata Infotech** as Software Engineer
 Jun 2000 to Jul 2002
 Programming and development in mainframe languages; MASM (Assembly language) & Cobol

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Education

UG: **B.Tech/B.E. (Electrical)** from **Delhi College of Engineering (DCE), Delhi** in 2000
 PG: **MBA/PGDM (Marketing)** from **Indian Institute of Technology (IIT), Delhi** in 2004



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.

Other Qualifications/Certifications/Programs:
AWS Certified Solutions Architect - Associate
Azure Fundamentals
Splunk 7.X Fundamentals
TOSCA AS1 & AS2
PMP
SAFe 4 Agilist
ITIL foundation
SAP CRM 4.0 TeleSales

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IT Skills

Skill Name	Version	Last Used	Experience
SAP CRM	7.0	2019	10 Year(s)
PMP		2020	6 Year(s)
ITIL		2020	6 Year(s)
AWS Solution Architect		2020	2 Year(s)
Hybris eCommerce		2020	3 Year(s) 1 Month(s)
Microsoft Azure	0		1 Year(s) 5 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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Affirmative Action

Category: **General**
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**
Employment Status: **Full time**

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