



ANURAG KUMAR SHARMA



An Accomplished IT Manager & consultant with Proven People leadership skills and the ability to assess, develop, retain and nurture talent.

Current Designation: Project Manager- Engineering Manager - IT service management
Total Experience: 12 Year(s) 0 Month(s)
Notice Period: 1 Month

Current Company: United Health Group
Highest Degree: MBA/PGDM[Project Management]

Current Location: Gurgaon

Pref. Location: Delhi / NCR,Gurgaon,Noida

Functional Area: IT Software - Application Programming / Maintenance

Role: Project Mgr-IT/Software

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Project Manager- Engineering Manager - IT/ Software,IT Project Management,Change Management,Incident Management,Problem Management,Service Delivery Management,ITIL,PMP,CSM,ITSM,Scrum Master,ITIL Process,Agile,ITSM Consultant,siam

Verified : Phone Number | Email - id

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

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Summary

An Accomplished IT Service Manager & consultant with Proven People leadership skills and the ability to assess, develop, retain and nurture talent.

Carrying 12+ years of experience in Healthcare, Automobile, Stock, Retail and Publication Domains in both Onsite and Offshore models for clients from US & Canada, Europe, China, Australia and New Zealand.

My Experience has spanned across IT Service Management, ITSM Framework, ITIL Process consulting and training, Production Support, Project Management, SAFe, Agile lean leadership, Continual Process Improvement, Six Sigma Approach, People Management, Service Delivery Management, Vendor Management and engagement management.

Proven Experience in different phases of IT Service Management- Incident management, Major Incident management, Problem Management, Change management, Event Management, Availability Management, Access Management, Asset Management, Knowledge Management and Continual Service Improvement.

Work Experience

United Health Group as Project Manager- Engineering Manager - IT service management
Dec 2015 to Till Date

Experience comprises: - As a Global Leader for IT Service management, IT Assets Management and ITSM reporting portfolio- I am leading multiple teams in India and Philippines. The teams consist of Incident Management, Critical Incident Management, Problem Management, Change Management, Asset Management and Project Analytics (Tableau Reporting and analytics), Working together with onshore partners to deliver projects and services for UHG business units.

ITSM Process Consultant

Primary ITIL - Process Consultant for Different Applications under Infra domain in UHG.

Provide functional leadership to the team. Mentoring, Training and Guiding them whenever required. Provide training and guidance on the Incident, Problem, Change, Asset and Vendor Management policies and practices to the Service Delivery IT teams.

Project Management and Delivery Management

Support Onsite Managers in Workload forecasting & planning, Process standardization

Productivity Enhancement, Governance & control using existing service delivery processes

Leverage cross functional synergies, Backup and succession planning across teams

Identifying improvement opportunities and executing the same

Work proactively with delivery teams to identify opportunities for the project coordinator/ analyst.

Participate in organization level initiatives involving multiple stakeholders

Target to maintain 100% CSAT and ESAT.

People Management

Work with stakeholders for resource planning, recruitment strategy and execution oversight of work processed by the team in the ASC

Responsible for appropriate talent acquisition, on boarding, retention strategy and employee engagement &



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.

Responsible for appropriate talent acquisition, onboarding, retention strategy, and employee engagement & Performance.

Responsible for KRA and goals. Define objectives at team member level, lead performance evaluation sessions after interacting with stakeholders and normalization across teams. Talent assessment and action planning, Drive career path for team to scale up to PMs

Engagement Management

Integration and alignment with Project management/ analyst roles by the delivery teams, vision and strategy

Collaboration with multiple stakeholders across the organization to ensure that set objectives are met

Regular reporting of progress, issues, risks, and working with the relevant stakeholders to resolve issues

Computer Science Corporation as Process Manager

Sep 2013 to Dec 2015

Client : Ford Motors- Purchasing

Team Size : 50+

Duration : September 2013- December 2015

Purchasing Experience comprises:-

Process Coordinator at Client location For 45 Different Application under purchasing domain in Ford Motor

Provide functional leadership to the team. Mentor and guide them whenever required. Provide training and guidance on the Incident, Problem and Change Management policies and practices to the Service Delivery IT teams.

Analyze Incidents and Problem requests data on a regular basis to identify trends in increase of requests, to identify opportunities to reduce the failure and increase service availability.

Conducting and analyzing Business Priority and guiding team as per business requirements, Act as Onsite Team coordinator between team and Business.

Conducting Peer Reviews, Resource Management, Project Planning, Stake holders meeting

As a part of CSI and Quality improvement using Six Sigma FMEA tool to do risk analysis based on Business severity, control existence and number of failures happened since last six months. Further targeting to improve the service delivery and quality on high risk failure causals.

HCL Technologies ISD (India) as Senior Specialist

Jul 2012 to Sep 2013

Client : Dowjones.

Team Size : 13.

Duration : July 2012- September 2013

DJ Experience comprises: -

Deftly coordinate with onsite for timely delivery of project & query resolutions

Peer Reviews, Resource Management, Project Planning, Stake holders meeting

React each time the Major Incident Review (MIR) process is triggered, extract all issues and document comprehensively

Provide accurate, timely and useful MIR for Incident and Problem Management (Weekly and Monthly Reports)

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Education

UG: **B.Tech/B.E (Electronics/Telecommunication)** from **REC Gorakhpur** in **2008**

PG: **MBA/PGDM (Project Management)** from **Sikkim Manipal University (SMU)** in **2012**

Other Qualifications/Certifications/Programs:

pmp

itil expert

certified scrum master

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IT Skills

Skill Name	Version	Last Used	Experience
ITIL			12 Year(s)
ITSM			12 Year(s)
IT Service Delivery			10 Year(s)
AGILE			8 Year(s)
Scrum Master			6 Year(s)
SERVICE MANAGEMENT			12 Year(s)
PROJECT MANAGEMENT			7 Year(s)
ITSM			12 Year(s)
ITIL			12 Year(s)
Problem Management			10 Year(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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