



**Sushil Chokhandre**

Sushil Chokhandre

ITIL V4 Team Lead seeking roles in IT Project Management, PMO Management, Delivery Management, Business Analysis Business Consultant, Management Reporting in tools like MSPS, JIRA, ServiceNow, SharePoint, RPA, PowerBI

Current Designation: **PMO Consultant** Total Experience: 11 Year(s) 0 Month(s)

Current Company: **ACCENTURE SOFTWARE SOLUTIONS, Mumbai** Notice Period: 3 Months

Current Location: **Mumbai**

Pref. Location: **Nagpur, Anywhere in West India, Bengaluru / Bangalore**

Functional Area: **IT Software - Application Programming / Maintenance**

Role: **Project Mgr-IT/Software**

Industry: **IT-Software/Software Services**

Marital Status: **Single/unmarried**

Key Skills: **Project Lead, IT Project Management, Delivery Management, Business Analysis, MIS Reporting, Management Reporting, JIRA, ServiceNow, SharePoint, RPA, Power Bi, PMO, PMO Manager, PMO Lead, PMO Consultant, Prince2, Data Analytics, PMP, ITIL, MS Project, Office 365, Robotics**

Verified : Phone Number | Email - id

Last Active: 19-Jan-21

Last Modified: 19-Jan-21

Jump to Section

[Work Experience](#) | [Education](#) | [IT Skills](#) |

## Summary

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

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, MS

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, Priority-wise 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, MI 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  
Role:  
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 deliverables.  
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

[^ Back to Top](#)

## 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

[^ Back to Top](#)

## 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)
PowerBI		2020	1 Year(s)

[^ Back to Top](#)

## Languages Known

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

[^ Back to Top](#)

## Affirmative Action

Physically Challenged: No

## Work Authorization

Job Type: Permanent

Employment Status: Full time

[^ Back to Top](#)

