

Sebastin S J Nadar

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Highlights of Experience

- 9 plus years of experience in the areas of **Project Management, Operations Management, Incident Management, Business Coordination, Client Servicing and Business Development.**
- Expertise in handling various aspects of Operations namely **Matrix management, Customer relationship management, client management and reporting.**
- Possess broad competence in strategic management of technical matters with the distinction of launching and driving new initiatives and achieving organizational objectives
- Expert in using **SharePoint** and in-house project management tool.
- Creates and remains informational with company's development roadmap to understand the business domains

Professional Experience

Master Line Mechanical Equipment Works (Abu Dhabi, UAE), March 2015 - Till Now *Business Development Manager (Sales/ Services)*

- Facilitates meetings with Client to identify the job and communicate job expectations
- Identifies trendsetter ideas by researching industry and related events, publications, and announcements; tracking individual contributors and their accomplishments.
- Locates or proposes potential business deals by contacting potential partners; discovering and exploring opportunities.
- Screens potential business deals by analyzing market strategies, deal requirements, potential and financials; evaluating options; resolving internal priorities; recommending equity investments.
- Develops negotiating strategies and positions by studying integration of new venture with company strategies and operations; examining risks and potentials; estimating partners' needs and goals.
- Closes new business deals by coordinating requirements; developing and negotiating contracts; integrating contract requirements with business operations.
- Protects organization's value by keeping information confidential.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Cactus Communications Pvt. Ltd. (Andheri, Mumbai), August 2013- February 2015 *Project Manager*

- Facilitates meetings with Client Manager and the core team to identify resources, planning and communicate job expectations
- Works with Client Manager's to develop project scope of work documents and project plans that include an analysis of benefit, cost, work schedule and any related risks.
- Assigns, schedules, trains and monitors project work to ensure that progress is within expected guidelines and is completed on time and within budget. Mentors and provides expertise to other project team members.
- Works with appropriate customers to identify the roles of project team members, project reporting structures and frequency of interaction and any training requirements that may be needed for a team member to complete the project

- Identifies, tracks, monitors and communicates project-related issues, scope changes, variances and contingencies that may arise during the implementation of projects. Facilitates amicable solutions.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

eClinicalWorks India Pvt. Ltd.(Andheri, Mumbai), July 2012 - August 2013

Project Manager -Integration

- Facilitates meetings with US clients to discover, gather document requirements and explore solutions
- Project planning and designing complex interface flows and makes recommendations in order to improve and support client's business activities.
- Analyzes and document client's business requirements and processes; constructs project plans and scope documents to communicate requirements.
- Coordinates analyst tasks on projects and provides project managers guidance/support throughout the project life cycle.
- Provides time estimates for project related tasks.
- Creates and remains informational with company's development roadmap to understand the business domains.

Mphasis an HP Company (Goregoan, Mumbai), April 2011 - March 2012

Sr. Technical support Executive.

- Assist management in various ITSM process consulting, training and process improvement measures.
- Involved in Service Desk activities, Request Fulfillment, Incident Management and Knowledge Management.
- Ensuring proper knowledge transfer of ITSM is delivered creating a positive impact in the professional career.
- Expertise in handling various ITSM tools like Maximo, Bart.
- Fulfillment of MAC requests by coordinating with the clients and vendors.
- Co-ordinate between the client (Bank of America) and various vendors to complete network related IT Service Management request within specified SLAs and OLAs.
- Service Level Agreement deviation analysis and reporting. Responsible for engineering long and short term solutions to overcome SLA challenges.

Firstsource (Malad, Mumbai), December 2009 - March 2011

Sr. Technical support Executive.

- Responsible for providing voice based support for users of TalkTalk ISP aimed at retention of customers through exploration of various options and suggesting the best suited option after thorough probing to judge the customers' requirement.
- Provided resolution to technical issues faced by the customers with the aim of achieving maximum customer satisfaction through speedy redresses of their grievance/queries.

Omkar Consultancy (Grant Road, Mumbai), May 2004 - June 2009

Assistant Hardware Engineer.

- Handled prospective customers of Omkar consultancy.
- Procure; build and installation of the computer as per the client requirement.
- Assisted and resolved the technical issues faced by the client with the aim of achieving maximum client satisfaction.
- Coordinated with client and help them to update the equipments as per their business requirement.

Education

Mumbai College of Arts Science and Commerce - Wadala, Mumbai

- B.Sc in Information Technology, March 2009

Activities

- **Event Management-** Managed IT fest VIESTA of Mumbai College of Arts, Commerce and Science for the year 2007-2008 and 2008-2009.
- Been as **Student General Secretary** of Mumbai College of Arts, Commerce and Science for the year 2008-2009.

Personal Information

Name	: Sebastin Sahaya Jagan Nadar
Father's name	: S. Vincent Xavier
Date of Birth	: 01.09.1986
Sex	: Male
Marital Status	: Married.
Nationality	: Indian
Permanent address	: Room No: 119, North Street, Elangulam Post, Nanguneri taluka, Tirunelveli District, Tamil Nadu South India. Pin-627110
Passport details	: H9263869 (Valid till: 07/12/2019)
Driving License	: India, U.A.E.
Languages Known	: English, Hindi, Tamil and Marathi.

Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date:
Place: Mumbai

Sebastin SJ Nadar