Vaibhav Selukar

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Professional Scrum Master (PSM I) |
Project Management Professional (PMP) |
Founder/ Director | Project Management Office Lead |
Sr. Consultant | Sr. Business Analyst

Summary

- Senior consultant with 6+ years' experience in managing core PMO Activities for IT Projects (Custom software development, Cloud-based solutions - SaaS, PaaS, Enterprise apps, Mobile/Web applications, CRM implementation and integration)
  - Delivered solutions across various domains: Banking, Financial, Services, Insurance, Retail & Logistics, Education, Automobile, Real Estate, and NBFC.
  - Proven ability to understand complex business requirements and develop tailored solutions to meet industry-specific needs.
- Overall, 18 years of experience in IT project & ITES process management (planning, execution, and delivery), leading cross-functional teams (people management), and optimizing organizational processes (process management) to deliver value through business process management and IT solutions.

Technical Skills

- Project Management Methodologies & Frameworks: Agile, Scrum, Kanban, Hybrid, PMO, Lean Six Sigma.
- PM/PMO Tools: Zoho Projects, Google Docs, Jira, Confluence, Asana, Trello, Smartsheet.
- Collaboration/Communication Tools: Microsoft Teams, Zoom, Google Workspace (Docs, Sheets, Slides, Meet).
- Microsoft Office: Proficient in Microsoft Office software and Office 365 cloud applications, (Word, Excel, PowerPoint, OneNote, Outlook).
- Documentation: Effective report creation, documentation, and presentation skills.
- Integration: Strong experience in tools management, integration between tools and ability to learn and implement new tools to improve processes and bring automation.
- Prototype/ Flowchart: Figma, Balsamiq, Microsoft Visio, Lucidchart, Draw.io, Coggle.

Certifications

Certification	Provider	Date
Professional Scrum Master (PSM I)	Scrum.org	Sep 2024
DevOps Pro – From basics to advanced topics	EdYoda for Business	Aug 2024
Deluge on a Luge - Learn Zoho Programming	Jeremy Nagel, Mario Cabrera on Udemy	Aug 2024
Zoho Creator: Learn How to Build Applications step-by-step	Zenith Business School on Udemy	Aug 2024

• [Project Management Professional Certification](#)	Institute of Management, Technology & Finance	Aug 2023
• [SWAYAM Certified New Product Development](#)	Indian Institute of Management Bangalore (IIM Bangalore)	Jul 2023
• [Project Management Skills for Leaders](#)	Project Management Institute	Jun 2023
• [Project Management Technical Projects](#)	Project Management Institute	
• [IT Project Management: Delivering successful IT projects](#)	Tech MBA	Apr 2023
• [Voice Training - Vocal Coaching for Effective Leadership](#)	Scott Paton, Arthur Joseph, Scott Alex on Udemy	
• [Advanced Lean Six Sigma Yellow Belt Certification](#)	Sparen and Gewinn Consulting	Feb 2023
• [Strategic Thinking](#)	LinkedIn – Dorie Clark	Sep 2020

Achievements

- Recipient of the prestigious "**Open House Spotlight Q3-2022**" Award, recognizing outstanding contributions to driving organizational excellence and process improvements.
- Served as a trusted advisor to management and key stakeholders, driving success through strategic guidance, proactive communication, and seamless collaboration with cross-functional teams.
- Improved project delivery time by 25% through process improvements.
- Successfully collaborated with teams (70-90 members), ensuring project delivery to industry standards.
- Awarded "**Super Squad 2021**" for exceptional project delivery and teamwork.
- Received the "**Emerging Face of the year 2020**" Award for outstanding performance in SaaS project delivery.

Professional Experience:

RIGHTZERO, Nagpur – (Jan 2024 – Jul 2024)

As a founder/ director / senior consultant - project management office
I collaborated with cross-functional teams, developed and implemented processes, managed project leads, lead talent development initiatives, with technical expertise in software development and project management.

- **SaaS Project Collaboration & Delivery**
  - Collaborated with cross-functional teams (consulting, architecture, sales, customer success, product support, product management, and engineering) to drive SaaS project success, customer adoption, and value through agile methodologies.
- **Process Development & Implementation**
  - Worked with project leads to develop and implement consistent SaaS project processes and procedures, ensuring seamless delivery.
- **Project Monitoring, Reporting, & Stakeholder Management**
  - Conducted regular project progress reviews and shared with client and management throughout the project lifecycle.
  - Assisted team members in resolving challenges, provided constructive feedback, and ensured quality delivery.
- **Leadership & Talent Development**
  - Assisted in conducting project status review meetings, tracking open points, and establishing a robust talent pool focused on employee engagement and continuous improvement.
  - Worked with team leads and leadership to foster a culture of collaboration, growth, and excellence.

PRAGMATYC (Formerly MAXIMESS), Nagpur – (Sep 2021 – Dec 2023)

As a senior consultant - project management office,

My achievement, collaboration, project management, reporting, and process improvement skills, and technical expertise are highlighted below:

- **Achievements**
  - Awarded "Super Squad 2021" for exceptional project delivery and teamwork.
- **Collaboration & Support**
  - Collaborated with CXOs, Account Managers, PMO Managers, Project Managers, and cross-functional teams to ensure timely project delivery.
  - Supported project/scrum teams, client delivery department, and stakeholders to drive success.
- **Project Management & Monitoring**
  - Tracked project progress, identified risks and gaps, and coordinated with internal teams for resolution.
  - Managed project onboarding/offboarding, resource allocation, and capacity planning.
- **Reporting & Stakeholder Management**
  - Delivered high-quality reports to senior management, clients, and stakeholders.
  - Coordinated with teams to gather data, track metrics, and forecast project outcomes.
- **Process Improvement & Automation**
  - Proactively identified process gaps, conducted diagnostics, and recommended solutions.
  - Coordinated with COE & HR for project resource training and development.
  - Implemented process automation, introduced new tools, and drove adoption to reduce manual tasks.
- **Technical Skills**
  - Hands-on experience with performance tracking tools/software (Asana, Trello, Jira, Microsoft Project), with ability to design, configure, and implement new solutions.
  - Coordinated with vendors to evaluate and propose new software tools (Figma, Balsamiq, Zoho People, Zoho Sprints, ResumeBuilder, Microsoft Power Apps) for departments in the organization.

SIMPLECRM, Nagpur – (Dec 2020 – Sep 2021)

As a senior business analyst – implementation SPOC
Experienced in PaaS project delivery, Agile methodology, customer engagement, proposal development, and marketing efforts. I was also a Single Point of Contact (SPOC) to guide teams and refine Agile techniques.

- **SaaS Project Expertise**
  - Contributed to multiple PaaS project demos, implementations, and post-go-live support, ensuring seamless delivery and customer satisfaction.
  - Served as Single Point of Contact (SPOC) and guided teams in refining Agile techniques for efficient delivery cycles.
- **Agile Methodology & Documentation**
  - Established a comprehensive documentation framework for PaaS projects, ensuring knowledge sharing and continuity
  - Refining Agile techniques for delivery cycles, improving team collaboration and productivity
- **Customer Engagement & Requirements Gathering**
  - Collaborated with internal customers to translate business needs into requirements, ensuring effective solution delivery
  - Conducted interviews to gain process insights, managed kick-off meetings, and evaluated RFPs to ensure project success
- **Proposal & Solution Development**
  - Prepared proposals and configured PaaS CRM solutions to meet customer needs, driving business growth and revenue
  - Created comprehensive documentation, ensuring knowledge sharing and continuity
- **Marketing & User Adoption**
  - Facilitated user understanding through engaging videos and organized virtual networking events, driving user adoption and marketing efforts

MAXIMESS, Nagpur – (Aug 2018 – Dec 2020)

As an associate business analyst and associate project management office I bring a strong background in project management, delivery, documentation, leadership, and event management, with expertise in Agile Scrum framework, project task management, and cross-functional team collaboration.

Banking Project (Mar 2020 – Jul 2020)

- **Award & Recognition**
  - Received the "**Emerging Face of the year 2020**" Award for outstanding performance in SaaS project delivery.
- **Project Management & Agile Scrum Expertise**
  - Collaborated with PMO Manager, Project Manager, Business Client, and project/scrum team to deliver SaaS project using Agile Scrum framework
  - Managed Sprint/Product Backlog, user stories, tasks, and bugs in Jira
  - Updated client documents in Confluence and managed Zoho project tasks, timesheets, and reporting
- **Delivery & Documentation**
  - Successfully delivered wireframes, prototypes, and process documentation, including:
  - Application Support Manual
  - Outstanding items at end of each Sprint
  - Facilitated Solution Architect Group (SAG), Project Leads Meeting (PLM) discussions
  - Collaborated with frontend/backend developers for client demo readiness
- **Project Planning & Coordination**
  - Facilitated Project Management Body of Knowledge (PMBOK), and Certified Scrum Master (CSM) sessions
  - Coordinated SFS, SoW, estimations, mock-up, workflow, and data flow diagram
- **Leadership & Mentorship**
  - Led AI/ML internship program for reputed engineering colleges
  - Created guideline docs for AI/ML internship supervisor, trainer, and students
- **Event Management & Team Collaboration**
  - Coordinated formal and cultural events, including planning, budgeting, and vendor coordination
  - Demonstrated management, collaboration, and coordination skills with team members

Walbro Software Pvt. Ltd., Nagpur – (Oct 2017 – Mar 2018)

As a business analyst, I assisted development of a cloud-based task management tool and e-commerce platform, content creation, prototyping, and user documentation. I also emphasized the key features and benefits of each project:

- **Project 1: PlanMyWork -**
- **Cloud-Based Task Management Tool**
  - Contributed to the development of PlanMyWork, a cloud-based planning and task management tool
  - Key features:
  - Customizable tasks and plans
  - Reminders and printing options
  - Budgeting capabilities
- **Content Creation & Prototyping**
  - Wrote engaging Add a Business and LinkedIn profile content
  - Designed and presented notable prototypes for:
    - Invitation Email module
    - Forgot Password module
  - Created user-friendly User Guide content documentation

- **Project 2: DoodlyDeals - E-commerce Platform for Daily Deals**
  - Contributed to the development of DoodlyDeals, an e-commerce platform for daily deals
  - Platform features:
  - Daily deals from diverse businesses
  - Healthy competition among businesses
  - User-friendly interface for choosing and enjoying deals

Business, Nagpur – [May 2016 – Jul 2017]

As a business owner, I managed the business, staff, vendor, inventory, daily/monthly maintenance

- Plan and organize the day-to-day operations of the business.
- Some of the main tasks included defining the business and financial plan.
- Mentoring staff and sharing their brand or service with the public.

Principal Financial Group, Pune – (Dec 2006 – Dec 2015)

Designation: Senior Process Associate / Role: Training Specialist
The Principal is a global investment management leader offering retirement services, insurance solutions, and asset management.

- Client relationship management: Share project progress with US client - exchange ideas, share best practices.
- Team administration: Assisted Associate Manager in Workforce management / operations / support.
- Projects / Initiatives: Lead special projects/ initiatives within RIS-BU for process improvement.
- Rollover Focus (Oct 2015), New Entrant Focus (Sep 2015), Service Concern Analysis (February 2015).

IBM Daksh Bharti Airtel, Pune – (Oct 2005 – Nov 2006)

As a Floor Support / Customer Care Executive, my responsibilities were as mentioned below:
- Floor support for onboarding new joiners.
- Provided constructive feedback to the trainee through job shadow/ call-buddy system.
- Provided customer services plan details, resolved queries on new plan offers for Bharti Airtel.
- Troubleshoot & provide solutions regarding system issues faced by the customer.
- Handled escalations of irate customers with quick/ desired solutions within turnaround time.

Personal Attributes

- Positive Work Ethic: Consistently demonstrates a positive attitude towards work, with a readiness to take on tasks and responsibilities.
- Attention to Detail: Exhibits good observant skills, ensuring accurate and thorough documentation and process-driven approach.
- Proactive Learning: Shows a demonstrated ability to learn proactively, staying up to date with industry developments and best practices.
- Effective Communication: Communicates effectively with clients and stakeholders to analyze, resolve issues, and fulfil business requirements.
- Collaborative Mindset: Collaborates seamlessly with clients and stakeholders to drive business outcomes, demonstrating a strong ability to work together towards common goals.

Education

- B.E: Electrical   -   YCCE   -   Nagpur, Maharashtra, 09/2005

I hereby declare that all the information is very true and to the best of my knowledge.

Best Regards,

Vaibhav Selukar   Place: Date: