ASHUTOSH A BARADKAR

*Detail-oriented professional targeting **IT Project Management and Project Consultant** roles to utilize expertise in Agile methodologies, team management, and strategic planning.*

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PROFILE SUMMARY

- Highly resourceful and strategic **Project Manager** with **nearly 11 years** of expertise in leading **IT Operations, Project Management, and Delivery Management.**
- **Certified Prince2 Agile PM Practitioner** and **Professional Scrum Master PSM-1** with a strong track record in managing **large-scale projects** and driving complex technology implementations.
- Extensive experience in **end-to-end project lifecycle management**, from requirement gathering, solution designing, effort estimation, and risk management, to delivery and post-deployment support.
- Proven capability to lead cross-functional teams, ensuring **high-quality deliverables** within defined time and cost parameters while fostering collaboration and teamwork.
- Expert in **stakeholder management**, successfully engaging with senior leadership and C-suite executives to ensure alignment with business objectives and delivering integrated business & technology solutions.
- In-depth knowledge of **Agile/Scrum methodologies** with expertise in vendor management, change management, and quality assurance to enhance operational efficiency and customer satisfaction.
- Proficient at **managing multi-client**, **multi-geography projects**, working with prestigious organizations such as Bank of America, Wells Fargo, Honeywell, AstraZeneca, and Verizon.
- Strong technical foundation, proficient in tools such as **MS SharePoint, CRM**, and programming languages like **Core Java**, with hands-on experience in testing tools like **Katalon, TestComplete, and JIRA**.
- Skilled in **budget & resource management**, driving cost optimization while maintaining project quality and ensuring stakeholder expectations are met consistently.
- Focused on **quality assurance and risk mitigation**, conducting **rigorous testing and continuous process improvement** initiatives to guarantee smooth and effective project execution.

WORK EXPERIENCE

May'23 - Present: Firstcry.com (BrainBees Consulting India Pvt. Ltd.)

Details: Firstcry is an e-commerce company specializing in baby products.

Ongoing projects:

- **CRM:** Managing the deployment and enhancement of a Customer Relationship Management (CRM) system, thereby driving improved customer engagement and service delivery.
- **IVR (Interactive Voice Response):** Spearheading the integration of AI-based IVR systems, while automating call handling and improved the overall customer support experience.
- **Chat Bot:** Developing and deploying an AI-powered chatbot to provide 24/7 support, automating common customer inquiries and enhancing service efficiency.
- **Voice Bot:** Leading the design and implementation of a voice bot system for real-time, automating customer interactions, thereby improving service response time and customer experience.

Previous Projects:

- **Dubai Customs (UAE):** Directed the deployment of the Dubai Customs Blockchain Gatepass System, drastically enhancing the gatepass process and enabling secure, efficient cross-border trade operations.
- **My Account (India & Middle East)** | Environment: Node JS, PHP, Angular JS, .Net Core; role involved leading and managing various aspects of the project to ensure successful delivery.
- **Checkout:** Directed the optimization of the checkout process, improved transaction efficiency and streamlined the payment gateway integration for enhanced customer satisfaction.

Key Result Areas:

- **Project Planning & Execution:** Developing and implementing project plans, schedules, and budgets to ensure timely and successful delivery, while actively monitoring and mitigating risks.
- **Team Leadership:** Leading cross-functional teams, assign tasks, set objectives, and fostering a collaborative environment to achieve high-quality results within deadlines.
- **Stakeholder Management:** Building and maintaining relationships with key stakeholders, ensuring clear communication and managing expectations throughout the project.
- **Risk Management:** Conducting risk assessments, developing mitigation strategies, and monitoring risks to ensure project success.
- **Budget & Resource Management:** Directing project budgets, optimizing resource allocation, and identifying cost-saving opportunities to ensure financial efficiency.
- **Communication & Reporting:** Maintaining clear communication with team members and stakeholders, providing regular progress updates and reports.
- **Change Management:** Managing scope, timeline, and resource changes, ensuring alignment with project goals and effective communication of adjustments.
- **Quality Assurance:** Ensuring adherence to quality standards by conducting assessments and audits throughout the project lifecycle.

CORE COMPETENCIES

- IT Operations Management
- Budget & Resource Management
- Stakeholder Management
- Change Management
- Vendor & Client Management
- Strategic Planning & Execution
- ITIL & Service Management
- Testing & Defect Management
- Treasury Management Systems
- Process Optimization & Cost Efficiency

TECHNICAL SKILLS

- **MS SharePoint, MS Customer Relationship Management (CRM), Microsoft Project**
- **Management Testing Tools:** Test Complete, Testlog, WebDriver, Katalon
- **Defect Reporting Tools:** (PMS), SVN, Bugzilla, JIRA
- **Programming Language:** Core Java, .Net, Node.js, PHP
- **Operating System:** Windows, Linux

CERTIFICATIONS

- **Professional Scrum Master PSM-1**
- **Prince 2 Agile in Project Management** Certificate No: GR659018831AB
- **Prince 2 Agile in Project Management Practitioner by Axelos**, Certificate No: GR649017584AB
- **ITIL V4 Foundation by Axelos, Certificate** No: GR671290055AB

SOFT SKILLS

- Innovative Thinking
- Analytical Thinking
- Adaptability
- Multitasking
- Time Management

- **Planning & Documentation:** Creating detailed project plans and work breakdown structures (WBS) to align objectives, tasks, and timelines with client needs and organizational goals.

Highlights:

- Led the successful implementation of the **Dubai Customs Blockchain Gatepass System** in collaboration with Dubai Customs and Avanza Systems, that enabled the processing of **5,000–6,000 Gatepasses** (IN/OUT) daily at the Dubai Freezone.
- Acknowledged by Senior Management for exceptional dedication and support across multiple projects, while contributing to their successful delivery.
- Pioneered the adoption of Generative AI for IVR call handling, with **50%** of calls successfully transitioned to the system, thereby achieving a success rate of approximately **70%.**
- Spearheaded the integration of **AI-driven technologies** and automation tools within the **CRM system** to optimize ticketing workflows, accelerated issue resolution, and improved customer satisfaction, that resulted in enhanced operational efficiency and faster response times.

May'22 - May'23: Fulcrum Digital | Senior Associate Consulting

Project Name: MasterCard | Environment: .Net Core, SQL Server 2016, Agile, JIRA

Details: Engaged in the MasterCard project that focuses on cash deposits, cash withdrawals, and transaction history for merchants and customers.

Key Result Areas:

- **Requirements Analysis:** Collaborated with technical architects, developers, business analysts, and clients to analyze user requirements and conducted unit testing for application development.
- **End-to-End Project Management:** Led the full project lifecycle, including estimation, requirements gathering, gap analysis, testing, go-live assistance, risk management, and contingency planning.
- **Onsite Activity Management:** Ensured project completion within time and budget constraints through efficient resource utilization and adherence to service delivery metrics.
- **Continuous Improvement:** Devised and implemented service improvement initiatives to enhance process efficiency and overall quality.
- **Business Analysis & Solution Design:** Analyzed business needs to design and implemented solutions that effectively addressed client requirements.
- **Client Requirement Management**: Led requirement gathering, analysis, and product parameterization based on client specifications.
- **Compliance & Governance:** Assured project adherence to compliance, quality, and governance standards to meet defined quality benchmarks.
- **Contingency Planning:** Planned and executed contingency measures to minimize impact on project deliverables, and conducted regular project reviews with clients.
- **Team Leadership & Mentorship:** Motivated and mentored team members, prepared training plans, performance appraisals, and fostered employee retention.
- **Technical Development:** Created user interfaces with Angular 6, developed web APIs using .NET Core, and designed stored procedures for database operations.
- **Unit Testing & Quality Assurance:** Implemented unit tests with NUnit and validated web API functionality using Swagger.
- **Version Control & Code Management:** Utilized GIT for code version control and management throughout the project.

Nov'19 - May'22: FIS SunGard Pune | Technology Business Consultant (Professional Services Group)

Project: Quantum (Treasury Management Application) | Domain: Treasury (Banking)
Clients: Vanlanschot, Covestro, Corteva, Swisscom, Xerox, Honeywell, Amex

Details: Quantum Treasury Management product upgrade and integration with various enterprise services.

Key Result Areas:

- **Treasury System Support & Upgrade:** Supported the Treasury Management system, worked on upgrades and troubleshooting issues to enhance system performance.
- **Implementation and Integration of Applications:** Spearheaded the implementation and integration of Enterprise Services applications, including DRS (Derivatives Reporting Services), FIS Scheduler, Inward Confirmations Tool, and Deal Mapping Services, with Quantum systems.
- **Customer Engagement & Technical Support:** Provided technical support to major banking clients, ensured the smooth operation of the Treasury system and resolved client issues.
- **Data Analysis & Reporting:** Managed the generation of reports, data reconciliation, and ensured accurate transaction mapping for clients in the Banking domain.
- **Customization & Integration:** Customized Quantum Treasury Application based on specific client requirements, while ensuring integration with existing systems and tools.
- **System Testing & Quality Assurance:** Conducted comprehensive testing in the production environment, including the development and creation of Entity and Counterparty Deals for FX, MM, IRS, and IRO instruments on the Quantum platform; managed approval processes, report generation, cash flow reconciliation, deal mapping, and post-closure activities.

💼 PREVIOUS EXPERIENCE

Sep'18 - Oct'19: Perscitus Solutions Private Ltd. | Senior Analyst

Project: MPOS (Point of Sales) | Payments Domain
Client: VeriFone

Details: Worked on the development and enhancement of the Point of Sale (MPOS) system for VeriFone, thus improving transaction processing and merchant interactions.

Jul'14 - Aug'18: BancBridge Software Systems Inc. | Software Engineer

Project: Quantum Treasury Agent | Banking Domain
Clients: Bank of America, Wells Fargo, Bank of Montreal, Bank of the West

Details: Engaged in the Treasury Management Application (Quantum), focused on supporting banking clients with treasury operations and improved liquidity management.

🎓 EDUCATION

- **2016: Masters in Business Administration (Marketing)** from Dr. Babasaheb Ambedkar Marathwada University.
- **2013: Bachelor of Engineering (Information Technology)** from Dr. Babasaheb Ambedkar Marathwada University.
- **2010: Diploma in Computer Engineering** from Maharashtra State Board of Technical Education.

👤 PERSONAL DETAILS

- **Date of Birth:** 15th March 1990
- **Languages Known:** English, Hindi, Marathi
- **Address:** Pune, Maharashtra