

PRITAM SUNIL DANIEL

PROJECT MANAGER

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EMAIL | realmadrid5710@gmail.com
LOCATION | Pune, INDIA
EXPERIENCE | 15 Years 10 Months

Key Skills

- SLA Management
- IT Operations Management
- Service Delivery Management
- Delivery Management
- Client Coordination
- Client Management
- Agile Methodology
- Agile PLM
- SDLC Development
- Production Support
- Project Execution
- Business Development
- MS Office
- PMP Trained
- Project Management
- JIRA
- Service Now Ticketing
- BMC Remedy
- Critical Thinking
- Change Management
- Digital Pay
- Banking Operations
- ATM Management

Languages

- ENGLISH
- HINDI
- MARATHI
- KANNADA

Hobbies

- Hiking & Trekking
- Playing Football & Cricket

Profile Summary

Project Manager, BFSI domain, Insurance and Mutual Funds Telecom Domain, Service Manager Project coordination, CRM functional analyst, business analyst, scrum master, Project lead, client management, service support desk manager.

Work Experience

Project Manager

Wipro

03/2022 - 02/2024

- ❖ **Project Leadership:** Directed projects from requirement definition to deployment, meticulously managing schedules, scopes, budget estimations, and risk mitigation plans.
- ❖ **Resource Coordination:** Coordinated both internal and external resources to ensure projects adhered to scope, schedule, and budget constraints, collaborating across various functional departments.
- ❖ **Progress Monitoring:** Monitored project progress, adapting scope, timelines, and costs as necessary to align with project requirements.
- ❖ **Client Relationship Management:** Established and maintained strong relationships with client stakeholders, providing regular updates on project status and changes.
- ❖ **JIRA Management:** Managed JIRA end-to-end for tracking project tasks, issues, and progress, ensuring transparency and accountability within the team.
- ❖ **Confluence Management:** Oversaw Confluence management for effective knowledge sharing and collaboration among project stakeholders.

- Social Work

- ❖ Documentation Management: Developed and maintained comprehensive documentation, including requirement documents, use case sheets, and Figma updates, ensuring clarity and consistency across the project lifecycle.
- ❖ Scope Management: Implemented processes to manage project scope throughout the lifecycle, setting and upholding quality and performance standards while managing risks across multiple projects.
- ❖ Quality Assurance: Conducted quality checks to ensure deliverables met project standards and client expectations.
- ❖ Resource Optimization: Optimized resource allocation to enhance project efficiency and maximize output deliverables.
- ❖ Risk Reporting: Reported project outcomes and potential risks to management, escalating issues as needed to ensure project plans were adhered to.

Project Manager

AIT Global

01/2021 - 03/2022

Project Lead

Vodafone Idea (VI)

09/2018 - 02/2022

Project coordinator, Business Analyst, L2 lead in application production support

Destar Technologies

05/2017 - 06/2018

Project coordinator, Business analysis, CRM application consultant.

Consultant

Clover Infotech

07/2016 - 05/2017

L2 lead handling various clients Luke IDFC, HDFC, L&T Financial Services

L2 Lead in Application Support, Business Analyst, Techno Functional Engineer

Hinduja Ventures

04/2013 - 07/2016

Taking part in DBA activities such as 1. Alert Log
2. Table space Monitoring 3. Disk space Monitoring
4. USER Request 5. Software Installation

6.Performance Tuning 7.Business files processing
8.Monitor executions of batch jobs / services & address issues reported by Common Error handling routines for MQ (Magna Quest) Application. Log analysis for troubleshooting Access and configuration related issues Tracking incidents and changes Handling all technical issues from installation to maintenance, Monitoring, Implementation, System maintenance activities, solving the customer Technical issues from front end as well as from back end with the help of production tools like putty, MQ application, Todd, remote login connections of server . Taking daily, weekly & monthly back ups for data maintenance. Tape Storage Backups, Daily Database activities, Running SQL Queries.

Education

■ **B.Sc - Computers**

2008

Sikkim Manipal University (SMU)