Aniket Anil Desai

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SUMMARY:

Certified Project Management Professional (PMP)®, Scrum Master (CSM®), and Product Owner (CSPO)® with 9+ years of experience in IT/software environments. Primarily skilled in project management, with additional expertise in product management and business analysis, focusing on delivering exceptional customer experiences. Adept at leading cross-functional teams and collaborating with internal and external stakeholders, senior management, subject matter experts, and vendors to successfully execute Agile, Waterfall, and hybrid projects on time and within budget. Dedicated to leveraging my knowledge, skills, abilities, techniques, and experience to contribute to the success of a dynamic organization

WORK EXPERIENCE:

Amdocs, Pune

Project Manager

Jul 2022 - Present

- Responsible for all Project domains including Scope, Time, Cost, Quality, Change, HR, Communication, Risk, Procurement, and Integration.
- Deliver defined project outcomes on time, within budget, and with high quality, Adapting to the needs of the SAFe Agile environment.
- Develop and maintain the project's Scope of Work and Project Plan, Ensuring continuous updates.
- Build and manage multi-disciplinary Agile teams, Ensuring efficient project delivery within a matrix structure.
- Manage project resources like Overseeing Amdocs, clients, sub-contractors, vendors, ensuring adherence to budget and schedule constraints.
- Align with overall program policies, roadmap, and plans, prioritizing tasks and resolving issues/conflicts in a SAFe context.
- Lead and facilitate Scrum ceremonies Including Sprint Planning, Daily Stand-ups, Sprint Reviews, and Retrospectives.
- Facilitate and drive the project risk management process, Providing ongoing status and progress reports.
- Maintain the project communication plan, Managing relationships with project stakeholders.
- Oversees the project's closure, integrating all relevant components (e.g., lesson learned, metrics, KPIs...).
- Govern and resolve risks, gap, issues, Impacting project delivery across software development, testing, and infrastructure.
- Create and translate business requirements Aligning with stakeholders.
- Develop supporting tools, systems, and reports, Collaborating with stakeholders and development teams.
- Collaborate with business unit leaders, identifying improvement areas and setting strategies, metrics, KPIs, and priorities.
- Define business processes and methodologies, Aligning with customers and users. Collaborating with stakeholders to define the issues and solutions.
- Delivery of projects aligned to overall business and technology strategies and architectures.
- Implement change management, Ensuring successful assimilation in the organization.
- Coordinate customer-funded development, actively collaborate with customers to ensure their requirements and expectations are clearly understood and met. Facilitate regular meetings and updates to keep the customer informed and engaged throughout the CFD process.
- Oversee management of Common Vulnerabilities and Exposures (CVE), Ensuring project security.
- Manage software rollups and updates, Keeping systems current and secure.
- Oversee management of third-party and Free/Open-Source Software (FOSS), Ensuring compliance and integration.
- Implement and manage security scanning processes, Identifying, and mitigating potential vulnerabilities.

Aurionpro, Navi Mumbai

Asst. Manager Project Delivery & Customer Experience

Nov 2021 - Jun 2022

- Gathering Business requirements for the Project from the client.
- Define, manage, document project's scope and timeline.
- Prepare, maintain, upkeep, and assist of project plans, status reports, checklists, test cases as well as technical and user documentation.

- Translate concepts into wireframes, workflow diagram, mockups and prototypes that lead to intuitive user experiences.
- Arranging POC (Proof of Concept), Demos for various products.
- Coordinate with software developers, testing and support team to ensure timely delivery of requirements, patches, updates and to make sure tasks are completed according to specifications.
- Assessing project risk and proactively resolving, minimizing issues including the development of contingency plans for the smooth functioning and roll out of the project.
- Arranging and attending con calls with the technical, business team to discuss the requirements. Attends project status meetings onsite/remote with clients to understand technical issues & requirements.
- Report the status to the stakeholders (e.g., the clients, program managers, product managers and the top management etc.).
- SPOC for all Coordination activities related to a specific project or various projects assigned.
- Account management of specific clients to understand new requirements and customization if any.
- Identifying and developing new opportunities with clients.
- Manage scope changes, ensuring that adjustments are documented, approved, and aligned with project goals.
- Manage escalations and technical support for specific projects.
- Monitor and control the work to ensure that the project remains on track and in control.
- Managing customer satisfaction within the project transition period.
- Serve as liaison between the internal team and stakeholders throughout the project life cycle.
- Working closely with Operations, sales, and Inventory departments to make sure that deliverables are on time.
- Training about product and services to our client.
- Close the project to formalize acceptance of the project result and release project resources.
- End to end execution of projects.

BSE Technologies Pvt Ltd, Mumbai

Business Analyst

Jun 2018 - Nov 2021

- Work as a subject matter expert and resource to clients for IT brokingbackofice solutions.
- Manage client support queries, issues, and/or enhancement requests ensuring adherence to SLAs.
- Gather information from the respective stakeholders such as clients and team members to document functional, system, and/or data requirements and to acquire consensus.
- Lead the development of the project charter and scope, and ensure delivery of the solution to schedule, budget, and scope.
- Evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, and distinguish defects from enhancement requests.
- Analyze, synthesize, and prioritize requirements for enhancements to systems and / or business processes throughout the product development life cycle.
- Prepare presentations for clients/internal management on project updates.
- Collaborate with team members to create detailed functional and/or technical specifications for complex development of new, or modifications to existing, applications.
- Coordinate and assist with testing activities to help identify, mitigate, and resolve issues.
- Ensuring all issues are investigated and resolved in a timely manner as per Business Standards.
- Analyzed industry regulations and compliance requirements, ensuring that proposed solutions adhered to legal and industry standards.
- Utilized data analytics tools to evaluate key business metrics, identify trends, and provide actionable insights to inform decision-making.
- Work within defined governance processes
- Interface and communicate with project team, management and stakeholders.
- Reports on variances to the approved project baseline.
- Provide guidance to quality assurance and the development team members to create unit and integrated test cases.
- Prepare wireframes, workflow diagram, mockups, and prototypes for the project/product.
- Perform integration and regression testing as part of the release cycle.
- Ensures that quality project standards are met as prescribed by IT Services through the effective implementation or use of approved processes, methodologies, and deliverables Analytical/Decision.
- Identify training needs, design, and train other team members or new joiners on product usage and new features/functionality.

National Stock Exchange InfoTech Services Ltd, Mumbai

System Analyst

Nov 2013 - Nov 2015

- Serve as a liaison between the business and IT to provide technical and business solutions that meet user needs.
- Understanding the Business requirement and explaining to the Developer. Analyze and understand a business operations strengths and weaknesses to identify opportunities for automating processes and functions.
- Develop objectives, phasing, and content of the project to deliver on the business case benefits, budget and timescales.
- Collaborating with third-party vendors for software procurement, customization, or integration.
- Assessing the technical and financial viability of new or enhanced systems.
- Provide testing feedback to technology and monitor adherence to functional requirements.
- System and Business process analysis.
- Provide end-user support and troubleshoot production systems utilizing strong technical and problem- solving skills.
- Create, test & implement failure recovery scenarios thus identifying the application weaknesses.
- Update the technical procedure document and operational run books.
- Performing UAT on the assigned project.
- Identifying inefficiencies in current systems and processes and suggesting improvements.
- Performs gate reviews and quality assurance reviews with all aspects of IT organization and business sponsors.
- Provides Training and Operational support to business unit.
- Providing requirements to the development team for automating the routine manual operations.
- Facilitate and lead training sessions within Support team.
- Conduct daily review meetings with the teams and weekly status meeting with the stakeholders.
- Quick turnaround for the assigned tasks.
- Provide ad-hoc reporting and analysis.

EDUCATION:

Master of Management Studies (MBA) – Full Time

Pillai's Institute of Management Studies and Research, Mumbai University

May 2016 – Jun 2018

Specialization: Operations Management

Bachelor of Engineering (B.E.)

Smt. Indira Gandhi College of Engineering, Mumbai University

May 2008 – Jun 2012

Specialization: Electronics and Instrumentation Engineering

SKILLS:

Management Skills

• Integration Management, Scope Management, Schedule Management, Cost Management, Quality Management, Risk Management

• Communications Management, Resource Management, Procurement Management, Stakeholder Management, Change Management, Conflict Management, Product Management, Business Analysis, Leadership, Adaptability, and Negotiation

Software & Tools

• Microsoft Copilot, ChatGPT, Gemini, Claude.ai, DALL-E, Prompt Engineering

• JIRA, Confluence, Monday.com, Trello, Asana, Smartsheet, Click Up, Teamwork.com

• Microsoft Dynamics 365, Power BI, Power Automate, Power Apps, Tableau, Epsilon, Google Analytics

• Figma, Balsamiq, Miro, Lucid Chart, Microsoft Visio, Microsoft Project

• Postman, Swagger, HPSM, CA Service Desk Change/Release Management & Ticketing System, ITRS

Technical Skills

• M Language, DAX Queries, Power Query, API, ServiceNow, Clouds, SQL, RPA

• Wireframing, Workflow Diagram, Use & Test Cases, DevOps, CI/CD pipelines, UML

• Java, Python, CVEs (Common Vulnerabilities and Exposures), FOSS (Free/Open-Source Software)

Methodologies

• Scrum, Kanban, Waterfall, Agile, TRIZ

PROJECT WORKED:

D1 Digital Experiences Suite
Jul 2022 – Present
Led the implementation of the Amdocs Digital Experiences Suite, focusing on optimizing customer interactions through various channels, including OH (Order Handling), OC (Order Care), Customer Engagement Experience and LCEP (Low Code Experience Platform). This project encompassed B2B and B2C solutions, enhancing user experience across both UI and non-UI platforms. By leveraging low-code tools, we accelerated development timelines and improved flexibility in delivering tailored digital experiences.
Result: Improving customer satisfaction by 25%, reduced development time by 20%, and achieved 90% stakeholders' adoption.

Customer Experience Solutions
Nov 2021 - Jun 2022
Orchestrated the delivery of Aurionpro ACE suite, including the Queue Management System, Self-Service Kiosk, Customer Feedback System, and Digital Signage Solution. Led end-to-end project execution, optimizing customer interactions and operational workflows across multiple sectors. Delivered innovative, user-friendly solutions that enhanced customer experience, reduced wait times, and streamlined feedback processes. Collaborated with cross-functional teams to ensure successful project outcomes and high client satisfaction.
Result: Reducing customer wait times by 25% and improving feedback response rates by 40% through optimized Queue Management and Kiosk systems.

Broking Backoffice Solutions
Jun 2018 - Nov 2021
Facilitated the successful implementation of BSE's broker back-office and trading solutions like CLASS™ and D-mat™. I led requirement gathering, process optimization, and managed project timelines, ensuring smooth execution for clients across equities, derivatives, and commodities contributed to projects that enhanced operational efficiency and risk management for major brokerage houses, supporting a significant portion of India's market clearing processes. Implemented back-office solutions (CLASS™ and D-mat™),
Result: boosting operational efficiency by 15% and supporting 60% of India's market clearing processes for major brokerage houses.

NSE Trading Platform
Nov 2013 - Nov 2015
Worked on the development and support of NSE's high-performance trading systems, including INDEX, NEAT, NEATPLUS, and various market-specific platforms (CM, F&O, WDM, IPO, MF, and CD). Ensured low-latency, reliable transaction processing in a high-frequency trading environment. Contributed to system scalability, performance optimization, and seamless integration of trading members' front-end systems with the NSE platform.
Result: Enhanced NSE's trading systems, ensuring 99.99% uptime, and reducing transaction latency by 10% for high-frequency trading across multiple market segments.

CERTIFICATIONS:

• **Project Management Professional (PMP)®** from Project Management Institute

• **Certified Scrum Master® (CSM®)** from Scrum Alliance

• **Certified Scrum Product Owner® (CSPO®)** from Scrum Alliance

• **Completed various eLearning courses** from LinkedIn and Udemy

PERSONAL DETAILS:

Nationality: Indian
Date of birth: 15 February 1991
Gender: Male
Current Address: Samrat Sovereign, B302, Baburao Shankarrao Tupe Rd, Malwadi, Hadapsar, Pune, Maharashtra 411028
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