**Siddharth Kapoor, PRINCE2 Practitioner & ITILV3 Foundation**

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**Values-Based Leadership**

I’m a strong advocate of values-based leadership. No single leadership style or personality type is effective in every situation. To succeed we need values to guide us, the wisdom and participation of others, and flexibility.

Values: A person’s core values, as well as their personality, impact how they behave in a given situation. While leadership theories try to explain what style or personality type is most effective in a given situation, they often underestimate the impact of personal values on our behavior. We align our behavior with our values. To be effective, leaders need clearly understood values to guide them in complex situations involving conflicting opinions. Further, adhering to those values is an important part of earning the much-needed support, trust and respect of their followers.

Flexibility: I’m typically a collaborative, people-oriented leader. There are times, however, when I have to give explicit orders and times when I have to delegate and take a hands-off approach. Again, values play an important role in making decisions, as well as getting agreement and support for those decisions.

Participation: Empowering and motivating people are pivotal to successful leadership. I work to understand and respect the strengths, aspirations and values of my team members, then lead to achieve their needs as well as those of the client and project. By creating a collaborative, supportive work environment and ensuring inclusion and participation in decision-making, people become empowered and develop a vested interest in the work they are doing. People who are empowered and passionate about a common goal do not have to be pushed to perform.



**Program Manager/Project Manager**



**PROFILE & STRENGTHS**

* A competent functional expert with over 11 **years** of relevant experience in the IT Industry. Spearheaded as **Program/ Project Manager** with **Mphasis An HP Company & LRN Technologies.**
* **Certified project manager** with over 9 years of experience in IT Infrastructure, Software Development, Business Analysis, Budgeting and Team Management in small to large, complex environments. Diverse technological background. Interface with all levels of management. Effectively bridge the IT / business communication gap. Skilled at turning around at-risk projects.
* **Single point of contact for all activities including Process Improvement and Compliance.**
* Overall experience of more than **14 years**.
* **Well versed with Applied Project/Program Management Planning**
* **Practices ITIL V3 and PRINCE2.**
* **Skilled in creating high level reports using MS Office tools (Excel, PowerPoint and Word).**



**Skill Sets**

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| Pre-Sales & Market Analysis | Analyzing market, preparing data metrics, Identify the business need for the project, do initial consultation, negotiations , Effective communications, Relationship management, Initial Proposals, Agreements and Contracts, |
| Project Management | Project Charter, SOW, Stake holder Management, Project Selection, Estimations, Planning and Scheduling, Identify Critical path, Identify Project Milestones, Risk Management, Change Management, Team meetings/Scrum Meetings, Project Data Metrics, Adhere to Process, Test Case review, Demo, Gap Analysis, WSR, Bug Dashboard, Project Review, Deployment(QA,UAT,Dry Run, Production), Lessons Learnt, Release notes |
| PM tools | MS Project 2013, WBS, Excel, Share Point, TFS, Jira, Service Center, MPP |
| BA/Requirement Gathering | Interview methods, Questionnaires, Documentary evidence, unconventional thinking, Preparing RFQ, RFP, BRD(HLD), FSD/FRD(LLD) |
| Project Cost/Estimations | Bottom top approach, PERT method, Story Point, Top Bottom approach, EVM, Costing, Budgeting and forecasting, |
| System Design/Architect | Business Case Diagram, Use Case Diagrams, Flow Charts, Collaborative diagrams, System level Architecture, Identify the Technology, and do Feasibility assessment, Visualize requirement(wire frames) |
| Methodologies | Agile(Scrum and Kanban), Water fall ,Iterative, V, Evolutionary |
| Data Analysis | BI, Data Mining, Analyzing Data, Reports & Graphs, Pivots, P & L statements, Derive ROI, IRR, |
| Framework & Models | .Net, PHP,MVC, LAMP |
| Domain Knowledge | E- Commerce, Education, CRM, ERP, Vendor Management System, e-learning, Data Analytics, BI, Mobility, IT Infrastructure, GIS |
| DB and Excel | Pivots, Logical Data Interpretation, KPI using Excel sheet, Minitab, Dashboards |
| SEO Activities | Preparing Analytical reports for business or for top management strategic decision making |
| Training | Update SOPs and train new hires on the process |

**Business Process Excellence or Data Quality Skills**

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| Six Sigma | Implemented DMIAC model for Large Client Support Project, Guiding and leading BPE team in doing RCA, CAR and PAR |
| Business Process Excellence | Played a key role in building integrated process on SharePoint 2010(Consol Community),  Documentation(Project and Process), Data Metrics, Dashboards, |
| Quality Assurance | Preparing Process documents/Reviewing and providing feedback, preparing organizations data metrics, validating the data, publishing to stake holders, Helping Internal audit team |

**Core Competencies**

PMP Project Management Systems \* Migrations \* Account Escalation Procedures \* Service Delivery Monitoring \* Client/Vendor Management \* Disaster Recovery Planning \* Infrastructure Stability \* Upgrades Cost/Benefits Analysis \* Deployment Risk Management \* Staff Management \* PRINCE2 Practitioner\* Excel Power User \* PMO \* Business Development \* Process Re-Engineering \* Strategy and Planning \* Financial Reporting \* Budgeting & Forecasting \* Complex Project Management \* Systems Integration \* Software Development Life Cycle – SDLC \* Client Relations \* Client Reporting \* Training \*



**Expertise**

PMI methodologies, SDLC, Microsoft Project, PowerPoint, Excel, Visio, Office Suite, Oracle, SQL Server, Unix, C, Java, HTML, XML, CSS



**PROFESSIONAL EXPERIENCE**

**WIPRO Technologies, Pune Oct ’15 – Apr ‘16**

**Sr. Project Manager**

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| **Roles and Responsibilities** | |
| Designation | Program Manager |
| Responsibilities | Understand Customer Service vs Customer Experience, Production Support Project management, Vendor Management, Requirement gathering, Data Analysis, Defining Product Road map, Business Process Excellence, Gap Analysis, Stake Holder Management, |
| Projects | GIS (Global Infrastructure Services), Data Center Migrations, Recommissions and Decommissions |
| Methodology & Techniques | Agile Scrum, Agile Kanban, Waterfall |
| Tools | Jira, Basecamp, SharePoint, Team Track and Salesforce |
| Project Documents Prepared | Project Scope document, MPP |

**LRN Technologies, Mumbai Jan’13 – Aug’15**

**Project Manager**

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| **Roles and Responsibilities** | |
| Designation | Project Manager |
| Responsibilities | Understand Customer Service vs Customer Experience, Production Support Project management, Vendor Management, Requirement gathering, Data Analysis, Defining Product Road map, Business Process Excellence, Gap Analysis, Stake Holder Management, |
| Projects | CAT, FluidX, eCode, Mobility, Production Support, howistheanswer.com, SDLC, Single point of contact for DuPont, 3M, First Data Corporation in terms of handling end to end projects. |
| Methodology & Techniques | Agile Scrum, Agile Kanban, Waterfall |
| Tools | Jira, Basecamp, Confluence, Perforce, Sharepoint, Team Track and Salesforce |
| Project Documents Prepared | Project Scope document, MPP, Product Backlog, Scrum Meeting report, Bug Dashboards, WSR, Project Forecasting, Project Data Metrics, Writing Project Stories, Process Documentation, Requirement documentation, FRD, SOP |
| Technologies | PHP, Angular, Node.js, JavaScript, HTML, CSS, Perl, MySQL, Oracle 11g, |
| Project Quality initiations | Code review, Unit testing, Project reviews, Test cases review, |
| Testing tools | QTP, and Manual testing, Jira for bug tracking |
| Achievements | Stepped in to a newly formed department and completely shaped the entire Project Management Office (PMO) across the organization. From the ground up, created the Project Management Office (PMO). Project manage the prioritization, potential risks/benefits, requirements traceability, financial tracking, delivery and maintenance of projects. Specialties: SDLC, Project, SharePoint. |

**MphasiS an HP Company, India**

**Project Manager– IT Infrastructure Nov’08 – Jan’13**

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| **Roles and Responsibilities** | |
| Designation | Project Manager – IT Infrastructure |
| Responsibilities | Production Support Project management, Vendor Management, Requirement gathering, Data Analysis, Defining Product Road map, Business Process Excellence, Gap Analysis, Stake Holder Management, Effort Estimate and Budgeting, Defining Product Road map, Business Process Excellence, Responding to RFP’s, and preparing RFI |
| Projects | Affinia – End to End Life Cycle of all Infrastructure projects. |
| Methodology & Techniques | Agile Scrum, Waterfall |
| Tools | Salesforce, Jira, Sharepoint, MPP, MS Visio and MS Project |
| Project Documents Prepared | Project Scope document, MPP, Product Backlog, Scrum Meeting report, Bug Dashboards, WSR, Project Forecasting, Project Data Metrics, Writing Project Stories, Process Documentation, Requirement documentation, FRD, SOPs |
| Technologies | HTML, CSS, .Net |
| Project Quality initiations | Unit testing and Project reviews |
| Testing tools | QTP, and Manual testing, Jira for bug tracking |
| Achievements | Became the SME for all Affinia projects across Mphasis. |

* **Strategy and Governance**
* **Business Relationship Management**
* **Project and Program Delivery**
* **Excellent problem-solving and critical-thinking skills**
* **Technical Skills**

**Team Leader** - **EDS**  **Aug’06 – Nov‘08**

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| **Roles and Responsibilities** | |
| Designation | Team Leader – Service Desk |
| Responsibilities | Maintain daily, weekly and monthly SLAs, Level 2 point for any escalations, improve CSAT, KPIs for the team, monthly score card and share feedback, improve client relationship |
| Client | Xerox – Tier 1 Service Desk |
| Achievements | Became a team leader in a span of 9 months from joining the service desk.  Awarded the best advisor with a score card of 4.8 as an average for 6 months in a row. |

**IBM Daksh, Mumbai – Customer Care Representative Mar’05 –Jul’06**

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| **Roles and Responsibilities** | |
| Designation | Customer Care Associate |
| Responsibilities | Customer Service, Handle level 1 calls from Citibank NA clients with regards to their queries on their banking account. |
| Client | Citibank NA |
| Achievements | Awarded the rookie of the training batch. |

**Ste’ ParamTex, Africa & Kuwait – Senior Textile Merchandiser Feb ’03 – Feb ‘05**

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| **Roles and Responsibilities** | |
| Designation | Sr. Textile Merchandiser |
| Responsibilities | Meeting with buyers with regards to what their requirements, Knowledge of current markets in US, Europe and Asia |
| Client | Local buyers in Africa & Kuwait |

**Intertek Testing Services, Vikroli - Senior Lab Technician May’02- Jan ‘03**

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| **Roles and Responsibilities** | |
| Designation | Lab Technician |
| Responsibilities | Test various garments and fabrics to check on different parameters as per ISO standards |



**TECHNICAL STRENGTHS:**

* ITIL V3 Foundation
* MS Project Planner
* Ticketing tool : Jira, Team Track, Service center
* MS Office



**Volunteer:**

* Active member of an NGO “Shanti Niketan” in Mumbai that helps the old age people.
* Active member of an “Bal Krida” in Mumbai that helps children in their up-bringing.
* Part of Company CSR team that visits “Anand Niketan” and plants tress twice a year.

I am very passionate about helping other especially children when it comes to their up-bringing and schooling. I have been part of the above NGOs for, the past 10 years and I make it a point to visit them atleast once a month and spend my weekend with them which enlightens them and gives me inner peace.



**EDUCATIONAL & PROFESSIONAL DEVELOPMENT**

* **Diploma In Textile Chemistry , 1999 - 2002**

SASMIRA, Mumbai, Maharashtra,, India

Passing Aggregate 76.13%

* **Professional Certifications**
* PMP trained
* **ITIL V3 (Foundation) Certified**
* **PRINCE2 Foundation Certified**
* **PRINCE2 Practitioner Certified**
* Lean Six Sigma Black Belt trained



**PERSONAL DETAILS**

**Date of birth:** November 24, 1981

**Languages Known:** English, Hindi, Marathi, French and Arabic

**References:** Available on Request