Harshit Verma, CSM ®

Noida, India

Mobile: +91 9582632156 ~ E-mail: harshuverma@gmail.com

A result-oriented professional with a consistent track record in achieving business objectives in varied industries. Skilled at managing projects for new processes and stabilizing the same for smooth operations. Possess excellent interpersonal, communication & organizational skills with proven abilities in team management.

CAREER SYNOPSIS

- ➲ An astute performer with 13 years of experience in implementation. Well exposed to aspects of project management and business processes for IT and insurance industry.
- ➲ Good understanding of Agile, Waterfall and Hybrid methodologies.
- ➲ Ability to deliver end to end projects and assignments within the inflexible SLA.
- ➲ Superior project coordination, technical, and analytical skills
- ➲ Experience in Customer Relationship management and Stakeholders Management.
- ➲ Strong communication, presentation, and customer service skills
- ➲ Abilities to multi-task and prioritize tasks logically.
- ➲ Comprehensive knowledge of project management tools such as Clarity PPM, MS Project, ServiceNow Project Planning & JIRA
- ➲ Understanding of T&M, Fixed Price and Milestone based projects.
- ➲ Costing and Budgeting of the project.

COMPETENCIES

MANAGERIAL
- ➲ Client Relationship Management
- ➲ Business Analysis
- ➲ Stakeholder Management
- ➲ Project Management
- ➲ Change Management
- ➲ Integrations and Implementations

TECHNICAL

MS 365	Word, PowerPoint, Excel, SharePoint, Teams, Forms
Project Mgmt. tools	Clarity, MS Project, JIRA & ServiceNow Project Planning
Database	MS SQL Server, Oracle PL/SQL
Language	OOPs (Basics) & SQL
Reporting & Automation Tools	Cognos (Visibility)
Diagrams	Flow Chart, Miro
ERP/CRM	**Salesforce CRM**

ORGANIZATIONAL EXPERIENCES

Project Manager – Bangmetric Services   **Jul 2022 – Till date**

Handling an overseas Service Now project of the product development. Leading a team of 10 engineers for the project delivery. This project involves the creation of a mobile-based application along with a web site-based portal.

Project 1: CSM Case Management Implementation   **Sep 2022 – Mar 2023**

The scope of the project was to design and implement CSM Case management for a Telecom Site. The scope also demanded the integration of SNOW platform with Microsoft Outlook to enable the Inbound and Outbound email activities for the employees of the client.

- Gathered the scope of the project.
- Conducting workshops to understand the process which clients want to log their customer cases.

- Prepared the project plan and assigned the resources on the project.
- Maintained the user story status on the JIRA board.
- Regular discussion with the customer regarding the status updates on those user stories.
- Worked with client to create and modify the conditions and message body of SNOW outbound notifications.
- Daily calls with the team and customer to understand the challenges faced by the team and discuss with the customer to overcome those challenges.

Project 2: R&R Management   **Jan 2023 – May 2023**

It was designed to cater the needs of HR department of company in which they want a custom application which can help them to organize the contest and complete their need of different level approvals for Reward Settlement.

- Handled end to end life cycle of a project starting from scoping till deployment.
- Working with Project Sponsor to define the project approach, plan and design.
- Proactively monitoring the overall project progress: risk management, change management, resource management, resolving issues and initiating corrective actions as appropriate.
- Raising risks, issues, changes and resource issues to Steering Committee where they cannot be resolved or approved at Project Manager level.
- Coordaining with business and technical teams thereby involving all the stakeholders.
- Coordinating work for and providing direction to developers/testers to complete deliverables.
- Provide Project status reporting to PMO as well as senior leadership team.
- Maintain processes to ensure project management documentation, reports and plans are relevant, accurate and complete
- Billing and timesheet management for all the offshore resources

Project Manager – HCL Technologies   **Feb 2020 – July 2022**

Led end to end migration of the SQL and Oracle databases for the European based customer to the new business compatible versions. Lead a team of 7 professional engineers to achieve the goal of the project.

- Delivered the Database Life Cycle Management (DBLCM) project with a value of USD 259050. This is a T&M project.
- Delivered the project on time and within the budget. Also involved in defining the scope of the project to relevant stakeholders.
- Worked on Project Charter and maintained the Project Plan.
- Changes in project scope, change note of the SoW in created.
- This project is an initiative to support remediation of obsolete Database technologies (Oracle and MS SQL in use).
- Management of Scope, Deliverables, timelines, and milestones.
- Worked closely with the engineers to achieve monthly milestone.
- Co-ordinated with third parties and internal teams.
- Clear understanding of the pricing models (Fixed Price, Time, and Material)
- Took billing approval from customer for T&M billing closure.
- Involved in Hiring resources as per the technical needs, involved in getting the PRF approvals and hiring the resource.
- Resource prediction is needed to achieve a defined milestone.
- Proactively monitored, managed, and report on execution of deliverables.
- Scheduled the calls with the customer to seek their needs of the project and to let them know the issues faced by the technical team.
- Provided reports to the project owners and stakeholders on a weekly basis.
- Worked with the PMO teams for the resource alignment and fulfilling the monthly billing.
- Part of the hiring calls and preparing the hiring tacker of the project and sharing with the relevant stakeholders.
- Involved in troubleshooting the timesheet issues of the team members.

Project Manager – HCL Technologies   **Aug 2017 – Jan 2020**

Working for the Indian customer for an Infrastructure project. This involved a team of 13-15 engineers for the delivery of the project.

- Handled T&M project of Request Fulfilment value INR 26,459,400
- Manages end to end delivery of service requests for TIS Request Fulfilment.
- Owns and manages end-to-end delivery of service requests requiring stakeholders Request Fulfilment.

- Coordinates, drives, and manages Request Fulfillment execution across stakeholders and customers.
- Ensure Weekly and Monthly Reports are being published as per RF Operating Model

- Owning RF Operational KPI's and ensure they are met.
- Manage support for Request Fulfillment tools and processes.

Project Coordinator – MetLife GOSC Dec   2014 – Aug 2017

Responsibilities:

- Managing communications with stakeholders
- Define the project activities and plan required to deliver the project outputs.
- Handling team of more than 2000 resources working for various clients.
- Experience in handling all T&M, Fixed Price and Staffing projects.
- Share status reports of projects to clients and higher management on a needy basis.
- Responsible for managing PMO tool.
- Creation and seeking approvals on SoW's for each project and keep track of any, if any.
- Act as Project Manager for all technical leads.
- Knowledge of project management techniques and tools.
- Resource allocation via Resource Assignation tool to various ongoing and new projects.
- To keep Track Leads and Project Managers communicated regarding effective allocation of resources on project.
- Working with Project Managers and Resource Managers in resolving the allocation conflicts.
- Understanding of Project Milestone and their Impact on project delivery.
- First Level support to all Project users in resolving Timesheet issues.
- Alignment of Resources into Practice as per Management requirement (Bench & Practice Bench).
- Presentation to Management of Cost/Revenue/Overheads Reports as needed.
- Manage and maintain proper communication relationship with client and Internal stakeholders.
- Publishing Weekly Organizational Utilization report to Practice Heads.
- Resource Validation on Monthly basis with different Project Managers.
- Co-Ordinating with different stakeholders & enabling Project Code /Resource on boarding /Access to Team in Project.

Project Analyst – Wipro Ltd   Nov 2012 – Dec 2014

- Maintain issues tracker with other project managers for future references.
- Customer sign-off on all the phases of transition and creating Lesson learned documentations.
- Pulling data from Archer website to publish reports to Project Managers, regarding the Findings associated with the Projects.
- Compiled and validated data; reinforce and maintain compliance with corporate standards.
- Assigned transition staff to each project.
- Prepared and maintained weekly and monthly project status reports.
- Assist Project Managers and Program Managers in handling daily activities.
- Responsible for the preparation Project plan, Checklists, Escalation Procedures, various project trackers (Issue, Risk, Action, Resource) other documentation for the day to day operations activities
- Prepared risk assessment trackers and suggested resolutions.

Analyst – Wipro Ltd   Sep 2010 – Nov 2012

- Working experience on Citrix, Optima, Ellipse.
- Handling the asset details as a part of the Asset Management Team.
- Maintaining Asset Life Cycle.
- Generations of Work Orders with different work description and their corresponding follow on/Work Requests.
- Updating Work Order status and closing of Work Orders.
- Creating different kinds of Asset required in the site in the Ellipse with proper functional location.
- Fixing of MST (Maintenance Schedule Task) of different class of assets.
- Highly involved in MIS Reporting for the various onshore stakeholders and regulators like OFWAT, EA and DWI.
- Create the financial reports be delivered to the onshore directors on monthly basis indicating the usage and the electricity bill of the sites.

- Involved in EMT dashboard creation, which provides the Business Performance to the Executives members and the Board Members.
- Interactions with various stakeholders globally to resolve queries.

- Exception and Escalation Handling.
- Knowledge of Escalation Matrix.
- Working upon the databases needed to extract the database.
- Loading, extracting and validating of client data.
- Extracting reports from Cognos and analyzing the extracted report.
- Analyzing raw data, drawing conclusion & developing recommendations.
- Team handling and extracting their weekly reports.

ACADEMIC

- ➲ Bachelor's (B.E.) in Information Technology from Rajasthan Technology, Rajasthan.
- ➲ Higher Secondary Certificate from CBSE Board, Muzaffarpur
- ➲ Secondary School Certificate from CBSE Board, Bhagalpur

CERTIFICATIONS AND TRAININGS

- **Certified Scrum Master**
- **Trained Project Management Professional (PMP)**

- **PERSONAL DETAILS**

- Present Address: Noida
- Permanent Address: Noida
- Location Preference: Anywhere
- Linguistic Abilities: English and Hindi
- Valid Passport: Yes