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Certified WIPRO People Manger (WPM)

Certified Scrum Master (CSM)

Certified Microsoft Technical Associate (MTA)

**Operations Management | Project Management | Service Delivery |
Process Improvement | Client Relationship | Stake Holder Management**

PROFILE SUMMARY

- Dedicated Service Delivery and Operations Management professional in process excellence and leading cross functional teams to improve overall operational efficiency.
- Excel in conceptualizing the business vision and transforming business goals to deliver innovative solutions.
- Ability to executive Service Delivery task in adherence with key operating procedures and working instructions.
- Possess strong communication skills and ability to work with the Leadership Team.
- Demonstrated skills in streamlining the process by implementing innovative ideas to generate value added services for the customers.
- Proficient in Microsoft Applications.

Educational Qualification

Master of Computer Applications (M.C.A)

Professional Experience

Wipro Limited - Project Manager (Dec 2022 – To Date)

Client: Olympus, Kellogg's, Cargotec, E&Y

Role and Responsibilities:

- Oversee daily activities of the BAU Team and provide guidance and support as and when needed to the Cloud AVD Team- (Azure Virtualization Desktop Team).

- Conducting daily huddle calls.
- Ensuring Incidents and Service Requests meet the SLA in all the 3 regions - OT, OCAP AND OCA.
- Ensuring none of the tickets breach the SLA in the Service Now Portal.

Wipro Limited - Project Manager (Jan 2020 – Dec 2022)

Client: State Street Corporation

The purpose of the role is to manage delivery of a project driving operations and delivery governance, ensuring right talent supply chain to optimize customer satisfaction.

- Ensuring seamless delivery of the project.
- Ensuring 100% compliance to Project SLA.
- 100% adherence in terms of schedule, quality, efforts and cost.
- Manage and oversee a team of 60-80 resources and ensure all operational metrics are delivered as per SLA and timelines across all the regions - APAC, EMEA and AMER.
- Act as a primary point of contact for all escalations.
- Responsible for categorizing incidents in 'ServiceNow' and identifying the severity of the incident and prioritizing them accordingly.
- Liaise between customer and internal technical delivery team to drive project health by adhering to organizational norms of project metrics.
- Conduct periodic cadence with Workforce Management Group (WMG) to ensure 100% fulfillment as per the program/ project requirement.
- Client Relationship Management
 - Engage with client to deploy opportunities to deploy multiple solutions within/ across SLs to create a stronger value proposition for clients.
 - Conduct regular customer connects (meetings) and participate in Management Review Meetings (MRM) with client.
- Identify and close early warnings on a project to avoid any customer escalations.
- Plan and conduct Quarterly Business Reviews (QBR) along with DM's/ ADH with the client management/ leadership team to drive improvement actions for a new portfolio/ opportunity within the account.
- Monitor weekly/ monthly/ quarterly reports /dashboards periodically.
- Identify and resolve potential risks or early warning signs on project delivery.
- Determining the root-cause analysis of a problem and minimizing the impact of issues on the business and preventing them from recurrence.
- Escalate any deviations from the project charter to the delivery managers in terms of schedule, effort, cost, infrastructure from the project charter and minimize process exceptions and such deviations from the actual project plan.
- Provide inputs to delivery leadership team on overall delivery performance parameters (project health, utilization, realization) at project/ program level during reviews highlighting any critical project escalations and potential risks.
- Evaluate performance of engineers on key performance indicators such as productivity, quality and provide constructive feedback.
- Conduct appraisal and performance reviews for all the assigned engineers.

Sutherland HealthCare Solutions- Project Manager (Nov 2013 - Feb 2015)

Client: Allscripts

Role and Responsibilities:

- Responsible for consolidating and understanding end user requirements, analyzing, implementing end to end configuration, UAT, end user training.
- Involved in Migration both on Cloud and On-Premise servers in production environment.
- Managing the day-to-day operations of the floor.
- Working closely with end users and other key application stakeholders for resolving their issues through demonstration and standardization of hospital workflows.
- Responsible for end-to-end EHR implementation by gathering business requirements from key application users.
- Worked closely with other 3rd party vendors to ensure seamless flow of data between applications.
- Meaningful Use Stage-I & II component deployment, by implementing and testing.
- Working on multiple databases and Pro EHR.
- Good knowledge on EMR.
- Working on Immunization Registry Implementation, by building interfaces between the practices and the State Registry using P2P / HUB/ PL SQL.
- Worked on Data Ware Housing concept for ETL monitoring used for CDW/CPM to generate Clinical Quality Measuring Reports for the clients.
- Implementing Allscripts Community Direct Messaging agent between the usual caregivers & referral caregivers.
- Interacting with the clients whenever required.
- Providing daily/weekly reports of all the tasks assigned.
- Following up on projects as per the SOPs.
- Fixing errors during implementation/testing and ensuring the projects are transitioned smoothly to the clients.
- Meeting the SLA's set by the client to achieve the targets.
- Performing Pre-checks prior to the upgrade and as well Post Upgrades.
- Testing the front-end applications-in Practice Management and Electronic Health Record modules whether they are functioning in the designed system.
- Fixing the errors which occur during the process of testing the applications.
- Upgrading the Health Care Applications to the required version. Bug fixing during the process of Upgradation.
- Responsible to drive project completions and closures of interface implementations and Support teams in CRM tool - Salesforce.
- Report Product bugs to the development team to get the defects in the upcoming release.

GOLDSTONE TECHNOLOGIES - Team Lead (Feb 2009 - Jun 2011)

Client: Rosetta Stone

Role and Responsibilities:

- Interacting with the clients on a weekly basis.
- Responsible for day-to-day operations which includes functional supervision of work and attendance monitoring.
- Contributing to the on boarding process of hiring by interviewing and training the new hires.
- Assigning, classifying, and prioritizing tickets according to the defined procedures.
- Allocating the tickets of team members who are on leave and act accordingly.
- Monitoring the call volume and managing the breaks of the team members.
- Coach and develop the team members by conducting Team Huddles to provide the updates/feedbacks and recognition.
- Reviewing teams Stack Rank Reports and individual performance against set objectives for annual review.
- Allocate agents to calls and tickets during the shifts.
- Handling escalations.
- To participate and contribute on quality assurance initiative of Service Desk.
- Communicate daily with escalated resolver groups on tickets which have not been accepted or those which are about to breach the SLA.
- To be a role-model for the Team in terms of performance/ behavior/ attitude.
- Communicating with the supporting Business Units to help resolve issues related to team members (Human Resources, Quality, Logistics).

Interests / Hobbies

Listening to Music, Reading & Net surfing.

Extra Curricular Activities

- Organized the Annual College Fest "YOUNG TARANG".
- Organized "TALENT HUNT" at college level.
- Team Leader for the Inter Collegiate Youth Festival, Young Tarang.

Attributes

Proactive, dedicated, possess the ability to make a rapid analysis of problematic situations and to get the things done on time.

Strengths

Self-confident, Good Communication skills, Adaptability & Determination.

