Hitendra Singh Pawar

Hitendrasingh3086@gmail.com / 8383038561 / Ahmedabad, Gujarat

Summary

Professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

Experience

Sr.Manager –IT

Edisafe Logistics Pvt Ltd • Ahmedabad, Gujarat
12/2020 - Present

- Proved successful working within tight deadlines and fast-paced atmosphere
- Worked with customers to understand needs and provide excellent service.
- Participated in team-building activities to enhance working relationships.
- Directed daily scrums with 3 Scrum teams (comprised of various , including developers, QA testers, and product managers).
- Interfaced with 3 product owners on an active basis to manage product backlog and sprint activities.
- Guided Scrum teams through delivery by managing scope, risks, and issues, resolving at the lowest level, and escalating as needed.
- Delivered services to customer locations within specific timeframes.
- Learned new skills and applied to daily tasks to improve efficiency and productivity.
- Ensured 100% of scrum activities were tracked, kept up-to-data, and reported.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- knowledge of Full software development Life Cycle (SDLC). Ownership of continuous improvement within the ERP solution.
- Implementation of new/enhanced functionality on time, on the scope and within budget. Collaborates with a team of functional, technical and testing resources in the successful fulfillment of development/enhancement and production support.
- API integration of DL, PAN, RC, GSTN, E-wayBill with ERP system.
- Managing administrative role within the HAM and SAM and inventory management function. (Approx. count of asset 5500 around 75 locations) Taking care of (Asset Tagging, Install, Move, Add, Change and commission).Maintains records and databases containing information regarding licenses, warranties, and service agreements for the organization's hardware and software with respective.

IT-Executive

TCI EXPRESS LTD • Gurgaon, Haryana
06/2013 - 10/2020

- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
- Guided organizational technology strategy and roadmaps.
- Created and terminated user's accounts from start to finish in business applications With Google Account.
- Wrote policy, procedure and manuals governing internal IT use.
- Managed network and system performance, conducting troubleshooting, security patching and maintenance.
- Coordinated IT operations activities to deliver smooth flow of daily business needs.
- Communicated with executive team and CEO to maximize development efficiencies and resolve technology issues.
- Conferred with executives to advise and plan for short-term and long-term IT system upgrade needs.

- Managing administrative role within the HAM and SAM and inventory management function. (Approx. count of asset 10000 around 650 locations)Taking care of ITSM (Asset Tagging, Install, Move, Add, Change and commission).Maintains records and databases containing information regarding licenses, warranties, and service agreements for the organization's hardware and software with respective.

- Yearly AMC for IT Hardware Asset with OEMs and Local vendors. (Quotation negotiation, Purchase requisition, purchase agreement and SLA review).
- Prepare reports for Asset expenses, Hardware compliance & inventory, contract summaries, cost comparisons, Software license utilization, renewal requirements, etc reports.
- Act as a single point of contact for Carriers and internal Stakeholders of their services for escalations and new engagements Develop and negotiate contract terms, Conditions, Modifications and Incentives while working with key stakeholders to ensure that their requirements are met. Weekly, Monthly, Quarterly and yearly SLA review with vendors.
- Trained over 350 users for packet scanning from booking branch level to HUB and BUB to delivery branch PAN India.
- Managed Kodak Scanner over 35 locations with server license and console Admin login, Trained over 60 users to use of scanner and scanning of POD in the system. Maintain Client license for multiple logins.
- Managed Google Admin for 1500 users, Antivirus Console Admin with 3000 users policy management.

Sales & Software Implementation Engineer

|Focus Softnet Pvt Ltd | Verve Soft tech Solutions Pvt Ltd • Indore, Madhya Pradesh
05/2011 - 05/2013

- Prepared merchandise for sales floor by pricing or tagging.
- Helped customers locate products and checked store system for merchandise at other sites.
- Engaged with customers to offer correct solution.
- Trained and developed new hires in company processes, product knowledge, customer service and selling techniques.
- Provided positive first impressions to welcome existing, new and potential customers.
- Enhanced product presentation and promotional material displays, working alongside retail representatives.
- Business (SOP) Process Mapping and Acceptance document sign off, Development and Customization of Reports, Interfaces, Conversions as per client requirements Master Data collection, data cleansing and data uploading Master data setup (Vendors, Customers, Items, other masters) Workflow testing, Conducted User Acceptance Test on Test Server, Key user training,
- Post Go-live support, Implementer / Architect/ Project coordinator.

Certificates

ITIL V2 Foundation
CSM Certified

Education

B.tech (ECE) • Chennai, Tamil Nadu
12th • Mandsaur, Madhya Pradesh
10th • Jaipur, Rajasthan