IT Program/Project Manager (PMO)

Name	Trupti Anand Vidwat
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Professional Experience	• 17+ Years
Education	• M.B.A. (Master of Business Administration) Specialization (International Business) • Bachelor of Computer Science
Core Competency	• Program / Project Management • IT Operations Management • Change Management • Vendor Management
Certifications	• Prince2 Foundation and Practioner • ITIL Foundation • Certified Scrum Master • Expertise in implementing and working in ticketing tools (ServiceNow, Summit and CA Service Desk), Microsoft Office 365, Microsoft Project, SharePoint, Confluence

PROFESSIONAL SUMMARY

- Program Manager – Technical Support with **Qualys Security TechServices Pvt. Ltd.** having experience in the Support Operations as Program Manager Support tools and automation.
  Primary Responsibilities:
    o Global Stakeholder Management – Worked with stakeholders across various Business Units to define solutions to meet and deliver BU requirements
    o Organize and drive stakeholder meetings to provide regular project status. Document and follow up on important actions and decisions from meetings
    o Participated in cross functional projects and initiatives - Active participation in UAT by providing the walkthrough of the changes/functionalities and preparing presentations for business users
    o Develop and execute end to end activities related to the project management such as project plans, project estimates, scoping, requirements and benefits
    o Periodic reporting with KPI's and metrics on various services and project deliverables
    o Worked with client and implementation team - Conduct design sessions, requirement gathering and grooming, regular working demo's to all stakeholders
    o Communication management – Ensuring smooth transition to new ways of working through effective communication interventions
  Key Projects:
    1. Contact Center (CCaaS) migration for Technical Support team –
        ▪ Improving the current contact center solution experience and features for Tech Support team
        ▪ Integration with Salesforce Omni channel, and have robust reporting capabilities
        ▪ Provide an IVA experience for Customers and boost customer satisfaction and self-service
    2. Customer Support Portal enhancements according to the customer needs
    3. Email to Case Deprecation
    4. A new and secure Salesforce instance of the Customer Support Portal for federal customers

- Worked as Senior Manager – Enterprise PMO at **MSC Software Corporation.**

    Primary Responsibilities:
    - o Manage various projects across the globe
    - o Ensuring end to end project delivery includes project planning, execution, monitoring and control in tune with the core business objectives (considering risks, time, scope & benefits) with respect to testing activities
    - o Monitor project progress as per scheduled deadlines & take necessary actions to ensure completion within time
    - o Coordinate the projects and their interdependencies between the various projects
    - o Define the program controls such as processes, procedures, reporting, etc. Plan the overall program and monitor progress to make sure that milestones are met
    - o Introduce Project mgmt. framework and Project Onboarding
    - o Define new approach and templates (comms plan, RACI, stakeholder mgmt. plan, decision log, weekly reports to business). Design Portfolio dashboard

    Key Projects:
    1. Introduce PIMS (Project Info Mgmt. System)
        - ▪ To bring Visibility and Transparency of IT Projects and their performance to the business
        - ▪ For faster Planning and prioritization of Projects in Pipeline
        - ▪ To get Holistic view of IT Projects and their interdependencies
    2. Voice Call Center implementation (Genesys)
    3. Skype for Business implementation
    4. Contracts Management System implementation
    5. ServiceNow Migration
    6. Merge & Acquisition – Domain, O365 account migration

- Worked as a Manager – IT at **HARMAN Connected Services.**
    - o Managed projects such as Email Cloud Solution, ISO Audits, Procurement
    - o End to end IT Operations which includes Incident & Change Management, service requests, vendor account management & procurement
    - o Conducting New Employee Orientation programs
    - o Asset Management – H/W and S/W inventory, Software deployment and compliance, Reporting

- Worked as a Sr. Service Desk Analyst in **3 Global services.**
    - o Administrator active directory and maintain User Access Management
    - o Handling escalations, query and issues reported by end customers

- **Organizations and Work Experience**

Name	Qualys Security TechServices Pvt. Ltd.
Period	August-2021 to June-2022
Designation	Program Manager – Technical Support (Tools and Automation)
Name	MSC Software Corporation
Period	April-2018 to August-2021
Designation	Sr. Manager (Enterprise PMO)
Name	HARMAN Connected Services
Period	July-2010 to March-2018
Designation	Manager - IT
Name	3 Global services
Period	October-2007 to June-2010
Designation	Sr. Service Desk Analyst

P.S. - *Due to medical reason I was in USA from July 2022 till January 2023 and now I am back in India.*