

Gaurav Choudhry

Military Veteran



gauravchoudhry2007@gmail.com



(+91)9913923005



linkedin.com/in/gaurav-choudhry1986

PROFESSIONAL SUMMARY

Military leader with 14 years of work experience in managing multi-disciplinary ICT Projects (waterfall and agile) of strategic importance and operations. Rich experience in driving and adoption of Scrum and Kanban framework, removing impediments and fostering agile best practices. Proven leadership in streamlining business processes and communication with all stakeholders and managing large cross-functional teams and ensuring their coaching, up-skilling and training.

WORK EXPERIENCE

Indian Air Force:	Jul' 09 – Jul' 23
• 2019-2023:	Senior Program Manager, Rajasthan
• 2016-2019:	Project Manager, Assam
• 2014-2016:	Project Manager, Gujarat
• 2011-2014:	Technology Manager, Chandigarh

CERTIFICATIONS

- PMP(Pursuing)
- Certified SAFe 6 Scrum Master, 2023
- Information Security Auditor Course, 2021

CORE COMPETENCIES

- Project Execution and Monitoring
- Risk Management
- Agile Methodology
- Strategic Planning
- Requirement Gathering
- Cross-functional Coordination
- Stakeholder Management
- Resource Management
- Conflict Management
- Decision Making
- Operations Management
- People Management

KEY PROJECT HIGHLIGHTS

- **Integration of Air Command And Control System Project:** Managed 5 teams for efficient delivery of network and assets integration of more than 50 sensors and systems located across the country in collaboration with BEL, BSNL and CISCO.
- **Defence Communication Network:** Interfaced with PMO (Air HQ) for execution of strategic tri-services voice and video data communication project bolstering communication capabilities of Defence Forces.
- **Air Force Cellular Project:** Conducted RF planning and execution of WCDMA based 3G mobile network. Achieved 98% availability of secured mobile services at 03 Air Force bases.
- **Network For Spectrum Project (NFS):** Orchestrated execution, testing and on-site acceptance of mega-project at two premier bases of IAF significantly improving efficacy of flying operations.
- **E-Maintenance Management System:** Associated with PMO (Air HQ) for automation of maintenance project which improved spares visibility, minimized human error and reduced MTBF in maintenance processes.

PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

Project Management

- Ensured that the **Project Documentation** like **Operation Manual**, **Risk Log**, **Project Communication Plan**, **Change Request Management**, **Lessons Learnt** etc is up to date.
- Prepared **project timelines**, **defined milestones** and **track and report progress**.
- Facilitated **Scrum events** and processes and assisted teams in delivering value.
- Building **High Performance Teams** by including participation in Technical Assessment, **Performance Reviews**, **Mentoring**, **Motivating**, **Training** and **Conflict management**.
- Created effective **project plans**, **milestones**, **recognized risks**, **necessary avoidance** and its action plan and identified ways to **improve process and quality and course correct**.
- Orchestrated project within strict framework and budget constraints by implementing **Kanban** and **Stakeholder Management** and adhered to organizations guidelines.

- Proven **problem solving skills** to manage through road blocks and challenges.
- Strong negotiation and **conflict management** skills and coordinated multiple projects and their interdependencies and managed stakeholder's communication.
- Managed AMC by detailing the scope of work and executing contracts with CISCO, BEL, Airtel, etc. to provide IT and maintenance services for more than 1000 network devices & end terminals.
- Facilitated **Scrum Ceremonies, removal of impediments**, promoted transparency and communicated project status to stakeholders and team members at regular intervals.
- Managed **business relationships** with various external vendors by facilitating discussion, **decision making**, and **conflict resolution**.

Operations Management

- Performed **end to end incident management**. Responsible for time critical user service/infra restoration, technical troubleshooting within complex IT system environment.
- Facilitated Incident and Problem Review meetings and provide **Data Metrics** to leadership.
- Ensured services, product and projects adhere to set OLAs. Run **Monthly Reports** and SLA KPI's are present to senior management.
- Controlled **ICT budget** of more than 20 Cr INR and realized savings on defence exchequer.
- Developed **Change Management processes** leading to a reduction of Helpdesk and Desktop problem management incidents and performed **Gap Analysis** on operational and technical processes prior to inspection of central team.
- Conducted **periodic reviews, internal audits** and **mid-course corrections** through a system of feedbacks to ensure achievement of critical timelines for continuous process improvement.
- Aided **process improvement by nurturing potential talent** through an innovative ecosystem for managing day-to-day operations.

People Management

- Proactively gained full understanding of people's performance through **continual assessments** and provided assistance to them in achieving their career goals.
- **Coaching, mentoring and motivating teams** for understanding and **adoption of Agile**, Change Management initiatives and process improvement.
- **Planned and conducted various training sessions** on information security, WAN Architecture, VoIP Communication, Satellite Communication and Agile Methodology.
- Nurtured potential talent by providing an **ecosystem of innovation / out of box thinking** for managing day today operations, resulting in continuous improvement of the processes.

EDUCATION

- **Business Management Program** from IIM Indore, 2023
- **Master of Business Administration** from Jaipur National University, 2021
- **Bachelor of Technology** in **Computer Science** from IIMT Engineering College, 2008

ACHIEVEMENTS AND AWARDS

- Prestigious commendation by Air Force Commander in Chief, South Western Air Command (awarded to top 0.5% performers) in 2022 for agile based process improvements leading to 12% annual reduction in operational cost.
 - Appreciation by Commandant Air Force Technical College for planning of Air Force Network and Infraservices in 2018-19.
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