**ASHISH TIWARI**

**PROFESSIONAL SUMMARY:**

I am a Delivery & Project Management professional who likes to tackle the various challenges that a Project may offer, while taking it to a logical fruition and eventually, customer delight. Being a certified professional has helped me accomplish the art of facilitating the engagement of cross functional teams while bringing the best out of them through coaching and mentoring.

I have been at the forefront of managing programs with geographically distributed teams of size 40+ people, continuously planning, monitoring and facilitating the execution. During 12+ years of an evolving career in IT, I have held different roles in various capacities and multiple projects and offer in myself an amalgamation of excellent communication skills, leadership, process knowledge, project management, relationship management, people management, reporting and technical skills.

**ROLES & RESPONSIBILITIES:**

**Senior Delivery Manager, Pactera Singapore Pte. Ltd.**  **May 2019 till Date**

* Single Point of Contact for all client accounts (DevOps & ADM) across all delivery aspect, including managing stakeholder relationship. On time escalations to ensure client satisfaction and service delivery quality.
* Managed resourcing and scheduling across delivery projects.
* Responsible for managing 40+ resources assigned to projects.
* Established clear communication channels with clients from strategic and operations perspective.
* Taken initiatives to stream line project and delivery governance by establishing periodic meetings with clients & delivery teams i.e. governance meetings on project status, service level requirements reviews.
* Improved financial performance of delivery team, by tracking, monitoring and reporting bookings, revenues, expenses, margin and resource utilization of overall team.
* Established KPI's related to quality management, delivery excellency, client satisfaction & good financial health. Also established the framework to track and monitor the monthly progress for the same.
* Support Account managers in growing business in existing customer account and expand the business with value adding services.
* Budgeting, forecast & manage delivery cost.
* Work with customers, clients, presales, sales teams and consultants to manage, review and shape the Scope of Work.
* Develop and administer the delivery approach, budgets/pricing, schedules/staffing to address the customer’s needs.
* Optimized the performance & delivery standards to improve the cost of delivery & services quality.
* Organized, managed and support proposal competencies responsible for content of RFIs, RFPs, SOWs for all services in scope.
* Manage end-to-end bidding process and Responsible for RFP document preparation, review and monitoring overall progress.
* Perform effective engagement with bid stakeholders, customers and partners for bid submission.
* Partner with the regional sales leadership to provide proactive insights, planning and execution to accelerate growth and winning.
* Partner with key customer stakeholders and establish trust through thought leadership.
* Proactively engage and communicate with customers, pre-sales, sales and internal stakeholders regarding client feedback and competitive landscape.
* Partner with internal stakeholders, sales and pre-sales to ensure proposed pricing is in line with overall bid strategy and meets business/corporate target margins.

**Project Manager at Integro Technologies Jan 2014 – Jan 2019**

* + Successfully delivered multiple banking projects (in parallel) of duration ranging from 3 months to 2 Years with the development budget of S$300K to S$4 Million and project team size of 10 to 40 People.
  + Managed entire project life cycle ownership right from project Kickoff/Initiation to successful project closure. It includes all the phases starting from preparing & presenting Project Charter till deployment of major and minor projects.
  + Prepared estimates and detailed project plan including defining milestones, resource planning, Identifying Risk and mitigation plan for all phases of the project.
  + Prepared the Communication plan and Escalation Matrix for multiple projects.
  + Managed all aspects of multiple related projects to ensure the overall program is aligned to and directly supports the achievement of strategic objectives.
  + Wide domestic and International exposure in global execution & delivery model with clients.
  + Excellent team building and management skills to monitor staff performance, mentor, motivate and coach them to excel to meet project goals, adhering to their responsibilities and project milestones. Provide regular feedback and chalk out their growth road map based on specific KRAs in bi annual performance reviews.
  + Demonstrated creative and analytical problem-solving skills and developed environment of committed teamwork, innovation and excellence.
  + Participated in establishing & streamlining processes standard practices by introducing templates, policies, tools and partnerships to expand and mature these capabilities for the organization.
  + Established transparency and efficiency by streamlining the processes between management and multiple project teams.
  + Efficiently managed the day-to-day project activities, resources and chairs the project management team meetings. Managed procurement of adequate resources to achieve project objectives in planned time frames.
  + Functional & business acumen to support functional solutions viable to economically viable to customer & company while addressing client goals and maintaining alignment with industry best practices.
  + Created Scorecard/Metrics to track the health of the Quarterly targets through Release burndown and burn-up charts and monthly checkpoint meetings.
  + Established internal quality control check to ensure high-quality standards project deliverables.
* Conducted Quarterly Planning weeks, regular architectural review sessions and retrospective sessions at the end of the Quarter and ensured that the learnings are implemented.
* Ability to handle high pressure job with stringent deadlines by virtue of being meticulous and disciplined
* Lead the meetings with stakeholders and negotiate the deadlines on the basis of changing work scope and re-estimation.
* Spearheaded the ALM initiatives in projects to have best practices implemented viz., defining CI-CD pipeline, building a culture of Automation, employing tools for static code analysis and code reviews.
* Created Gantt. plans (MPP), WBS to track and baseline time-critical projects with inflexible deadlines and tracked those to closure while communicating regularly with customers
* Worked closely with internal stakeholders to keep the executive management well informed on the account and project progress through metrics-based reporting.
* Lead the monthly, quarterly and half-yearly audits with the process compliance executives (PCEs) to conduct project health checks.

**Team Lead and Developer at AurionPro Solutions Ltd. Dec 2007 to Dec 2013**

* Onsite Coordinator for 7 months for one of the projects and APM for 3 months for another project.
* Direct client interaction while being the single POC representing offshore effortsfor the client.
* Coordinator with onsite team/client through web meetings, conference calls and email communication.
* Tracking and monitoring of the tasks assigned, for DEV as well as QA work to ensure zero schedule slippage.
* Identifying the risks and working on risk mitigation plans with Project manager and Documenting process level documents regarding task completion and monitoring.
* Lead teams of up to 9 DEVs & 6 QAs for various module and feature development and enhancements.
* Trainer and mentor for other technical team members.
* Assist Project Manager in creating WBS, estimation and delegation of tasks to the development team.
* Responsible for analysing user requirements and defining functional specifications.
* Lead the team in designing new and existing applications to expand their functions on cross browser and cross platform environment.
* Worked with the engineering architect in conceptualizing, designing, and implementing industry-leading features on our next generation platform.
* Coding and Development experience in Java -version 1.5/1.6, J2EE frameworks -Struts2, Spring, JavaScript -jQuery, ORM -Hibernate, OS -Windows and Linux, Database -Oracle 91, MYSQL.
* Defect fixing by making appropriate changes in the code design, interact with client to understand requirements.
* Responsible for analysing & Developing unit test scripts based on business scenarios and cases for manual testing test the application based on the user needs and business requirements.
* Develop and establish programming/coding processes and standards, identify process gaps and assist in the development and implementation of new processes.
* Participation in End-to-End design, development and unit testing, bug fixing and code review for modules.

**EDUCATION:**

**PG Diploma in Advanced Computing (2007)**

Center for Development of Advanced Computing (CDAC), Pune, Maharashtra

**Bachelor’s in engineering B.E. (2006)**

VYWS College of Engineering, Badnera - Amravati University

**CERTIFICATIONS:**

S**crum Fundamental (2018 - 21)**

Scrum Study | MEMBER:

License #608018

**PRINCE2 Practitioner (2017 - 22)**

Certificate No. # GR633082905AT