| **GAURAV TUGNAWAT** | | | | |
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| **Dynamic, dedicated & Strategic Leader having multi-cultural and diversified experience that engage executive management and diverse teams at all levels with the development of vision, strategies and plans** | | | | |
|  | **Core Competencies**      **Education**    **B.E. (Electronics & Telecommunication)** from Pt. Ravishankar Shukla University, Raipur  **Certifications**   * Google Project Management pursuing PMP * AWS Certified Solutions Architect, 2019 * Certified DevOps Master, 2018 * ITIL V3 Foundation, 2017 * Generative AI and latest tools.   **Technical Skills**     * Proficiency in Project management Software like MPP, JIRA etc * Monitoring/Alerting/Reporting tools like AppDynamics, QlikView, Splunk etc * DevOps & Agile best Practices * GSDE for Incident & Change Management * Data Analysis & Interpretation * Project Planning methodologies like (WBS) * IT infrastructure & Planning * Cross-Functional Technical communication * Digital Transformation * Debugging skills-Java, Node, Python, SQL * Basic understanding of Financial tools like Calypso.   **Key Projects**    **Cloud Integration Program**   * Effective stakeholder engagement and requirement analysis for timely and quality deliverables of Project. * Supervision of a team of SRE, developers, and consultants under high-pressure situations. * Implementation of best practices for cloud transformation and infrastructure optimization. * End-to-end project management including development, deployment, and support.   **Personal Details**  **Languages Known:**  English & Hindi  **Address:**  Pune |  | **Profile Summary**     * **An accomplished technocrat offering 17+ years** of experience in **project leadership, digital transformation, IT service management, cloud & DevOps integration and support** inthe **Banking & Financial domain** driving organizational efficiency and optimizing operations. * Currently working as an **IT Project Manager (Delivery & Support) for Exela Technologies Pune, a US based business Product Automation firm,** and held responsible for end to end Project coordination which includes development, deployment & support with the clear understanding of client requirement and customer intention on various stacks as per the project life cycle and timely communication with stakeholders. * **Team Leader/IT Service Owner for HSBC Bank** Internet Banking for MENA region and responsible to identify customer problems, managing backlogs and to coordinate with respective technical and functional executives. * Experience also encompasses **13 years in Banking & Finance** for Internet based Banking products & services (RBWM) along with cloud integration and digital transformation programs. * **Proven expertise in implementing DevOps and Agile methodologies,** enhancing service continuity, reducing downtimes, and ensuring project deliverables align with business objectives. Exposure in setting up suitable Agile frameworks & ways of working, cross-functional Agile Teams, coaching Scrum Masters/ Product Owners, Business Owners etc. & bringing in Agile mindset change. * **Possessing comprehensive experience in project management,** demonstrated proficiency in effective implementing and leading large, diverse teams across multiple cultures and geographical locations, and a track record of successfully introducing innovative solutions to provide best in class **24\*7 SRE** support. * **Key People Leader**, who is always willing to go extra miles in ensuring successful and safe execution of the process   **Career Timeline**      **Work Experience**    **Since Sep’21| Exela Technologies, Pune**  **IT Project Manager (Delivery)**  **Key Result Areas**:   * Leading a multi-disciplinary team of engineers, testers, software quality management (SQM), and project management office (PMO) personnel. * Overseeing team planning, hiring, and performance management processes. * Defining service standards and guidelines, governance structure, best practices that worked as benchmark for excellent service delivery * Providing technical leadership to the company by heading digital transformation vertical, delivery of global implementations and actively participated in the management board meetings in the company * Leading the entire project lifecycle from initiation to monitoring and control, including planning, revenue, budgeting, estimation, scheduling, change management, risk mitigation, and contingency planning. * Acting as an Agile Coach/Scrum Master, guiding multiple teams through their Agile adoption journey via interactive training programs. * Implementing a system for setting individual team member goals aligned with overall portfolio objectives. * Conducting year-end performance reviews for team members, providing constructive feedback and development opportunities   **Nov’20-Mar’21|Synergy Top Soft Lab  IT Project Manager**  **Key Result Areas:**   * Successfully aligned portfolio objectives with overarching business strategy, ensuring synergy and coherence within the Global Payment System Calendar. * Spearheaded the establishment of project management standards that harmonized with organizational goals, fostering a cohesive and goal-oriented work environment. * Orchestrated team collaboration and project advancement by implementing effective coordination strategies, leveraging tools such as JIRA to ensure comprehensive progress tracking. * Demonstrated leadership in prioritizing, monitoring, and tracking multiple projects concurrently, optimizing resource allocation and project outcomes.   **Nov’06-Aug’19| HSBC**  **Key Result Areas:**  Jun’18-Aug’19|Team Leader- SRE (Site Reliability Engineering / Migration/ Transformation)   * Aligned portfolio objectives with business strategy and managed the Global Payment System Calendar. * Established project management standards in alignment with organizational goals. * Facilitated team coordination and ensured comprehensive project progress using tools like JIRA. * Led the prioritization, monitoring, and tracking of multiple projects. * Coordinated global technical discussions, driving project success and stakeholder satisfaction.   **Jul’14-Jun’18| Team Leader/ Ops Manager (EMEA)**   * Managed internal security and quality audits with commendable performance. * Led mission-critical application portfolios under Cloud First strategy. * Achieved zero downtime migration for internet banking and staff applications. * Transformed legacy platform to modern SRE practices, improving system reliability.   **Jan’10-Jul’14| Application Support Lead**   * Mentored a diverse 40-member team in achieving a high standard of application support.   **Oct’08-Jan’10| Software Engineer (One HSBC Account Opening)**   * Enhanced account opening procedures, contributing to One HSBC's streamlined global services.   **Nov’06-Oct’08| Software Developer (Personal Internet Banking 2nd Generation)**   * Achieved high client satisfaction by continuously enhancing and maintaining internet banking services.   **Highlights:**   * Received HSBC's prestigious Annual Rise Award for delivering outstanding 24/7 global production support, consistently meeting critical financial and operational objectives. * Instrumental in driving successful digital transformation by proactively implementing enterprise-level automation, significantly reducing incident counts, and contributing to the deployment of a major mobile banking app. | |