

# Parvez Chhapgar

## Sr. Program Manager



### Personal Info

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**Date of birth:** 19 November 1973

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### Skills

Business System Strategy

Organizational Transformation

CORE Methodology + Governance

Project Portfolio Management

Change Management

People Management + Coaching

Client + Partner Management

System Support + Optimization

Enterprise Software Development

### Certificates

1. Agile Scrum Master.
2. Prince 2 Practitioner.
3. Prince 2 Foundation.
4. ITIL Foundation
5. Lean Six Sigma White belt.
6. AZ – 900
7. ISO 27001 Lead Auditor.

Certified Scrum Master + Prince 2 Practitioner and Solutions-Oriented professional consultant with 20+ years of significant, progressive experience in information-technology consulting, focusing on client/server-based applications, web-based, ERP, CMS and custom development projects, as well as customization of packaged products; possess IT industry expertise, both upstream and downstream.

### Experience

Apr 2020 –Till Date	Information Security ISMS and Risk Manager (Global) Bekaert.
	<ul style="list-style-type: none"> <li>➤ Overall responsible for our security awareness and communication program. <ul style="list-style-type: none"> <li>● Ensure that our security awareness program communicates our security policies and requirements so that people know, understand and can follow them.</li> <li>● Identify the top human risks to our organization and the behaviors we need to change to mitigate those risks.</li> <li>● Develop and maintain a security awareness program that effectively changes these behaviors so our employees act in a secure manner, reducing the most risk to our organization.</li> <li>● Create a positive program that engages employees, to include focusing on changing behaviors both at home and at work. Ultimately, we want our employees to demonstrate the same secure behaviors regardless of where they are or the devices they are using.</li> <li>● Structure and maintain this program to be long term, so ultimately we are not changing just behaviors but culture.</li> </ul> </li> <li>➤ Responsible for ISMS policy and procedure development, review and periodic updation. <ul style="list-style-type: none"> <li>● Responsible for drafting, identifying owners for drafting and managing the development process of creating policies, process and framework for various information security tracks/domains (Infrastructure Security, Applications Security, IAM, Vulnerability Management etc.).</li> <li>● Responsible to get the management approval on the policies, process and framework released.</li> <li>● Awareness and communication of the policies, process and framework released.</li> </ul> </li> <li>➤ Responsible for overall Risk Management Program <ul style="list-style-type: none"> <li>● Designing and implementing an overall risk management process for the organization, which includes an analysis of the financial impact on the company when risks occur.</li> <li>● Performing a risk assessment: Analyzing current risks and identifying potential risks that are affecting the company.</li> <li>● Performing a risk evaluation: Evaluating the company's previous handling of risks, and comparing potential risks with criteria set out by the company such as costs and legal requirements.</li> <li>● Establishing the level of risk the company are willing to take.</li> <li>● Preparing risk management and insurance budgets.</li> <li>● Risk reporting tailored to the relevant audience. (Educating the board of directors about the most significant risks to the business; ensuring business heads understand the risks that might affect their departments; ensuring individuals understand their own accountability for individual risks).</li> <li>● Explaining the external risk posed by corporate governance to stakeholders.</li> <li>● Creating business continuity plans to limit risks.</li> <li>● Implementing health and safety measures, and purchasing insurance.</li> <li>● Conducting policy and compliance audits, which will include liaising with internal and external auditors.</li> <li>● Maintaining records of insurance policies and claims.</li> <li>● Reviewing any new major contracts or internal business proposals.</li> <li>● Building risk awareness amongst employees by providing support and training within the company.</li> </ul> </li> <li>➤ Preparing and updating the management with dashboards for security awareness, phishing simulation program and policy and process development.</li> <li>➤ Assist in providing required data for the various security audits conducted for IT teams globally.</li> </ul>

## Awards

1. Moved from IT Regional Manager to ISMS and Risk Manager global position in 2 years.
2. Feature in the Cap Project – 2016-17.
3. CPU award – 2017-18.
4. Promoted from Senior Analyst to Assistant Manager – FIS 2007-08.
5. Employee of the month – FIS 2008-09

## References

"Parvez is a great asset to the team having strong acumen of management and technical skills."

### Prashant Akerkar

Sr Lead Business Analyst  
Hexaware Technologies Ltd.

"Parvez had a helpful nature. He had a great deal of knowledge related to work and the project we worked on. Always helped those who would come to him for doubts"

### Vinay Poojary

SAP HANA/ASE/MaxDb DBA, Unix and Shell Scripting at  
SAP

"Parvez has out of the box thought and is extremely disciplined. He is very prompt and precise with his analysis which gives him an edge over the rest."

### Trilby Almeida

Head- IS Delivery at Orange Business Services

"I worked with Parvez during the year 2014-2016. He had been a person who lets his work do the talking. He was very good with the other colleagues and always ready to help in any situation."

### John Hannawin

Managing Director, I-Next Limited

	<ul style="list-style-type: none"> <li>➤ Responsible for assisting in various vulnerability and risk assessment projects.</li> </ul>
Apr 2018 Till Apr 2020	<b>Information Technology Regional Service Delivery Manager</b> <i>Bekaert.</i>
	<ul style="list-style-type: none"> <li>➤ Responsible for end-to-end project management for the assigned global project or rollouts.</li> <li>➤ Includes Project planning, delivery, client interaction, vendor interaction, trouble shooting, and managing project operational parameters and people management. Responsible to manage and ensure that the local infrastructure is up and running as per defined SLA.</li> <li>➤ Responsible to ensure that the IT support team fulfills end user computing service request / incident tickets as per defined SLA.</li> <li>➤ Escalate delays in service request and incident handling; participate in P1 incident handling bridge calls to facilitate decision-making.</li> <li>➤ Raise red flag related to infrastructure services from IT providers during account or project meetings.</li> </ul>
Sep 2016 Till Mar2018	<b>Sr. Program And IT Manager</b> <i>Vtelebyte Software Private Ltd (Sanjeev Auto Group), Pune.</i>
	<ul style="list-style-type: none"> <li>➤ Contributing to the strategic direction of the company by identifying the role that specific technology will play in its future growth.</li> <li>➤ Designated as IT Manager for Sanjeev Group, managed the company's IT programs designed to support the day-to-day computing and telephony needs of the business including hardware, software, systems administration, user support and security. Contributed to the strategic direction of the company by identifying the role that specific technologies will play in its future growth.</li> <li>➤ Define project scope, goals and deliverable s that support business goals in collaboration with senior management and stakeholders.</li> <li>➤ Resource allocation (people, hardware, software, and facilities), financial analysis and ROI Implementing organizational policies and instilling organizational values in the team. Develop and deliver progress reports, proposals, requirements documentation and presentations.</li> <li>➤ Project Competencies and Behavioral Competencies : Conduct Root Cause Analysis and create a recommendations report in order to identify successful and unsuccessful project elements Define project success criteria and disseminate them to involved parties throughout project life cycle.</li> <li>➤ Ensure which technology can make to the competitive advantage of the company. Interact with different company areas in order to define accountability for target deviations. Able to drive all IT projects and support to all project team for successful delivery.</li> </ul>
Dec 2014 Till Aug 2016	<b>Project Manager</b> <i>eSolutions group, UK.</i>
	<ul style="list-style-type: none"> <li>➤ Handling a team of 35+ team members, executing 8-10 development projects simultaneously using various different technology such as Perl, ASP.net, MVC, EPiServer, Umbraco, Modx, Android, PHP and Word-press, ensuring projects to be delivered on time and within quality standards.</li> <li>➤ Designated as Project Manager for Avamae Software Solutions, a UK based company led a team of Designers, Developers, QA and Testers working on bespoke software solutions.</li> <li>➤ Designated as Project Manager for I-Next, a UK based company headed a team of 5 Perl Developers working on 3-4 development projects simultaneously. Coordinating with the development team in U.K, to gather requirements, understand issues/queries raised by clients, resolving issues faced by Designers and Developers in India by discussing them with the UK counterpart development teams.</li> <li>➤ Designated as Service Delivery Manager for Possible, a UK based company handled a separate team of additional 5 technical and customer</li> </ul>

	<p>support executives, overseeing the delivery of services or service technology to clients.</p> <ul style="list-style-type: none"> <li>➤ Constantly assess customer feedback and make necessary improvements such as managing SLA's, effective and clear communication between the technical/customer support executives and the client employees who have raised issues/queries/incidents.</li> <li>➤ Administrating and monitoring ticketing system such as Zen desk and JIRA as well as incident managing applications such as New Relic, Pingdom and Website Pulse.</li> </ul>
Jul 2009 Till Nov 2014	<b>Deputy Manager - IT</b> <i>Ravin Group</i>
	<ul style="list-style-type: none"> <li>➤ Led design presentations to team of 15 product development individuals.</li> <li>➤ Conducted research on current and emerging Web technologies and issues in support of Web development efforts.</li> <li>➤ Improved reliability from 90% to 99% of supply chain software, systems, database and order processing.</li> <li>➤ Designed and implemented all phases of intranet portal site including requirements gathering, design, development, testing, deployment, and training to connect company users, teams and information.</li> <li>➤ Coordinate with lead technology teams to develop strategies that utilize existing infrastructure to provide enhanced defense to system attacks.</li> <li>➤ Analyze innovative systems and integrate new computers, networks, databases and mobile communications technologies.</li> <li>➤ Create protocols for system administrator and design maintenance processes and guidelines.</li> </ul>
Feb 2006 Till Jun 2009	<b>Assistant Manager</b> <i>FIS (Formerly Known As Efundz), Business Analytics</i>
	<ul style="list-style-type: none"> <li>➤ Wrote requirements for [program, document, module, process], which succeeded in [positive outcome].</li> <li>➤ Efficiently managed and coordinated at least six design/production projects at a time, from job initiation through job completion.</li> <li>➤ Increased revenues by 12% by developing codes for accounting tasks including cost estimation and revenue generation.</li> <li>➤ Developed and maintained accurate network documentation and Visio diagrams to provide management with proper understanding of organizational needs.</li> <li>➤ Responsible for design specifications and development of key components and features of core product. Developed and implemented complex Internet and Intranet applications on three different platforms.</li> <li>➤ Actively worked with technical architect and team members during inception and elaboration phases to develop general application architecture and best practices for separation of presentation and business logic.</li> <li>➤ Collaborated with small team to design and implement enhancements for 14 projects, which resulted in a revenue increase of 30%.</li> </ul>

## Education

Jan 1992-Dec 1993	<b>Datapro Infoworld Ltd</b> Masters Diploma In Computer Science, <b>GPA: 80%</b>
May 1990-Jun 1992	<b>University of Pune, Bhonsala Military School</b> Higher Secondary School, <b>GPA: 46.49%</b>
Jun 1980-Mar 1990	<b>University of Pune, Little Flower Jesus English High School</b> Secondary School, <b>GPA: 65%</b>