

CURRICULUM VITAE

Harshal Subhash Jamdade

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PRINCE2 Certified

Green Park Society, D/8,
Nehru Nagar road,
Near United Church,
Pimpri, Pune-411018.

CARRIER OBJECTIVE:

To be a valuable asset to the company by providing and utilizing my skills and capabilities to the fullest under an experienced guidance in conjunction with mutual team work.

COMPUTER SKILL:

- **Operating Systems:** Windows 9X/2000/XP/7
- **MS Excel**

ACADEMIC DETAILS:

- Completed HSC from Hindustan antibiotics school in 2004
- Completed 12th from D Y Patil college in 2006
- Completed Graduation from Symbiosis College, Pune in 2011
- Completed 1st year of PGDBM and pursuing 2nd year.

AREAS OF EXPERTISE

- Identifying improvement areas & implementing measures to maximize customer satisfaction levels.

- Managing service operations with focus on implementing policies & procedures.

EXPERIENCE

Working with TCS

Working as PMO

Roles and Responsibilities

- Help Project Lead to achieve Revenue Targets set by the management
- Creating and assigning Time sheet. Ensure that the Client billable hours match with the timesheet assigned.
- Milestone Billing and Invoicing
- Setting up Collaboration site/ Confluence page(Share drive) for Projects and maintain all project related documents
- Facilitate Project Meetings and track MOM/ Preparing PPT presentations for Steering Committee meeting and Working Group meeting/ Data Collection and Reporting purpose
- Identify and obtain support and advice required for the management, planning and control of the project from Consultants/ Business Analyst
- Upload SOW's and prepare WON's to track the Revenue from the Client
- Creating and assigning tasks in JIRA/ writing blogs, creating knowledge database in Confluence
- Providing summary on Non Financial Activities for end of month
- Creating management reports for leadership teams
- Team events, workshops and client visits organization
- Keep the Invoice Tracker updated to identify the outstanding payments from Client
- Maintain all business related documents
- Update all the financials and non financials reports monthly.
- Update risks and issues and review them monthly or weekly as required
- Prepare MOM and send it to all the necessary stakeholders
- Organise meetings with Stakeholders
- Setting up Initial budget in Financial Tool on Excel
- Preparing Financial Evaluation model to present to Portfolio manager for yearly budget approval
- Tracking project Costs
- Tracking actual s against budget and provide summary on variances and discrepancies/ Burn Rate Analysis
- Providing Summary on Financial Activities every end of month
- Maintain financials and budget with the finance team
- Maintain schedule with the scheduler
- Close the project completely ensuring necessary handovers and take overs.

Incident Manager And PMO

Roles and Responsibilities

- Controlling the SLA of Incidents & Service Requests
- Generating and maintaining weekly data to stakeholders and monthly to TCS leadership
- Coordinating with different teams in case of a major Incident reported
- Getting the Root cause analysis of the major Incidents
- Reviewing the status of Incidents & Service requests weekly
- Publishing the SLA and status of the Incidents, Service requests & problem tickets weekly and monthly to Owens Corning and TCS leadership
- Bring the co-ordination between Onsite & Offshore teams.
- Coordinating with different teams to bring an improvement in the process
- Identifying and controlling the customer escalations through monitoring the Email conversation and also to avoid any unattended emails
- Identify CSI for project.

Telstra - Sr. Process Associate

- Training and managing both the procurement of quality leads through outbound predictive dialing, managed lists, continuous inbound calls
- Responsible for direct impact on customer's services
- Calling the customers and addressing there queries
- Managing the customers end to end.
- Solving the customers queries.
- Taking appointment from the customers so the technician team can go meet them
- Taking regular follow up of the prospect customers
- Helping the new TSOs in their work.
- Well versed with ultimatix operation.
- Good with reporting work.

Worked with Ventura/ Capita for 2years

Roles and Responsibilities

- Excellent in addressing the customer's requirements and generating lead to the client's.
- Expertise in taking follow up on daily basis.
- Expertise in working with a team.
- Strong motivational and logical skills.
- Attending escalation calls apart from taking normal calls
- Attaining daily, weekly and monthly targets specified by the process.

Worked with SLK Global BPO for 2 years

Roles and Responsibilities

- Maintaining & ensuring stringent adherence to quality standards, identifying gaps and opportunities
- Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
- Handling on-boarding calls for enhancing the service delivery

Trainings Attended:

PMP in Risk management, Procurement management, Cost management

Certifications:

PRINCE2 Certified

STRENGTH:

- Passionate about work
- Sincere
- Good Listener
- Quick Learner

HOBBIES:

Capturing Nature photographs, Reading Books, Playing chess, Listening Music, Cooking.

PERSONAL DETAILS:

Name:- Harshal Subhash Jamdade
Date of Birth:- 9th August 1988
Nationality:- Indian
Marital Status:- Single
Languages known:- Marathi, English, Hindi.

DESCRIPTION:

I hereby declare that the all the above information provided is true to the best of my knowledge and will be responsible for by candidature.