

CURRICULUM VITAE

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Introduction

- 9+ years of experience in Project Management & Order Management (Quote to Cash). A proven track record of significant improvements in learning processes, productivity, quality, and customer satisfaction while reducing costs, increasing turnover, and maintaining a positive work environment. Dynamic leader, strategic thinker and decision-maker.

Professional Summary

- PMO Analyst with over 6 years of experience in PMO (Project Management Office).
- Experienced in PMO as:
 - Project Creation and
 - Effort Estimate and Resourcing
 - Project Budgeting and Forecasting
 - Knowledge Management and Transition
 - SDLC (Software Development Life Cycle) process
- Over 4 years of experience in quote to cash process (Order Management) for a manufacturing client Cisco.
- Well experienced in
 - Generating reports like governance, weekly and status reports.
 - SDLC project using SharePoint application
 - Root Cause Analysis
- Proficient in Client interaction and led the onsite-offshore delivery model (from Offshore) with good success for 1.5 years with Vodafone (UK) and Cisco (Quote to Cash).
- Experienced in on boarding, Training and Mentoring new hires.
- Reputable track record of good interpersonal, verbal, and written skills

Professional Experience at Infosys Ltd:

Client: NBNCo Australia

Mar 2014 – Till Date

Role: PMO Analyst

The National Broadband Network (NBN) is an Australia wide project to upgrade the existing fixed line phone and internet network infrastructure. It is essential for Australia's transition to a digital future. Fast broadband has the potential to fuel growth and drive improvements to local economies, businesses and homes, bringing new opportunities to the whole country.

Responsibilities:

- OTR Process(Order to remittance)
- Providing Deliverables daily report with the current status and chasing the deliverable owners for an update to close and send it for the reviewer approval
- Report on forecasting the deliverables due for completion and approval in the upcoming week
- Updating CR' s in the client application
- Gathering the approval required emails and documents related to the deliverables and uploading in the client SharePoint to get an approval from the client
- Monitoring and tracking the status of all the deliverables on daily basis and updating the SharePoint
- Creating and assigning new risks, issues and action items and assigning them to the client identified persons

- Preparing daily reports of the total overdue risks, issues and action items and sending it to the owners for a closure
- Maintaining a track of the percentage completed of all the deliverables and updating the client in frequent intervals
- Preparing governance reports on a weekly basis which has the details of all the deliverables, risks, issues and actions
- **Reports:-**
 - Resource report
 - Revenue report
 - Billing report
 - Leave report
 - Project report(open, closed)
 - Adhoc reports
- **SharePoint application management**
 - Collating and maintaining all the project related documents
 - Keeping the trackers up to date.
 - Site access management
- **Invoicing**
 - Handling AR process for 20 to 25 project across different location
 - Monthly billing
 - Raising confirmation
 - AR Process

Project Type: SDLC (Software Development Life Cycle)

Aug 2012 – Jan 2014

Client: Vodafone UK

Role: PMO

SDLC (Software Development Life Cycle) is primarily used by PMO to track the deliverable of a complete project. This project involves end-to-end management of transformation of legacy system to oracle database deliverables from Analyze to deploy phase.

Responsibilities:

- Providing Deliverables daily report with the current status and chasing the deliverable owners for an update to close and send it for the reviewer approval
- Report on forecasting the deliverables due for completion and approval in the upcoming week
- Updating CR's in the client application
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Client: Cisco Systems, Inc.

July 2007 – June 2012

Role: Process Specialist

Cisco Systems, Inc. is an American multinational corporation headquartered in San Jose, California, that designs, manufactures, and sells networking equipment.[5] The stock was added to the Dow Jones Industrial Average on June 8, 2009, and is also included in the S&P 500 Index, the Russell 1000 Index, NASDAQ-100 Index and the Russell 1000 Growth Stock Index.[6]

Responsibilities:

Process Overview of Service Contract Management:

- SID and BID Change and Creation: Create site in ERP and change in CIBER (oracle 11i application)
- Contract to contract Move: Moving products/site or whole contract from source to target contract
- Terminating products and Services: Terminating products or services on a contract.
- Date change: Changing service dates to a particular product or contract
- Serial Number Swap: Replacement of new serial number for old serial number
- Adding Products/Services: Adding products to a contract through CIBER, Mass Mat or CSCC (Cisco Service Contact Center)
- Service Level Changes: Changing the service level for a contract (upgrade/downgrade)
- Quote conversion : Creating and converting new Quotes to new contract or old contract when Customer wants to renew their contract

The above request types in Service Contract Management have been executed by using CIBER and Installed base (oracle 11i) and Interim Quoting tool.

Role / Responsibilities

Process Management

- i. Manage the process updates and keep the Team updated on the latest process updates.
- ii. Have sound process knowledge and able to resolve any customer complaint/priority request/escalation in a short period of time.
- iii. Manage the knowledge level of the team by conducting weekly/monthly Quiz/Tests.

Performance Management

- iv. Processing on the global Queue and Feedback cases from the Customer daily
- v. Monthly Deep dive analysis for process improvement/knowledge.
- vi. To deliver team performance as per set targets for Productivity, Quality and C-SAT.

Quality/Auditing

- vii. Weekly Quality review for the Team, analyzing the error for reverts and providing the RCA to the Quality Team.
- viii. Weekly Post Audits on the cases performed by each Agent as per quality categorization.
- ix. Analyzing the reason for Low Score from C-SAT survey, high cycle time and pending cases report.

Additional Information:

- x. Worked as a process trainer in Infosys for Cisco client in Manila, Philippines for 2 months.
- xi. Received 3 extra miler awards for high productivity and 100% quality.
- xii. Received Individual extra miler award for reducing the Cycle time of the tickets raised due to technical faults for SCM (Service Contract Management) process.

Achievements:

- Won the 'Most spirited team' award from Infosys TSO division in 2010 for valuable contribution to both project and Organizational level activities
- RnR Award for best employee of the month at Infosys.
- Won the 'Individual Spot' award for Cycle Time Reduction in Cisco project.
- Won the 'STAR' award for exceptional performance in the Cisco project
- Successfully completed internal Infosys certifications like *PM Elite*, *Order Management T100 & T200*.
- Member of the Infosys Hyderabad VOY team (Voice of Youth)
- Member of the *ECO Hyderabad* team (an Environment sustainability initiative)
- Won the 'iSTAR' award for exceptional performance in 2 consecutive quarters.

Education:

- 2004-2007-B. Sc.(Computer Science),Aurora Degree College - Osmania University,Hyderabad,India.
- 2002-2004 - Intermediate (Board of Intermediate Examination, A.P)
- 2002 - Board of Secondary Education, India

Declaration:

I do here by declare that the above mentioned information is true and correct to the best of my knowledge

Date:

Place:

(Narender Khandelwal)