
ADITYA SHARMA

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DOB: 3rd Sep'1985

USA B1/ B2 Visa Holder

Professional Summary

Currently working as Program Manager/ Customer Success Manager.

Comprehensive background includes 11 years of experience in Project & Program Management, Operations, Customer Support, Service Delivery.

Offering expertise in process improvement, Successful Project & Program Completion. Exceptional leader who operates efficiently and creatively in fast-paced environments.

I am confident that the skills and experience I bring to the table are a perfect match for this Position at your Company. With my proven history of helping companies streamline processes, improve efficiency and complete programs under budget, I'm ready to hit the ground running and make a major contribution right away. Thanks for your time, and I look forward to hearing back from you.

Experience Highlights

- Customer Implementation Program – Handling Start to end coordination and onboarding of Customers on the Product
- Working closely with Customers to ensure all their requirements are met towards Implementation
- Account Management – Maintaining & managing Customers during Implementation
- Maintaining Implementation schedule, Identification and mitigation of Risks
- Spearheaded the development of the first-ever Program Management Office in the Department and defined project management processes, including those related to requirements management and user acceptance testing
- Led multi-functional technology teams and key contributor and mentor for a PMO.
- Successfully managed and worked in various multimillion\$ programs on Global Level:
 - ❖ Data Center Migrations
 - ❖ Customer Onboarding/ Implementations
 - ❖ Application Upgrades for Customers
 - ❖ Managed Customer application upgrade Programs Onsite (USA)
- Improved Project Management processes through the implementation of a new business case templates. Enhanced project visibility to determine project status for executive decision-making
- Managed programs consisting projects of varying levels of complexity and identified and mitigated potential risks. Developed requirements, managed change control, and tracked schedules while ensuring project activities aligned with business objectives
- Managing and utilizing resources across Projects & Programs. Managed project teams, delegate tasks and activities, effectively interact between stakeholders & multiple service lines to bring together system requirements and deliver projects on time
- Managing Customers from initiation until completion along with other project resources. Updating internal stakeholders on statuses. Contribute information & recommendation to strategic plans and reviews to archive program & project objectives

- An effective communicator with exceptional relationship management skills and the ability of relating to people at various level of business and management across the globe and significant experience working with customers, project managers and technical teams in executing concurrent projects
- Involved in Team staffing, including employee recruitment, selection, training and mentoring new project managers
- Handling system improvement discussions with product teams and forecast requirements per Customer feedbacks
- Strategic planning & Service delivery
- Change & Risk Management
- Stakeholder Management & Business process re-engineering
- Agile & Waterfall Methodologies

----- Experience Summary -----

Total Work Experience – 11 Years

SAKON – Pune – 18th Mar'19 to Current

Program Manager/ Customer Success Manager

- Customer Implementation Program – Handling Start to end coordination and onboarding of Customers on the Product.
- Working closely with Customers to ensure all their requirements are met
- Upselling
- Requirement negotiations with Internal & External Stakeholders during Implementation
- Setting handshake processes with Internal Teams & Stakeholders
- Maintaining Implementation schedule, Identification and mitigation of Risks

BMC Software – Pune – 11th May'15 to 15th Mar'19

Staff Project Manager

- Successfully handled & accomplished US Government – Application Upgrades Program (Onsite)
- Successfully managed and worked in various multimillion\$ programs on Global Level:
 - ❖ Data Center Migrations
 - ❖ Data Center Setups
 - ❖ Application Upgrades for Customers
- Directed all phases of application upgrade & Data Center migration projects, from initiation to closure

- Requirements gathering from the client. Interacting with Clients to understand their custom requirements other than the standard implementations. Review customer concerns and consolidate Customer feedback for further/ future enhancements
- Preparing proposals, finalizing project scope and plans. Identify issues & risks in a timely manner and implement appropriate mitigation and contingency plan
- Responsible for managing schedules, tasks, risks and resources for assigned Projects & Programs.
- Define clear targets and objectives and communicate them to other team members. Monitor timelines and flagged potential issues to be addressed
- Managing discussions with Product Team to ensure, identified Defects are addressed in future product releases.
- Managing transitions and medium sized process re-engineering / business transformation programs of varying complexity
- Defining PMO structure, best practices and documentations
- Well versed with project planning, Visio, Power point presentations, Confluence etc. and Process Documentation building

Sakon (Earlier GSG Telco), Pune – 5th Oct'09 to 6th May'15

- Around 2.3 Years of experience as a **Sr. Analyst - Assoc. Project Manager** in Sakon
 - Handled Customer Implementation/ Onboarding projects
 - Data & Requirement gathering from Clients & Account Managers
 - Process setup for the new Projects
 - Project status reports
- 2.2 Years of Experience as **Sr. Analyst** – Role of acting **Team Leader** in handling Support Process, below is the role summary:
 - Managing Support Ticket SLA's and ensuring timely delivery of resolution
 - Evaluating Team's performance & feedback
 - Monthly/ Weekly status reports
- 1.2 Years of Experience as **Business Analyst** in Sakon

WIPRO – Credit Suisse, Pune – Jul'08 to 2nd Oct'09

Jr. Analyst

- 1.3 years of experience in Customer support and Analytics
- Day to Day Customer interaction for requirement gathering to build Analytics reports
- Complete user knowledge of Reporting tool like Oracle Business intelligence, User knowledge of CRM & People Soft
- Daily/ Weekly/Monthly generation of Client Reports

Education & Certifications

- ❖ **PRINCE2 Certified** – FOUNDATION & PRACTITIONER, 2016
AXELOS
- ❖ **PMP TRAINED** - PROJECT MANAGEMENT, 2017
PMI

- ❖ **ITIL v3 FOUNDATION CERTIFIED**, 2015
- ❖ **MBA (PGDBM)**: GLOBAL BUSINESS MANAGEMENT, 2013
IIM KOLKATA
- ❖ **B.E. – COMPUTER SCIENCE**, 2008
JAI NARAYAN COLLEGE OF TECHNOLOGY, BHOPAL