**PORUS HANSOTIA**

Please Provide Photo

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Best time to call : Any Time

**Personal Particulars**

Date of Birth : 26th June, 1985

Nationality : Indian

Gender : Male

Passport # : Z3104617 (valid until 11th June, 2025)

Visa Status : B1/B2 visa for USA (valid until 16th July, 2024)

Permanent Address : Flat 101, Bhatnagar Homes, Behind Satyanand Hospital, Kondhwa Khurd, Pune – 411048

Current Address : Bldg A4, Flat 602, Lifepark Society, Opp. Corinthian Club, Mohammedwadi, Pune - 411060

*Seeking a challenging position in* ***Project Management /Program Management*** *that encourages continuous learning and creativity, provides exposure to new ideas and stimulates personal and professional growth*

**SUMMARY**

**EXPERIENCE:** A **Prince2 (Foundation & Practitioner)** certified and an **ITIL V3 Foundation & Agile Scrum Master** Certified **Project Management Professional** with **around 9 years of experience,** which includes a mélange of activities conducted & spearheaded with sole objective of optimallycatalyzing the expertise in:

* Understanding **Business Processes, Structured Methodologies**, Leading **large teams**, leveraging existing systems, providing innovative solutions, analyzing processes and concepts and managing projects strategically to rapidly drive businesses forward by increasing productivity, efficiency and effectiveness
* Good **understanding of customer requirements**, allocate resources and work assignment for timely deliveries
* Expert in handling **Work Force Management & MIS**; skillful in transitioning the existing as well as new business

**COMPETENCY:** Profound domain expertise in CA Clarity, Project Management PMO & Investment Banking Operations

* Adept in strategizing the action plan to overcome **Planning blockages**
* **Motivational Management style** with a proven record of motivating teams in the most challenging situations and promoting the techniques applied
* Innate ability to **turn around lagging operations** and prepare companies for fast growth and profitability
* Fostering new initiatives to improve bonding of Team members towards better performance

**OFF NOTE:** Able to **work under pressure** with **tight deadlines** as well as perform with multiple roles in organization

* Proficient in **Problem management, Change management** and **Incident management** via **CA Service Desk**
* Excellent consulting background combined with abilities in simplifying and communicating complex scenarios in accordance with company’s internal policies and procedure

**GLOBAL EXPOSURE:**

* Worked and interacted with the team members from USA

**AVAILABILITY**

* Ready to relocate immediately: Possess no bond with the current employer

**SKILL SET**

|  |  |  |
| --- | --- | --- |
| * Forecasting/Budgeting * Risk Analysis * Client Relations * Enterprise Resource Planning (ERP) * Root Cause Analysis * Revenue Generation | * Software as a Service (SaaS) * Salesforce.com * Requirements Gathering * Compliance Management * Stakeholder Management * Operation Management | * Project Management * JIRA * Data Documentation and Reporting * Service Delivery Management * Smart Sheet * CA Clarity V13, V14 & V14.2 * Oracle OBIEE Reporting |

**LANGUAGE SKILL:**

* **English** (Read, Write, Speak)
  + IELTS Test appeared on 1st December 2018 and score achieved on 14th December 2018 with overall band of **7.0**
    - **Listening – 7.0**
    - **Speaking – 8.0**
    - **Reading – 6.0**
    - **Writing – 7.0**
* **Hindi** (Read, Write, Speak)
* **Marathi** (Read, Write, Speak)
* **Gujarati** (Speak only)

**COMPUTER SKILL:** MS Office (Word, Excel, PowerPoint, Outlook)

**EDUCATION**

* **Master’s in Finance** from University of Leicester, UK - 2011
* **Bachelor of Commerce** from University of Mumbai, 2008

**TRAININGS:**

* Trained & Certified in Prince2 Foundation & Practitioner
* Trained & Certified in Agile Scrum Master
* Trained & Certified in ITIL Foundation V3
* Trained in MS Project & Open Workbench (Clarity)
* Trained & Certified on Sunrise Clinical Manager (Eclipsys product)
* Trained in CA Clarity V13, V14 & V14.2 (Project Management Tool)
* Trained in Oracle OBIEE (Reporting from Oracle)
* Trained in CA Service Desk (Incident & Request Management Tool)
* Trained in Salesforce
* Trained in Service Now
* Trained in TESTLINK & JIRA

**WORK EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| Avalara Technologies  Allscripts India LLP | Project Manager  Associate Project Manager | October 2018 - Present  April 2017 – Oct 2018 |
| Allscripts India LLP | Senior Services Consultant | April 2015 – April 2017 |
| Allscripts India LLP | Services Consultant | June 2013 – April 2015 |
| eClerx Services Ltd. | Senior Financial Analyst | March 2011 – June 2013 |
| Royal Bank of Scotland | Trainee – Consumer & Commercial | August 2008 – Feb 2009 |

**KEY DELIVERABLES**

**As a Project Manager**

* Responsible for the overall planning, direction, coordination, execution, control and completion of assigned projects.
* Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility.
* Develop and deliver to customers a detailed project plan to monitor and track progress
* Actively Monitor client projects and solve problems to keep projects moving forward. Report and escalate as needed.
* Leverage strong analytical and expertise to elicit requirements and document related business processes, propose/understand best practices for sales and use tax automation initiatives.
* Successfully manage the relationship with the client, consulting team, Avalara partners and all stakeholders.
* Create and maintain comprehensive project documentation
* Work strategically and independently with internal and external groups on multiple simultaneous projects.
* Assist clients and functional consultants with developing and executing testing plans and procedures.
* Support the sales and account management teams in selling additional tax and professional services.
* Demo sales and use tax products, including pre-written and custom-built software applications.

**As an Associate Project Manager**

* Managing Implementation & Operations Projects and bridging the gap for the Client by providing a smooth transition from Implementation to Operations and thus making sure a smooth Go-Live
* Administering all the activities related to projects i.e. initiation, requirements finalization; project scoping, planning, quality, execution control and delivery
* Communicating the status of projects to the stakeholders via Weekly Project Summaries and Monthly SLA’s
* Responsible for mentoring, monitoring and motivating the team members for their work improvement
* Provide a platform for communication and relationship management -- engage stakeholders for buy-in, relieve bottlenecks & complexity
* Executing and implementing the Service Transitions and start up plans/ operations of services with more than 65 team members
* Work with Project Team to define, estimate & schedule project work to achieve project scope
* Provide performance monitoring, information and reporting; help diagnose root cause of problems
* Handling multiple projects integrated as a whole and ensuring consistent and implementation of service across customer segments
* Responsible for writing RFPs for various clients
* Ensure teams are taking corrective action as necessary to deliver complete scope, desired quality and timeliness of strategic programs
* Leading monthly Partnership calls with the Clients (CEO & CFO specifically)
* Leading and managing weekly update calls with the Offshore & Onsite Team with regards to updates on ongoing Incidents/Requests or any other concerns
* Governing the requirements gathering and UI prototyping sessions to derive features and requirements meeting project needs and convert features for technical specifications
* Identifying the issues/concerns in the current version of the product with the Product Development Team and pitching new versions (Upgrade) with a release document which includes the list of resolved issues in the new version to ensure the ongoing issues in the current version are fixed with the Upgrade
* Increase the business for the organization by providing the existing Clients additional services and thus increasing the P&L for the organization

**As a Senior Services Consultant & Services Consultant**

* **Team Leading**: Leading a team of 8 other Consultants and assisting them on various business aspects and the role of Services Operations within the organization with BAU activities and escalations, if necessary.
* Also, lead an entire transition process from scratch and successfully implemented the same within the team by preparing the documentation and delivering regular trainings.
* **Project Management** via **CA Clarity** (v13, v14 & v14.2) and Oracle eBusiness Suite R12. Create and Maintain different type of projects in Clarity for Professional Services. Overview of Microsoft Project and Open Workbench.
* **Timesheet Management & Resource Management**: Provide Consultation to Senior Management and end users for operational effectiveness
* **Service Desk**: Identify and resolve all types of service desk tickets by providing the correct resolution to each requestor
* **Manual Project Creation / Project QA**: Create different types of Manual projects for Higher Management and QA all the auto created projects that are created in Oracle and then interfaced to Clarity to ensure the projects are mapped to the correct OBS and the Business Unit.
* **MIS Reporting**: Responsible for generation and maintenance of operations reports for Professional Services from Clarity and Oracle OBIEE (Activation, Forecast, Backlog, CBO, Late Budget, Timesheet Details, etc.)
* Understand the operational process challenges and translate them into process solutions and ensuring that a high level of customer service and support is provided to all internal and external customers
* **TESTING**: A Test Lead in testing new releases and enhancements with regards to Clarity V13 & V14 and Oracle OBIEE
  + (March 2017) Performed Timesheet User Value 1 Field Testing in Clarity for resources to add the On Shore / Off Shore location in their timesheet
  + (September 2016) Performed WIP Hours Testing for WIP hours to appear on the Posted Transactions tab in Clarity
  + (August 2016) Performed Location change testing (AMH\_PCL to AMH\_HSG)
  + (June 2016) Performed INTRACO Testing for a new Investment Class to be added in Clarity
  + (May 2016) Performed Testing on Budget Plan Validation and Project Stage Change
  + (February 2016) Performed testing on fix Fixed Fee Project’s Budgets being increased
  + (January 2016) Performed testing for the new upgrade on Oracle OBIEE V11.1.1.9
  + (April 2015) Performed testing for Max Hours Over and Clarity Mobile Time entry. Testing different scenarios to successfully implement the same in to Production environment.
  + (Dec 2014) Performed Testing for PMO Dashboard (Oracle OBIEE) and WebApp UAT – Tested as a Project Manager and a Booking Manager for different scenarios viz., Locking Request Status, creating a resource request, Booking a resource.
  + (June 2014) CA Clarity v13 (SIT and UAT) for different scenarios viz., Timesheet submissions, Requisitions – full cycle, various reports, Project creation & QA, etc.

**As a Senior Analyst**

* **Team Management**: Leading, training & monitoring the performance of team members to ensure efficiency & authenticity
* **MIS Reporting**: Preparing and circulating various periodical MIS reports to Senior Management
* **Training**: Conducted trainings in topics such as CDS, IRS, Trade Life Cycle, Securities Lending, Bonds, OTC & ET Derivatives, Money Market Instruments
* Efficiently supervised and provided end to end knowledge management activities of Securities Lending, FI OPS, DRR (Rates & Credit), DTCC, Settlements and other processes for OTC Derivatives
* Training the team on different basic aspects of finance (OTC & ETD Derivatives) enabling them to understand the process in a better way leading to efficient processing of activities
* Preparing / Updating Standard Operating Procedures and Business Process documents to facilitate process delivery and designing process specific training plan to meet client standards
* Creating training modules (both instructor led and self-study) to bridge gaps in the level of documentation and ease the on-boarding of process new joiners
* Active involvement in transitioning new process extensions
* Developing & implementing the overall migration framework and ensure sufficiency and quality of the transition for a portfolio of different processes
* Analyzing processes to come up with logical solutions and subsequent consultative inputs to enhance/improve efficiency of current activities by removing bottlenecks and re-designing the workflow
* Preparation and present Monthly/ Quarterly business review presentations

**As a Trainee – Consumer & Commercial**

* Interacted with customers to understand and resolving their queries
* Provided customers detailed information regarding their all queries
* Proactively performed registration process for new and existing clients
* Ensured that all customer care representatives are maintaining up-to-date product information

**ACHIEVEMENTS**

**Allscripts India Pvt. Ltd.**

* Achieved **Level Two** Spot Award for Outstanding work during a **CU Upgrade** forBaptist Health Care – One of the high-profile Clients – May 2018
* Achieved **Level One** Spot Award for Outstanding work during Testing of Timesheet User Value 1 Field Testing – March 2016
* Awarded the **SPOT AWARD** for the quarter (April ‘14 – June ’14) for excellence in work mainly for reducing the SD tickets count to only 2 in queue, its lowest ever
* Awarded the **SPOT AWARD** for the quarter (Jan ‘16 – March ’16) for excellence in work by creating a Master Dashboard for a Senior VP displaying the Total Forecast for projects in Q1 2016
* Appreciated by **Area Vice President** and **Director** for a couple of Clients for excellent Project Management and Stakeholder Management skills
* Acknowledged as an excellent contributor in reducing the **SD tickets** count and bringing it to its lowest for the first time for one of the high-profile Client
* Acknowledged by **Services Vice President** for preparing a report for Non-Bill projects for the year 2014 – January 2015
* Acknowledged as an **OUTSTANDING** contributor in handling projects via Clarity by the Higher Management

**eClerx Services Ltd.**

* Awarded the **SPOT REWARD** certificate twice (July ’11 – Sept ’11 and July ’12 – Sept ’12) for excellence in work
* Attended VBA Automation program organized by ‘**School of Automations**’ in **eClerx Services Ltd.**, and achieved Certificate of Excellence for successfully creating and deploying a macro on Question Bank for new joiners which resulted in savings of 5 FTEs
* Published articles on Financial Derivatives and Financial Quizzes in the monthly Newsletter of eClerx Services Ltd.
* Appreciations from stake holders for building up effective knowledge management in Financial Services Vertical
* Have come up with various Process Initiatives which were rated high by the senior managers

**KEY PROJECTS HANDLED**

* **17.3 Version Upgrade (North American Client)**
  + Successfully completed a **Version Upgrade** for an **NA Client** from **15.1** to **17.3** in **DEV**, **TEST**, **TRAIN, MOCK1, MOCK2** & **PROD** (July 2018 – September 2018)
  + Lead the upgrade with a detailed project plan, daily scrum meetings with Senior Management & the upgrade Teams
  + Multiple calls on a weekly basis to check the ticket status in CASD and SNOW and the testing progress in each environment via **JIRA**
  + Using the **TCOE approach** to publish status reports from **JIRA** to the Client & the Senior Management on daily calls/meetings
  + Received multiple appreciations from the Client and the Higher Management including the **AVP** for this upgrade
* **CU13 Upgrade (North American Client)**
  + Successfully completed a **Cumulative Upgrade** for an **NA Client** from **CU11** to **CU13** in **DEV**, **TEST**, **TRAIN** & **PROD** (June 2018 – July 2018)
  + Lead the upgrade with a detailed project plan, daily scrum meetings with Senior Management & the upgrade Teams
  + Multiple calls on a weekly basis to check the ticket status in CASD and SNOW and the testing progress in each environment via **JIRA**
  + Using the **TCOE approach** to publish status reports from **JIRA** to the Client & the Senior Management on daily calls/meetings
  + Received multiple appreciations from the Client and the Higher Management including the **Director** for this upgrade
* **CU12 Upgrade (North American Client)**
  + Successfully completed a **Cumulative Upgrade** for an **NA Client** from **CU10** to **CU12** in **DEV**, **TEST**, **TRAIN** & **PROD** (March 2018 – April 2018)
  + Lead the upgrade with a detailed project plan, daily scrum meetings with Senior Management & the upgrade Teams
  + Multiple calls on a weekly basis to check the ticket status in CASD and SNOW and the testing progress in each environment via **JIRA**
  + Using the **TCOE approach** to publish status reports from **JIRA** to the Client & the Senior Management on daily calls/meetings
  + Received multiple appreciations from the Client and the Higher Management including the **SVP** for this upgrade
* **16.3 Version Upgrade (North American Client)**
  + Successfully completed a **Version Upgrade** for an **NA Client** from version **15.1** to version **16.3** of Sunrise Applications in **DEV**, **TEST**, **TRAIN** & **PROD** (July 2017 – August 2017)
  + Lead the upgrade with a detailed project plan, daily scrum meetings with Senior Management & the upgrade Teams
  + Multiple calls on a weekly basis to check the ticket status in CASD and SNOW and the testing progress in each environment via **JIRA**
  + Using the **TCOE approach** to publish status reports from **JIRA** to the Client & the Senior Management on daily calls/meetings
  + Received multiple appreciations from the Client and the Higher Management including the **Director** for this upgrade
* Back Transitioning Activities completed Offshore for a critical Client in the YR 2017
* Turned a critical Client from **Red** to **Green** in the YR 2017
* Network and Infrastructure Projects handled independently:
  + Patching
  + Monitoring
* Spearheaded couple of Testing Center of Excellence Projects in and as a Project Manager.
* Exposure /experience in handling projects from both Payer and Provider side of Business in Healthcare Domain

**Extra-Curricular**

* Won Allscripts Inter Football Tournament as a Captain (**2016**)
* Finished Runners Up in the Allscripts Football Tournament (**2015**)
* Won Allscripts Inter Football Tournament (**2014**)
* Won first prize in TNT for Brains held at Lala Lajpat Rai College of Commerce, Science and Law, Mumbai
* Played Mumbai District DIV IV Football and for Allscripts
* Active member of Literary and Debating Society whilst at Mithibai Motiram Kundnani College and won various events in GK Quiz and Elocutions

*References available upon request*