SHASHANK THILAKARAJAN

Toronto | 647-771-9714 | p.tshashank@gmail.com

PMP-certified IT professional with 8+ years of experience in project management and telecommunications (VoIP, HPBX, Cisco WebEx). Proven track record delivering large-scale SaaS and telecom projects, resolving complex issues, and driving process improvements. Skilled in stakeholder collaboration, ESG-aligned initiatives, and fostering inclusive teamwork to achieve organizational success.

- Project Development: Waterfall and Agile methodologies (PMBOK).
- Exceptional cross-functional verbal and written communication, collaboration and reporting.
- Quick learner, Self-motivated, and responsible; experience managing geographically dispersed teams.
- Clear communication, leadership, and ability to work independently and as a team with focus on results.
- Strong time management, critical thinking, creative problem solving, negotiation and organizational skills.

SOFTWARE | HARDWARE:

- Project management: Smartsheet| MS Project| Trello| Jira.
- Experience programming VoIP Phones | TVA | ALGO | ATAs.
- Communication software: Teams | Webex | Skype | BroadSoft UC-one.
- Microsoft Office Suite: Word | Power point | Excel | Visio | Outlook | Project.
- ServiceNow | Webex Contact center | BroadSoft Hosted PBX | CISCO's CJP (Customer Journey Platform R10).

WORK EXPERIENCE

GoCo by TELUS, Canada   **May 2019 – May 2025**
Sr IT Project Manager
Drove world class telecom project implementation, ensuring quality and scope and guiding the timely preparation and management of multi project reports, while maintaining accuracy to optimally monitor deviations. Coordinated with project managers/coordinators to manage tasks strategically.

Key Projects
- IT infrastructure: Networking, cloud server migration (Asure, AWS), CRM, ERP.
- Networking Projects: VoIP programming and migration, LAN, WAN, SDWAN.
- SAAS project CJP (CISCO's Customer Journey Platform).
- Broad-soft Migration Project.
- Web Ex Contact Center application for public sector (TTC, Trillium): (Risk Management, Disaster Recovery, Compliance).
- TTC (Toronto Transit Commission) Contact center Project.
- Training and coaching with more than 100 TTC employees on Webex contact center (agent, supervisor, and admin).

Highlights
- Led end-to-end delivery of a multi-million-dollar SaaS project (Cisco CJP – Customer Journey Platform), streamlining cloud contact center solutions and improving customer experience for enterprise clients.
- Spearheaded a BroadSoft migration project impacting 5,000+ telecom users, ensuring seamless transition, minimal downtime, and compliance with regulatory and financial standards.
- Directed the WebEx Contact Center implementation with a strong focus on risk management, disaster recovery, and compliance, aligning with governance practices critical to finance and banking industries.
- Managed the Toronto Transit Commission (TTC) Contact Center modernization project, coordinating cross-functional teams and vendors to deliver improved call center performance for thousands of daily users.

- Partnered with stakeholders to analyze cost structures, track budgets, and manage project financials, ensuring adherence to funding approvals and optimizing resources — demonstrating strong finance and banking domain alignment.
- Recognized for the ability to translate complex telecom/IT concepts into business value, supporting both public sector clients and financial institutions in achieving digital transformation goals.

Technologies used
- CISCO Broad soft, ServiceNow, MS Office (Excel, PowerPoint, VISIO, Word), Jira, SharePoint.

IBM, Canada   **August 2016 - December 2018**
Project support (Delivery and Support)
Key Projects Delivered
- Drove first rate maintenance of Asset Management software.
- SaaS Project enhancements.

Highlights
- Created user stories for analysts for end user testing as an admin.
- Divided project iterations into doable actions and worked with SMEs to set time frames for project delivery resulting in 100% success rate.
- Managed project schedule by analyzing risks and opportunities resulting in completion of projects ahead of time.
- Implement advanced strategies for reviewing and analyzing projects for the support team and Work with the Project Manager to eliminate blockers.
- Trained support team on projects for after delivery support until the handover.
- Prepared presentation materials for meetings for project and facilitated standup meetings every day.

Technologies used
- Smartsheet, ServiceNow, MS Office (Word, Power point, Excel, VISIO), SharePoint.

PRIOR ROLE: Project Manager (AV) Deluxe Studios, India   **June 2012 - December 2014**
Utilized agile project management methodologies reducing project time up to 30% and increased customer satisfaction. Delivered error free projects achieving employee of the month reward.

PROFESSIONAL DEVELOPMENT

Project Management Professional (PMP) Certification   2024

PGDM – Supply chain Management   2016
St. Lawrence College

PGDM - Project Management IT   2015
Seneca@York

Bachelor of Computer Applications (BCA)   2011
Bangalore University

ACHIEVEMENTS

- Introduced highly effective meetings/documentation that significantly impacted efficiency and improved operations.
- Led team to achieve 95% customer retention earning recognition from board.
- "Distinction" PG Diploma (2016) commendation for good GPA.
- "Employee of the month" Deluxe Studios (2014).

- Working towards ACP Certification.