

SANJEEV JAIN ,PMP

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CAREER OVERVIEW

- Over 19 years of rich & extensive experience in People Management, Program Management, Project Management, Service Delivery
- Portfolio of over 2bn USD and Team size of 35+ Project Managers.
- Supported leadership in attracting, developing, and retaining talent to support achievement of business outcomes
- Hiring, Attrition control, utilization, efficiency, budgetary controls, backup, leave management and managing team's satisfaction.
- Expert in planning, communication, strategies, stakeholder expectations management, client management and experienced in global multi-cultural environments & domestic clients.
- Plan & finalize, approval and delivery of Team's annual ratings, increment, Growth Driven profits and Personal awards.
- Prepare checkpoint goals for self, team, ensuring compliance and collecting and delivery of regular feedbacks
- Conduct Career conversations, Checkpoint reviews, receive and give feedbacks quarterly, half yearly and annually.
- IT and IT Infrastructure project Management, Program Management, People Management
- Handled global Disaster Recovery Projects, New site commissioning, Next Gen Network Deployment like Cloud, Security Hub, Data Migration, Server Builds, New LAN/WAN and new site delivery
- Risk identification and Management, Expert in mitigation and transfer of Risk
- Proactive, Problem-solving skills, confident decision making based on extensive experience and technical skill enables effective solutions that positively impact customer satisfaction & operational costs.

KEY COMPETENCIES & SKILLS OVERVIEW

Account Management, Project Portfolio Management, Program Management, Service Delivery, Operations, Contract Management, Financial and Consumption reporting, Project Management, Solution/Account Architect, Strategic management and planning, Consulting and Engagement, People Management, IT Infrastructure, IT Transition and Transformations, Client/ Stakeholder management

CAREER CONTOUR

IBM India Pvt. Limited, Noida. Global Portfolio Manager from July 2012 to till date
Role: Responsible for Account Management & IT Project Portfolio management

- Clients handled:** Healthcare, Industrial, FMCG, Financial, Public Sector, Information Technology.
- Detailed view of Global Portfolio Management/Account Management:**
- Managing Industrial Account / Project Portfolio of towers i.e. Network Services, Server/Platform Services, Workstation Services, Security Services, Field Services and Cloud Managed Services.
- Lead a team of highly skilled Project Managers/Program Managers, Service delivery Managers under Project services tower globally. Accountable for Delivery, Performance, Metrics, Strategy planning, Quality, Revenue and Sales growth for the Project Services Account.
- Responsible for planning and establishing offshore and onshore delivery teams for requirement in projects for all towers. Owner of Program management office. Responsible for portfolio maturity plan, setting up account roadmap, quality metrics, governance structure and execute plans to achieve customer and company's objectives.
- Perform Portfolio Analysis of different towers, Setting up business strategy for the account in terms of Productivity, Efficiency, Opportunity analysis, Cost effectiveness, Business development, Customer Satisfaction etc.
- Extensive experience in creating and streamlining Delivery Framework using Six Sigma, PMI, Agile or Lean methodologies.
- Build strong relationships with the client and internal stakeholders at all management levels.
- Develop & articulate sales strategies for all major opportunities and understand the buying cycle for the opportunities being pursued.