**Sagar Ganesh Jadhav**

Flat no 204, Aashirwad height, Shivneri Nagar, Kondhwa, Pune-411048

Contact No: +91 8668491490 E-Mail ID: [sagar.jadhav2108@gmail.com](mailto:sagar.jadhav2108@gmail.com)

**Academic Qualification**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course** | **Name of Institution** | **University/Board** | **Year of Passing** |
| MBA IT | Sinhgad College, Pune | PUNE UNIVERSITY | 2019 |
| BCA | Appa Saheb Jedhe College, Pune | PUNE UNIVERSITY | 2013 |
| HSC | Poona College, Pune | Maharashtra board | 2010 |
| SSC | Vinay High School, Pune | Maharashtra board | 2006 |

**Work Experience**

**Work Experience:**

**Infosys Ltd, Pune (Date of joining: 17th Aug 2015)**

**Novartis**

**Validation Expert(Application Support), Operation Quality Manager (Feb 2017 to July 2023)**

* Working from offshoreas **OQM** (**OPERATION QUALITY MANAGER**)

**Role and Responsibility**

* Checking the documents and contents of product.
* Independently prepare all the following documents and perform these activities related to CSV.
* Independent review of the project deliverables/ change control documents.
* Provide Quality & Compliance assurance services for the programs/ projects that are underGxP purview.
* **Knowledge of 21 CFR Part 11, GMP, GAMP5, Application Operation related SOPs, Work Instructions and give advice for continuous operational improvement**
* Training coordinator for the project team and Manage
* Provide guidance and support to the AM and SOE applications team
* Knowledge of Audit and Validation consultant.
* Preparation of URS, Validation plan, Functional specification, Installation Qualification, Operation Qualification, Performance Qualification, Risk Assessment and validation summary report for software
* Monitoring user Management, Backup and restoration activities.
* Help in Execution of operational part of software.
* Review of Qualification documents such as, VPP,IA, URS, FS, DS, IQ, OQ and PQ.
* Manage the collection, collation and processing of project information from stakeholders
* Managing and updating project documentation, process documents and information sources
* Preparing update reports, quality procedures, audits and status reports.
* Software Development Life Cycle experience on V-module, Agile & Waterfall Methodologies.
* Participating in software testing and quality assurance activities.

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**Aetna**

**Associate Project Manager (Feb 2016 to Jan 2017)**

* Working from offshore as **APM** (**Associate Project Manager**).

**Role and Responsibility**

* Responsible for building and tracking (E2E) project work, covering all aspects of the project - including deployment, scheduling. Tracking statuses of project deliverables and milestones
* Worked as Associate Project Manager for renowned Healthcare Client
* Effectively worked on more than 50 projects with a 14 members team at a time
* Risk and issue monitoring and co-ordination
* Handled responsibility to manage budget tool, repository tool and workflow management tool
* Coordination of the regular project level reporting
* **Agile & Waterfall Methodologies**
* Also perform an audit for each phase under SDLC
* Manage the collection, collation and processing of project information from stakeholders
* Monitor and report on budgets and expenditure
* Generated and analyzed the budget, schedule and compliance gaps reports
* Managing and updating project documentation, process documents and information sources
* Work closely with US teams to ensure the IT solutions and project plans meet business needs and time to market.
* Preparing update reports, quality procedures, audits, status reports and project plans
* Software Development Life Cycle experience

**CISCO**

**Sr. Process Executive (17 August 2015, to Feb 2016)**

* Working with CISCO Process as a part of Field Services.

**Field Services is a part of pre sales of CISCO manufacturing model**

**My work group is:**

* Hierarchy &Goaling.

Sales Crediting Allocation

**Hierarchy &Goaling:** The project deals with creating and maintaining Cisco sales hierarchy structure; we create and maintain goal sheets of Cisco Sales employees. Based on goal sheet we create & assign Nodes to agent and provide commission as per the targets achieved by the sales agents.

**Role and Responsibility**

* In this project my role is to maintain the process transaction and to handle my allocated region, where as I am handling transaction through mail and uCRM cases.
* Every day I have to send daily uCRM case trend reports to the client for complete and maintain the request within SLA.
* Every day soft check report for goaling assignment purpose.
* Working with the US client through mail, chat and voice.
* Making quota sheet daily.
* Work on multiple tools to resolve the issue
* Audit the report by using V-lookup to find the error.
* Daily work on cases.
* Scrubbing daily reports.

**Additional Work RESPONSIBILITY:**

* Audit the cases of the new agents
* Floor support and make the PPT of the new updates.

Maintain the cases flow on their respectful territory.

**Professional Training Programs Attended**

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* Milestone 2.0 Training.
* Sales & Fulfillment T100.
* Manufacturing T100.
* Certified Transaction Monitoring.
* KM Awareness Training.
* Business Communication
* Basic in Oracle R12.

All trainings conducted by Infosys ltd.

**Achievements at Workplace**

**Achievements at Workplace**

* Rewarded with **Certificate of Appreciation for** special recognition.
* Learn how to interact with client.
* Appreciated by cisco client for best customer service.

**Skills**

* **Basic of Linux.**
* **AWS & DevOps**
* **Python basic**
* **SQL**
* **GITHub**

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**Tata Capital Financial Services Ltd.**

**Customer Representative Executive (3rd April 2014 to 31st May 2015)**

**JOB PROFILE/RESPONSIBILITIES**

* co-ordinates activities of the staffs in the store
* Train staffs to finance polices, scheme
* Prepares sales and forward to head office.
* Meeting the clients for bulk deals and corporate sales
* Reviewing the sales performance of the store and staff for the previous day and week
* Learning the new products and services of the organization and being up to date.
* Provide daily MIS report to send to seniors.

**Andromeda pvt ltd.**

**Customer Care Executive (Feb. 2nd2009 to 31st Oct 2009)**

**JOB PROFILE/RESPONSIBILITIES**

* Inbound Process
* Handling the customer and solving problem.
* Peaching the schemes and sale the product.

**Personal Details**

Name : Sagar Ganesh Jadhav

DOB : 21st August, 1989

Marital Status : Married

Languages known : English, Hindi & Marathi.

**Date**