

SANDIP ANANDA KASHID

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CAREER SUMMARY

Agile Project and Service Delivery Manager with 12 plus years of experience in Agile Project Management, Service Delivery Management, Client Relationship Management, Incident Management, Service Desk and Monitoring, Problem Management, Change, Release, Asset and Configuration Management, Service Operations and Transition. Results-oriented with proven record of delivering results, innovation, and ability to adapt quickly to change. Excellent research and problem-solving skill by emphasizing and paying attention to detail. Proven ability to meet deadlines, and effectively communicate with all levels of stakeholders.

HIGHLIGHTS & TECHNICAL PROFICIENCIES

- ITIL V3 Certified
- Prince2 Certified
- Certified Scrum Master
- JIRA, Service Now, Rally, HP BSM-BPM
- Java Script, Node.Js, React.Js, Angular.Js, HTML5, MongoDB, MS SQL

PROFESSIONAL EXPERIENCE

Agile Project Manager

July 2018 -Current

Tech Mahindra Limited (Pune, MH, India)

Project Management (50%):

- Management of full technology development lifecycle in a disciplined iterative project delivery model (DiPD) following applicable VCI SDLC practices, guidelines and procedures including – Scope management , Schedule Management, Budget Management, Change Management & Impact Analysis, Communication Management, Risk & Issue Management, Vendor Delivery Management, Procurement Management).

- Manage vendor and cross-functional team dependencies for product development and integrations to meet initiative objectives.
- Maintain project and/or program tracking and work breakdown structures (Planview, MS Project, SmartSheet).
- Understand, advocate and communicate business unit objectives, goals, vision and strategy to team to enable application/technology solutions that contribute towards achieving value.
- Ability to recognize and mitigate conflict and problems with project, product and team resources and apply escalation appropriately.
- Environment/Project coordination (balancing multiple project delivery dates with environment constraints).
- Ensure that application processes (including those of external service providers) are conducted in line with corporate social responsibility, environmental and technical policies and applicable standards.
- Manage development initiatives with major vendors and service providers to ensure they cost-effectively meet the needs of the organization in a socially and compliant manner.
- Support action plans where necessary to improve Business Unit satisfaction levels.
- Provide inputs to scheduled progress reporting which includes comparing forecasts to actuals (budgets, schedules, scope, etc).
- Support Resource Manager in recruiting which includes interviewing, hiring and onboarding.
- Ensure all approvals are captured as required through the development lifecycle.
- Coordinate application production support for defined products.

Scrum Master (50%)

- Ensures a minimum a two sprints worth of user stories are ready in the team backlog.
- Sprint planning and tracking by using Agile Tracking Tool (JIRA, Rally).
- Manage story progression in lifecycle (wall status within a sprint), Burndown and Velocity.

- Capacity Planning
- Release Planning
- Facilitate the daily standup meetings
- Facilitate the sprint planning meetings
- Facilitate the sprint demo reviews
- Facilitate sprint retrospectives
- Accountable and responsible that the development teams are practicing the core agile principles of collaboration, prioritization, team accountability, and visibility
- Identify and remove impediments, prevents distractions, reduce/prevent interruptions (protect the delivery team).

Service Delivery Manager

March 2016 – July 2018

ATOS (Pune, India)

- Owner of the incident, Request, Change and Escalation process, ensuring high levels of performance in these process, accurate reporting and establishing service improvement activities when required.
- As owner of the escalation process taking ownership of major incidents to ensuring coordination of resolving parties, effective communication to stakeholder and post incident review
- Monitor, control and support service delivery; ensuring systems, methodologies and procedures are in place and followed.
- Champion Service and support service in projects and developing a strong understanding of the projects impacting assigned service area and ensuring service impact is minimized and agreed.
- Accountable for the quality of Service and performance; ensuring future demand from growth and projects is understood and factored into capacity plans for all associated systems.
- Drive internal and third party service review meetings covering performance, service improvements, quality and process.

Client Relationship and Service Delivery Manager

April 2015 – March 2016

ADP (Pune, India)

- Responsible for complete Project Life Cycle right from the Receiving & understanding Requirement
- Responsible for project deployment with gained client satisfaction – Team Development & Motivation.
- Responsible for client communication, conflict resolution, and compliance on client deliverables and revenue.
- People Management – Talent Acquisition, Onboarding, career development.
- Responsible for the operational vision and execution of all client relationship requirements.
- Maintaining positive relationships with customers.
- Identifying customer needs and overseeing service delivery within the business context.
- Leading the service delivery team, managing conflict and ensuring the team's processes and tasks are carried out efficiently.
- Managing finances and budgets.

Service Delivery Manager

November 2011 – April 2015

ADP (Pune, India)

- Maintain high performing service support functions including rapid response to major incidents and ensuring Service Levels are achieved and maintained.
- Owner of the Incident, Request, Change and Escalation processes, ensuring high levels of performance in these processes, accurate reporting and establishing service improvement activities when required.

- As owner of escalation process take ownership of major incidents to ensuring coordination of resolving parties, effective communication to stakeholders and post incident reviews.
- Monitor control and support service delivery, ensuring systems, methodologies and procedures are in place and followed.
- Champion Service and Support in projects and developing a strong understanding of projects impacting service area and ensuring service impact is minimized and agreed.
- Accountable for the quality of service and performance, ensuring future demand from growth and projects is understood and factored into capacity plans for all associated systems.
- Drive internal and third-party service review meetings covering performance, service improvements, quality and processes.
- Provide excellent presentation support for monthly Service Reviews.
- Deliver weekly, bi-weekly and monthly reports as per agreement with customers and partners.
- Document work instructions and changes to work instructions as needed over the lifecycle of any Service engagement.

Change and Release Manager

May 2010 – November 2011

ADP (Pune, India)

- Review change request and categorize them as per the impact to the business and systems.
- Arrange Technical and Customer Change Advisory Board Meetings for changes.
- Follow change management process as per client requirements and ITIL framework.
- Do post implementation review for failed or partially successful changes to identify gap for continuous service improvements and learnings.
- Send communications to respective stakeholders to make them aware of outages to have minimal impact to business and reduce call flow for Service Desk and unwanted false spike in incidents.
- Planning release windows and the overall release lifecycles.

- Managing risks that may affect release scope.
- Communicate all key project plans. Commitments and changes including requirements.
- Measure and monitor progress.
- Manage relationships and coordinate projects between different teams.
- Weekly release reporting. Communicate release details and schedules to the Business as required.
- Negotiate plan and manage all release activities.
- Work with release engineers to understand impacts of branches and code merges.
- Maintains the release schedule for all core services and ensure alignment across key partners and vendors.
- Continually work towards making improvements in the release process.
- Lead and co-ordinate the Go-Live activities including the execution of the deployment plans and checklist.
- Participate in CAB meetings to discuss release scope and/ or roadblocks
- Maintain a release repository and manage key information such as build and release procedures, dependencies, and notification lists.
- Research new software development and configuration management methodologies and technologies and analyzes their application to current configuration management needs.

Problem Manager

July 2009 – May 2010

ADP (Pune, India)

- Proactively and reactively look for solutions to prevent problems from occurring ITIL functions and operations according to specified contractual deliverables, Sla's and metrics within assigned accounts and aligned to the client's Global standards.
- Manage problems according to contracted SLAs or SLOs and ensure sound RCA (Root Cause Analysis) to avoid repeated occurrences.
- Develop and drive Service improvements based on RCAs, trends and client inputs.

- Anticipate problems before they occur and define the problem or risk, identify possible causes and then work with team to identify solutions.
- Select and implement most appropriate solution.
- Follow different troubleshoot or problem management techniques (5 Whys, Ishikawa etc.)
- Effectively present or communicate problem statements, root cause analysis, goals, action plan and negotiate options to all management levels.
- Conduct monthly Problem Management meetings with partner teams and client community.
- Understand the levels of problem management that is P1, P2 requests, codes and errors.

Major Incident Manager

May 2008 – July 2009

ADP (Pune, India)

- Facilitate live outage calls, capturing technical findings from subject matter experts.
- Documenting action items, assigning owners and time frames and following-up on status.
- Drive critical impact calls involving multiple parties including CIOs.
- Successfully navigating the organization to identify, engage and escalate all teams required to resolve outages.
- Partnering with Business Unit Partners to identify, quantify and communicate business impact.
- Concisely detailing and summarizing the technical and business impacts of a managed event at an executive level, often with SLT exposure.
- Ensuring communications are sent to stakeholders at regular intervals within expected timeframes.
- Recording a detailed chronology of the incident for use in post incident reviews.
- Monitor team's effectiveness and work with business partners to improve process efficiency through automation when possible.

- Participate in ITSM Governance team in cross-functional design sessions including collecting or sharing BU feedback on ITSM process or procedures and helping to inform or educate BU partners on ITSM processes or procedures.
- Provide input and feedback to the ITSM.
- Reporting or Trending team so metrics are meaningful and actionable.
- Partner with BU teams on improvement opportunities based upon ITSM Reporting or Trending Teams findings.
- Partner with BU teams to ensure operational readiness (proactive and reactive)
- Availability Management process and best practices.

EDUCATION (Correspondence Mode)

Master of Business Administration: Project Management

2015

Sikkim Manipal University (Sikkim, IN)

Bachelor of Arts: Political Science

2008

Shivaji University (Kolhapur, IN)