

CORE COMPETENCIES ✓~Ä~Ç Maintain processes to ensure project management documentation, reports and are relevant, accurate and complete ✓~Ä~Ç Report automation, Dashboard preparation and sharing feedback on performance of Project Manager ✓~Ä~Ç Forecasting data regarding future risks, Project changes and update delivery team on timely basis ✓~Ä~Ç Good understanding of project management lifecycle ✓~Ä~Ç Proven experience in Risk Management and control ✓~Ä~Ç Good understanding of Software Development Lifecycle (SDLC) ✓~Ä~Ç Ability to synthesize qualitative and quantitative data quickly and draw meaningful insights ✓~Ä~Ç Knowledge of Programme/Project Management methodologies with full project reporting and governance ✓~Ä~Ç Ability to work with different cross-functional stakeholders to establish and ensure a reliable and productive working relationship ✓~Ä~Ç Strong time management and organizational skills ✓~Ä~Ç Multitasking skills and ability to meet deadlines ✓~Ä~Ç COMPUTER SKILLS AND CERTIFICATION ✓~Ä~Ç Advance knowledge in MS office 2013 and Macros. SKILLS ✓~Ä~Ç Strategic thinking and decision making ability ✓~Ä~Ç Sound Analytical skills ✓~Ä~Ç Multi-tasking skills in fast paced environment. ✓~Ä~Ç Leadership and Inter Personal Skills. ✓~Ä~Ç Strong information management ability, particularly MS excel extraction, formulae, pivots and graphs. Education Details

January 2005 Bachelor of Business Administration Business Administration Pune, Maharashtra Modern College

HSC Pune, Maharashtra S.S.P.M.S College

SSC Pune, Maharashtra Saints High School

PMO

Having an exp of 6 years experience in Project Management in IT. Expertise in PMO, Team handling, Quality Assurance. Proficient in Data Analyzing tools and techniques.

Skill Details

DOCUMENTATION- Experience - 47 months

GOVERNANCE- Experience - 19 months

EXCEL- Experience - 6 months

FORECASTING- Experience - 6 months

MS EXCEL- Experience - 6 monthsCompany Details

company - Capita India Pvt Ltd

description - Pune

Key Result Areas

Responsible for successful transition of knowledge, system and operating capabilities for Prudential, Multiclient Phoenix & Royal London.

✓✗✗✗✗ Travelled Onsite (Glasgow) and being part with UK team to understand the transition PMO work process and execute successfully at Offshore.

✓✗✗✗✗ Successfully transitioned Work order Management, Governance and Reporting from UK.

✓✗✗✗✗ Lead a team of 6 members and follow up on the development of new Ways of Working & documentation processes.

✓✗✗✗✗ Manage internal and external stakeholder engagement, collaboration of teams, and global PMOs network.

✓✗✗✗✗ Helps achieve robust operations with all the resources and infrastructure to execute steady state operations.

company - Saviant Technologies

description - for Multiple Projects

✓✗✗✗✗ Established a PMO from scratch and provided seasoned leadership to the technical operations staff ✓✗✗✗✗ Defined and implemented work priority management and resource management processes ✓✗✗✗✗ Established a supportive environment that allowed employees to grow and provide imaginative solutions to complex client requirements ✓✗✗✗✗ Track and monitor financial performance of the program. Report financials for actual to budgeted costs for labor hours and dollars, operating costs and capital costs. Secure funding approvals for changes in scope ✓✗✗✗✗ Monitor program risks through an on-going process of identifying, assessing, tracking, developing and executing mitigation strategies ✓✗✗✗✗ Reviewed project documentation and document lessons learned and provide recommendations to mitigate them in future projects.

✓✗✗✗✗ risk identification, mitigation strategy, issue escalation, client communication, project timeline, and resource management

company - Infosys

description - Pune

Key Result Areas

Responsible for:- ✓✗✗✗✗ Resource management, Budgeting, Billing.

✓✗✗✗✗ Responsible for preparing and sharing different reports with Delivery Managers, Project Managers, Quality

team ✓-Ä-ç Automation of reports for entire unit ✓-Ä-ç Interpret data, analyze results using statistical tech and provide ongoing reports.

✓-Ä-ç Preparing case diagrams & activity diagrams for various scenarios.

✓-Ä-ç Collate data, study patterns and Conduct brainstorming sessions to identify outliers.

✓-Ä-ç Review and approve project documentation.

✓-Ä-ç Assist in identification of risks in the project and setting up of mitigation plan of the risk by reviewing dashboards and reports.

✓-Ä-ç Customer feedback information and analysis.

✓-Ä-ç Reviews and validate the inputs from Project Mangers regarding Dashboards and PPT's ✓-Ä-ç Support by training people on process/domain as a part of the growth plan SLA compliance.

company - Capita India Pvt Ltd

description - Pune

Key Result Areas

Audits ✓-Ä-ç Reviews and validate the inputs from Managers regarding Dashboards and PPT's ✓-Ä-ç Audits done by onshore agents and simultaneously auditing work done for my old team and their reporting part as w

✓-Ä-ç Assisting reporting manager in business transformation leadership skills with proven ability to influence collaborate across all levels of the organization.

✓-Ä-ç Helping line managers to solve specific audit problems, either on a one-to-one basis or in groups.

Reporting ✓-Ä-ç Preparing weekly / monthly / quarterly / yearly MIS -Variance report, Performance report, Feedback analysis, Task activities report, publish relevant business Dashboards, Projects audit report.

AREA OF EXPERTISE (PROFILE) Around 10 plus years' proven experience with best global brand Wipro with bel expertise:- ✓-Ä-ç PMO ✓-Ä-ç ITIL Management ✓-Ä-ç Process Improvements ✓-Ä-ç Project Process Au ✓-Ä-ç Planning, Scheduling, Effort/Issue/Risk Tracking ✓-Ä-ç Risk & Issue Management ✓-Ä-ç SLA Manag ✓-Ä-ç Workforce (staffing) Resource Management. ✓-Ä-ç Transition ✓-Ä-ç Operations management SKIL Project Management Tools: CA Clarity, Visio and Office, ITIL -Incident management, Recruitment and workfor management Technical: SAP- HR, MRS, CPRO, Confluence, Microsoft Office, Word, PowerPoint.Excellent know hands on experience in advanced MS Excel (Knowledge on MS Project, Sharepoint Reporting & Ticket Tool: Xtr

CA Service Desk, I-Tracker, Education Details

MBA HR and Finance Bengaluru, Karnataka RKIMS College

Senior Executive PMO

Senior Executive PMO Consultant

Skill Details

OPERATIONS- Exprience - 125 months

STAFFING- Exprience - 125 months

HR- Exprience - 79 months

PMO- Exprience - 84 monthsCompany Details

company - Ensono LLP

description - Roles &Responsiblites

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✓→Responsible for creation of Structured reports and present the same as to Senior Deliery managemen per the business requirements.

✓→Design and draft various reports as per the business requirements.

✓→Responsible for creation of MOM, chasing people and getting the SLA driven on time by achieving th targets and results on time.

✓→Assist the Project managers in creating the RR✓→s Deputation, invoicings, billing activites.

✓→Maintaining Clarity and Sharepoint data for service delivery management

✓→Perform customer invocing at the direction of the CEM and SDM.

✓→Weekly preparation of SLA and KPI data based on the manual tracker & sharing with Client & senior management.

✓→Project implementation management, invoicing and billing management, and participate in establish

client's contractual documentation

• Experience in various delivery models like Managed Services, Fixed Price, T&M, SLA based Risk and Reward is required.

• Manage the SLA targets and save penalty towards customers . Drive SLA calls with 80 plus customers across multiple towers.

• SPOC for time on floor analysis (TOFA) report & highlighting the employee tailgating data to high level management

• Ensure for any compliance related issue and floor maintenance

• Ensure all joining formalities and on boarding activities for new employees.

• Identify and drive key metrics like Billing efficiency, Resource Utilization.

• Maintain the project library, filing, recording and reporting systems.

• Monitor project progress, risks, roadblocks, and opportunities and manage communications to stakeholders

• Develop Flow charts /SOPs and maintain the process changes database& monitor the severity of changes

• Prepare Monthly reports Operational report, Capacity/utilization report, Timesheet report, SLA compliance report. Quarterly report Operational report (quarter trends)

Internal report Allowances, Billing reports, Repository maintenance of documents. Create project/ sub-project reports, monitor progress against schedule, Maintain risk & issue logs

• Actively participate in the project management communities

• Responsible for Project Cost, Schedule, Budget, Revenue& Milestone Progress.

company - Wipro Technology

description - Roles & Responsibilities

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• Responsible for creation of Structured reports and present the same as to Senior Delivery management per the business requirements.

• Design and draft various reports as per the business requirements.

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company - Wipro InfoTech

description - Responsibilities

✓Ç-Ä-Ç Monitor and manage the headcount actual Vs plan for the region to maintain the headcount ratio with revenue.

✓Ç-Ä-Ç Maintain and monitor the correct tagging in SAP (Project tagging, supervisor tagging, org unit and cost) for the region so that the financials are maintained properly.

✓Ç-Ä-Ç Responsible in providing the exact and accurate headcount report for GM calculation.

✓Ç-Ä-Ç Responsible in managing the bench management and deploy the resource.

✓Ç-Ä-Ç Responsible in managing and driving tenure management for the eligible employee and deploy them according to their aspiration and business need.

✓Ç-Ä-Ç Responsible in Hiring and maintaining the Rookie Ratio for the location and actively track their training and deploy them.

✓Ç-Ä-Ç Analyze past volume and staffing patterns and will implement the actions based on the forecast provided that the resource crunch can be addressed and the make sure the availability of the resources on time for go live.

✓Ç-Ä-Ç Validate the head count plan for the project and work with Stake holders (Service Delivery Managers) in optimizing the resources.

✓Ç-Ä-Ç Ensure all required WFM data is tracked and trended on a continuous basis by the NLD team.

✓Ç-Ä-Ç Identify the resource that had completed tenure with the project and plan their training with the help of training team and elevate them to higher roles and back fill the same with the ROOKIE'S (TRB, TE, WIMS, and S).

✓Ç-Ä-Ç Interface with Service Delivery Managers/Director as needed for escalation on service impacting issues and resource availability.

✓Ç-Ä-Ç Coordinates with stake holders of Operations to interface with client and handle account management and add resources as per the requirement.

✓Ç-Ä-Ç Manages the staff schedules and responsibilities of Workforce Management team for the Region/BU.

✓Ç-Ä-Ç Prepare daily/weekly/monthly reports and distribute to the Management team.

✓Ç-Ä-Ç Manages staffing ratios and seat utilization/optimization to ensure Project goals are met. Builds effective

working relationships with internal departments.

Take care of special projects (PWD) and Rookie hiring model, Training, deployment.

PERSONAL DETAIL

DOB: 21/03/1986

PAN: AWVPB7123N

Passport: J1409038

Linguistic Ability: English, Hindi, Marathi, Kannada and Konkani

Location: Pune, India

Marital Status: Married

Skills Exceptional communication and networking skills Successful working in a team environment, as well as independently Ability to work under pressure and multi-task Strategies & Campaigns Corporate Communication Reporting & Documentation Training & Development Sales Support & Back Office Operations New Process Development & Launch Handling customer escalations Education Details

BACHELOR OF BUSINESS ADMINISTRATION BUSINESS ADMINISTRATION ICFAI Business School

Integrated Institute Of Management & Technology

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Senior Manager - PMO

Skill Details

TRAINING- Experience - 30 months

DOCUMENTATION- Experience - 16 months

OPERATIONS- Experience - 16 months

SALES- Experience - 8 months

CORPORATE COMMUNICATIONS- Experience - 6 months

Company Details

company -
description - Review and understand existing business processes to identify functional requirements to eliminate waste, improve controllership and deliver flexibility

Identify processes for re-design, prototype potential solutions, calculate trade-offs, costs, and suggest a recommended course of action by identifying modifications to the new/existing process

Project Management of new requirements and opportunities for applying efficient and effective solutions

Responsible for delivering process reengineering projects across processes by closely working with the relevant businesses and operations units.

Responsible for documentation to train all stakeholders on any changes

company -

description - Responsible for defining scope of project in accordance with the stakeholders, internal teams and management team.

Prepare project charter with defined timelines for project related activities.

Preparation of Business Requirement Document (BRD), closing Understanding Document (UD) with development team, UAT completion and deployment.

Preparation of training documents, SLAs, SOPs etc. as required.

Conduct training for impacted teams to ensure smooth transition.

company - TELEPERFORMANCE INDIA

description - Driving sales through call center and achieve target with overall responsibility of exploring selling opportunities by understanding customer preferences and requirements.

Conceptualizing and implementing sales promotional activities as a part of pilot batch for new company launch

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MASTER OF BUSINESS ADMINISTRATION

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description - Pune

Key Result Areas

Responsible for:- Resource management, Budgeting, Billing.

Responsible for preparing and sharing different reports with Delivery Managers, Project Managers, QA team Automation of reports for entire unit Interpret data, analyze results using statistical techniques and provide ongoing reports.

Preparing case diagrams & activity diagrams for various scenarios.

Collate data, study patterns and Conduct brainstorming sessions to identify outliers.

Review and approve project documentation.

Assist in identification of risks in the project and setting up of mitigation plan of the risk by reviewing dashboards and reports.

Customer feedback information and analysis.

Reviews and validate the inputs from Project Managers regarding Dashboards and PPT's Support by training people on process/domain as a part of the growth plan SLA compliance.

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Key Result Areas

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AREA OF EXPERTISE (PROFILE) Around 10 plus years' proven experience with best global brand Wipro with bel expertise:- ✓-Ä-Ç PMO ✓-Ä-Ç ITIL Management ✓-Ä-Ç Process Improvements ✓-Ä-Ç Project Process Au ✓-Ä-Ç Planning, Scheduling, Effort/Issue/Risk Tracking ✓-Ä-Ç Risk & Issue Management ✓-Ä-Ç SLA Manag ✓-Ä-Ç Workforce (staffing) Resource Management. ✓-Ä-Ç Transition ✓-Ä-Ç Operations management SKIL Project Management Tools: CA Clarity, Visio and Office, ITIL -Incident management, Recruitment and workfor management Technical: SAP- HR, MRS, CPRO, Confluence, Microsoft Office, Word, PowerPoint.Excellent know hands on experience in advanced MS Excel (Knowledge on MS Project, Sharepoint Reporting & Ticket Tool: Xtr CA Service Desk, I-Tracker, Education Details

MBA HR and Finance Bengaluru, Karnataka RKIMS College

Senior Executive PMO

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Skill Details

OPERATIONS- Exprience - 125 months

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description - Roles &Responsiblites

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✓ Assist the Project managers in creating the RRV's Deputation, invoicings, billing activities.

✓ Maintaining Clarity and Sharepoint data for service delivery management

✓ Perform customer invoicing at the direction of the CEM and SDM.

✓ Weekly preparation of SLA and KPI data based on the manual tracker & sharing with Client & senior management.

✓ Project implementation management, invoicing and billing management, and participate in establishing client's contractual documentation

✓ Experience in various delivery models like Managed Services, Fixed Price, T&M, SLA based Risk and P is required.

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✓ SPOC for time on floor analysis (TOFA) report & highlighting the employee tailgating data to high level management

✓ Ensure for any compliance related issue and floor maintenance

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✓ Identify and drive key metrics like Billing efficiency, Resource Utilization.

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✓ Actively participate in the project management communities

✓ Responsible for Project Cost, Schedule, Budget, Revenue & Milestone Progress.

company - Wipro Technology

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company - Wipro InfoTech

description - Responsibilities

✓- Monitor and manage the headcount actual Vs plan for the region to maintain the headcount ratio with revenue.

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✓- Responsible in managing the bench management and deploy the resource.

✓- Responsible in managing and driving tenure management for the eligible employee and deploy them according to their aspiration and business need.

✓- Responsible in Hiring and maintaining the Rookie Ratio for the location and actively track their training deploy them.

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✓- Ensure all required WFM data is tracked and trended on a continuous basis by the NLD team.

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✓- Interface with Service Delivery Managers/Director as needed for escalation on service impacting issue

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PERSONAL DETAIL

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PAN: AWVPB7123N

Passport: J1409038

Linguistic Ability: English, Hindi, Marathi, Kannada and Konkani

Location: Pune, India

Marital Status: Married

Skills Exceptional communication and networking skills Successful working in a team environment, as well as independently Ability to work under pressure and multi-task Strategies & Campaigns Corporate Communication Reporting & Documentation Training & Development Sales Support & Back Office Operations New Process Development & Launch Handling customer escalations Education Details

BACHELOR OF BUSINESS ADMINISTRATION BUSINESS ADMINISTRATION ICFAI Business School

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Senior Manager - PMO

Skill Details

TRAINING- Experience - 30 months

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PMO

Having an exp of 6 years experience in Project Management in IT. Expertise in PMO, Team handling, Quality Assurance, Risk Management, etc.
Proficient in Data Analyzing tools and techniques.

Skill Details

DOCUMENTATION- Experience - 47 months

GOVERNANCE- Experience - 19 months

EXCEL- Experience - 6 months

FORECASTING- Experience - 6 months

MS EXCEL- Experience - 6 months

Company Details

company - Capita India Pvt Ltd

Key Result Areas

Responsible for successful transition of knowledge, system and operating capabilities for Prudential, Multiclient, Pheonix & Royal London.

✓✎✎✎ Travelled Onsite (Glasgow) and being part with UK team to understand the transition PMO work process and execute successfully at Offshore.

✓✎✎✎ Successfully transitioned Work order Management, Governance and Reporting from UK.

✓✎✎✎ Lead a team of 6 members and follow up on the development of new Ways of Working & documentation processes.

✓✎✎✎ Manage internal and external stakeholder engagement, collaboration of teams, and global PMOs network.

✓✎✎✎ Helps achieve robust operations with all the resources and infrastructure to execute steady state operations.

company - Saviant Technologies

description - for Multiple Projects

✓✎✎✎ Established a PMO from scratch and provided seasoned leadership to the technical operations staff ✓✎✎✎ Defined and implemented work priority management and resource management processes ✓✎✎✎ Established a supportive environment that allowed employees to grow and provide imaginative solutions to complex client requirements.

✓-Ä-Ç Track and monitor financial performance of the program. Report financials for actual to budgeted costs for labor hours and dollars, operating costs and capital costs. Secure funding approvals for changes in scope ✓-Ä-Ç Monitor program risks through an on-going process of identifying, assessing, tracking, developing and executing mitigation strategies ✓-Ä-Ç Reviewed project documentation and document lessons learned and provide recommendations to mitigate them in future projects.

✓-Ä-Ç risk identification, mitigation strategy, issue escalation, client communication, project timeline, and risk management

company - Infosys

description - Pune

Key Result Areas

Responsible for:- ✓-Ä-Ç Resource management, Budgeting, Billing.

✓-Ä-Ç Responsible for preparing and sharing different reports with Delivery Managers, Project Managers, Quality team ✓-Ä-Ç Automation of reports for entire unit ✓-Ä-Ç Interpret data, analyze results using statistical techniques and provide ongoing reports.

✓-Ä-Ç Preparing case diagrams & activity diagrams for various scenarios.

✓-Ä-Ç Collate data, study patterns and Conduct brainstorming sessions to identify outliers.

✓-Ä-Ç Review and approve project documentation.

✓-Ä-Ç Assist in identification of risks in the project and setting up of mitigation plan of the risk by reviewing dashboards and reports.

✓-Ä-Ç Customer feedback information and analysis.

✓-Ä-Ç Reviews and validate the inputs from Project Managers regarding Dashboards and PPT's ✓-Ä-Ç Support by training people on process/domain as a part of the growth plan SLA compliance.

company - Capita India Pvt Ltd

description - Pune

Key Result Areas

Audits ✓-Ä-Ç Reviews and validate the inputs from Managers regarding Dashboards and PPT's ✓-Ä-Ç Audits done by onshore agents and simultaneously auditing work done for my old team and their reporting part as well

✓-Ä-Ç Assisting reporting manager in business transformation leadership skills with proven ability to influence collaborate across all levels of the organization.

✓-Ä-Ç Helping line managers to solve specific audit problems, either on a one-to-one basis or in groups.

Reporting ✓-Ä-Ç Preparing weekly / monthly / quarterly / yearly MIS -Variance report, Performance report, Feedback analysis, Task activities report, publish relevant business Dashboards, Projects audit report.

AREA OF EXPERTISE (PROFILE) Around 10 plus years' proven experience with best global brand Wipro with bel expertise:- ✓-Ä-Ç PMO ✓-Ä-Ç ITIL Management ✓-Ä-Ç Process Improvements ✓-Ä-Ç Project Process Aud ✓-Ä-Ç Planning, Scheduling, Effort/Issue/Risk Tracking ✓-Ä-Ç Risk & Issue Management ✓-Ä-Ç SLA Manag ✓-Ä-Ç Workforce (staffing) Resource Management. ✓-Ä-Ç Transition ✓-Ä-Ç Operations management SKIL Project Management Tools: CA Clarity, Visio and Office, ITIL -Incident management, Recruitment and workfor management Technical: SAP- HR, MRS, CPRO, Confluence, Microsoft Office, Word, PowerPoint.Excellent know hands on experience in advanced MS Excel (Knowledge on MS Project, Sharepoint Reporting & Ticket Tool: Xtr CA Service Desk, I-Tracker, Education Details

MBA HR and Finance Bengaluru, Karnataka RKIMS College

Senior Executive PMO

Senior Executive PMO Consultant

Skill Details

OPERATIONS- Exprience - 125 months

STAFFING- Exprience - 125 months

HR- Exprience - 79 months

PMO- Exprience - 84 monthsCompany Details

company - Ensono LLP

description - Roles &Responsiblites

✓→

✓→ Responsible for creation of Structured reports and present the same as to Senior Delivery management per the business requirements.

✓→ Design and draft various reports as per the business requirements.

✓→ Responsible for creation of MOM, chasing people and getting the SLA driven on time by achieving the targets and results on time.

✓→ Assist the Project managers in creating the RR→s Deputation, invoicings, billing activities.

✓→ Maintaining Clarity and Sharepoint data for service delivery management

✓→ Perform customer invoicing at the direction of the CEM and SDM.

✓→ Weekly preparation of SLA and KPI data based on the manual tracker & sharing with Client & senior management.

✓→ Project implementation management, invoicing and billing management, and participate in establishing client→s contractual documentation

✓→ Experience in various delivery models like Managed Services, Fixed Price, T&M, SLA based Risk and Reward is required.

✓→ Manage the SLA targets and save penalty towards customers . Drive SLA calls with 80 plus customers across multiple towers.

✓→ SPOC for time on floor analysis (TOFA) report & highlighting the employee tailgating data to high level management

✓→ Ensure for any compliance related issue and floor maintenance

✓→ Ensure all→s joining formalities and on boarding activities for new employees.

✓→ Identify and drive key metrics like Billing efficiency, Resource Utilization.

✓→ Maintain the project library, filing, recording and reporting systems.

✓→ Monitor project progress, risks, roadblocks, and opportunities and manage communications to stakeholders

✓→ Develop Flow charts / SOP→s and maintain the process changes database & monitor the severity of changes

✓→ Prepare Monthly reports Operational report, Capacity/utilization report, Timesheet report, SLA

compliance report. Quarterly report Operational report (quarter trends)

Internal report Allowances, Billing reports, Repository maintenance of documents. Create project/ sub-project
monitor progress against schedule, Maintain risk & issue logs

✓→+Actively participate in the project management communities

✓→+Responsible for Project Cost, Schedule, Budget, Revenue& Milestone Progress.

company - Wipro Technology

description - Roles & Responsibilities

✓→+

✓→+Responsible for creation of Structured reports and present the same as to Senior Delivery management
per the business requirements.

✓→+Design and draft various reports as per the business requirements.

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company - Wipro InfoTech

description - Responsibilities

VÇ-Ä-Ç Monitor and manage the headcount actual Vs plan for the region to maintain the headcount ratio with revenue.

VÇ-Ä-Ç Maintain and monitor the correct tagging in SAP (Project tagging, supervisor tagging, org unit and cost center) for the region so that the financials are maintained properly.

VÇ-Ä-Ç Responsible in providing the exact and accurate headcount report for GM calculation.

VÇ-Ä-Ç Responsible in managing the bench management and deploy the resource.

VÇ-Ä-Ç Responsible in managing and driving tenure management for the eligible employee and deploy them according to their aspiration and business need.

VÇ-Ä-Ç Responsible in Hiring and maintaining the Rookie Ratio for the location and actively track their training and deploy them.

VÇ-Ä-Ç Analyze past volume and staffing patterns and will implement the actions based on the forecast provided to ensure that the resource crunch can be addressed and make sure the availability of the resources on time for go live.

✓-Ä-Ç Validate the head count plan for the project and work with Stake holders (Service Delivery Managers) optimizing the resources.

✓-Ä-Ç Ensure all required WFM data is tracked and trended on a continuous basis by the NLD team.

✓-Ä-Ç Identify the resource that had completed tenure with the project and plan their training with the help of training team and elevate them to higher roles and back fill the same with the ROOKIE'S (TRB, TE, WIMS, and S

✓-Ä-Ç Interface with Service Delivery Managers/Director as needed for escalation on service impacting issues and resource availability.

✓-Ä-Ç Coordinates with stake holders of Operations to interface with client and handle account management and add resources as per the requirement.

✓-Ä-Ç Manages the staff schedules and responsibilities of Workforce Management team for the Region/BU.

✓-Ä-Ç Prepare daily/weekly/monthly reports and distribute to the Management team.

✓-Ä-Ç Manages staffing ratios and seat utilization/optimization to ensure Project goals are met. Builds effective working relationships with internal departments.

✓-Ä-Ç Take care of special projects (PWD) and Rookie hiring model, Training, deployment.

PERSONAL DETAIL

DOB: 21/03/1986

PAN: AWVPB7123N

Passport: J1409038

Linguistic Ability: English, Hindi, Marathi, Kannada and Konkani

Location: Pune, India

Marital Status: Married

Skills Exceptional communication and networking skills Successful working in a team environment, as well as independently Ability to work under pressure and multi-task Strategies & Campaigns Corporate Communication Reporting & Documentation Training & Development Sales Support & Back Office Operations New Process Development & Launch Handling customer escalations Education Details

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Integrated Institute Of Management & Technology

HIGHER SECONDARY SCHOOL, B.I.S.S School

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Senior Manager - PMO

Skill Details

TRAINING- Experience - 30 months

DOCUMENTATION- Experience - 16 months

OPERATIONS- Experience - 16 months

SALES- Experience - 8 months

CORPORATE COMMUNICATIONS- Experience - 6 months

Company Details

company -
description - Review and understand existing business processes to identify functional requirements to eliminate waste, improve controllership and deliver flexibility

Identify processes for re-design, prototype potential solutions, calculate trade-offs, costs, and suggest a recommended course of action by identifying modifications to the new/existing process

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Responsible for delivering process reengineering projects across processes by closely working with the relevant businesses and operations units.

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Interaction with client to understand requirements and expectations.

Handling call quality sessions with the client.

Handling adhoc requirements from client as well as senior management and delivering timely resolution for the same.

MASTER OF BUSINESS ADMINISTRATION

CORE COMPETENCIES ✓✓✓✓✓ Maintain processes to ensure project management documentation, reports and are relevant, accurate and complete ✓✓✓✓✓ Report automation, Dashboard preparation and sharing feedback on performance of Project Manager ✓✓✓✓✓ Forecasting data regarding future risks, Project changes and update delivery team on timely basis ✓✓✓✓✓ Good understanding of project management lifecycle ✓✓✓✓✓ Proven experience in Risk Management and control ✓✓✓✓✓ Good understanding of Software Development Lifecycle (SDLC) ✓✓✓✓✓ Ability to synthesize qualitative and quantitative data quickly and draw meaningful insights ✓✓✓✓✓ Knowledge of Programme/Project Management methodologies with full project reporting and governance ✓✓✓✓✓ Ability to work with different cross-functional stakeholders to establish and ensure a reliable and productive working relationship ✓✓✓✓✓ Strong time management and organizational skills ✓✓✓✓✓ Multitasking skills and ability to meet deadlines ✓✓✓✓✓ COMPUTER SKILLS AND CERTIFICATION ✓✓✓✓✓ Advance knowledge in MS office 2013 and Macros. SKILLS ✓✓✓✓✓ Strategic thinking and decision making ability ✓✓✓✓✓ Sound Analytical skills ✓✓✓✓✓ Multi-tasking skills in fast-paced environment. ✓✓✓✓✓ Leadership and Inter Personal Skills. ✓✓✓✓✓ Strong information management ability, particularly MS excel extraction, formulae, pivots and graphs. Education Details

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OPERATIONS- Exprience - 125 months

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✓→+Develop Flow charts / SOPs and maintain the process changes database & monitor the severity of changes.

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Internal report Allowances, Billing reports, Repository maintenance of documents. Create project/ sub-project reports, monitor progress against schedule, Maintain risk & issue logs

✓→+Actively participate in the project management communities

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company - Wipro Technology

description - Roles & Responsibilities

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company - Wipro InfoTech

description - Responsibilities

VÇ-Ä-Ç Monitor and manage the headcount actual Vs plan for the region to maintain the headcount ratio with revenue.

VÇ-Ä-Ç Maintain and monitor the correct tagging in SAP (Project tagging, supervisor tagging, org unit and cost for the region so that the financials are maintained properly.

VÇ-Ä-Ç Responsible in providing the exact and accurate headcount report for GM calculation.

√Ç-Ä-Ç Responsible in managing the bench management and deploy the resource.

√Ç-Ä-Ç Responsible in managing and driving tenure management for the eligible employee and deploy them according to their aspiration and business need.

√Ç-Ä-Ç Responsible in Hiring and maintaining the Rookie Ratio for the location and actively track their training and deploy them.

√Ç-Ä-Ç Analyze past volume and staffing patterns and will implement the actions based on the forecast provided that the resource crunch can be addressed and make sure the availability of the resources on time for go live.

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√Ç-Ä-Ç Ensure all required WFM data is tracked and trended on a continuous basis by the NLD team.

√Ç-Ä-Ç Identify the resource that had completed tenure with the project and plan their training with the help of training team and elevate them to higher roles and back fill the same with the ROOKIE'S (TRB, TE, WIMS, and S).

√Ç-Ä-Ç Interface with Service Delivery Managers/Director as needed for escalation on service impacting issues and resource availability.

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√Ç-Ä-Ç Manages the staff schedules and responsibilities of Workforce Management team for the Region/BU.

√Ç-Ä-Ç Prepare daily/weekly/monthly reports and distribute to the Management team.

√Ç-Ä-Ç Manages staffing ratios and seat utilization/optimization to ensure Project goals are met. Builds effective working relationships with internal departments.

√Ç-Ä-Ç Take care of special projects (PWD) and Rookie hiring model, Training, deployment.

PERSONAL DETAIL

DOB: 21/03/1986

PAN: AWVPB7123N

Passport: J1409038

Linguistic Ability: English, Hindi, Marathi, Kannada and Konkani

Location: Pune, India

Marital Status: Married

Skills Exceptional communication and networking skills Successful working in a team environment, as well as independently Ability to work under pressure and multi-task Strategies & Campaigns Corporate Communication Reporting & Documentation Training & Development Sales Support & Back Office Operations New Process Development & Launch Handling customer escalations Education Details

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Senior Manager - PMO

Skill Details

TRAINING- Experience - 30 months

DOCUMENTATION- Experience - 16 months

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SALES- Experience - 8 months

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company -

description - Review and understand existing business processes to identify functional requirements to eliminate waste, improve controllership and deliver flexibility

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Preparation of training documents, SLAs, SOPs etc. as required.

Conduct training for impacted teams to ensure smooth transition.

company - TELEPERFORMANCE INDIA

description - Driving sales through call center and achieve target with overall responsibility of exploring selling opportunities by understanding customer preferences and requirements.

Conceptualizing and implementing sales promotional activities as a part of pilot batch for new company launch

Training new joiners through the process of call bargaining.

Interaction with client to understand requirements and expectations.

Handling call quality sessions with the client.

Handling adhoc requirements from client as well as senior management and delivering timely resolution for the

MASTER OF BUSINESS ADMINISTRATION

CORE COMPETENCIES ✓✓-✓-✓ Maintain processes to ensure project management documentation, reports and are relevant, accurate and complete ✓✓-✓-✓ Report automation, Dashboard preparation and sharing feedback on performance of Project Manager ✓✓-✓-✓ Forecasting data regarding future risks, Project changes and updates delivery team on timely basis ✓✓-✓-✓ Good understanding of project management lifecycle ✓✓-✓-✓ Proven ex

in Risk Management and control ✓~Ä~ç Good understanding of Software Development Lifecycle (SDLC) ✓~Ä~ç Ability to synthesize qualitative and quantitative data quickly and draw meaningful insights ✓~Ä~ç Knowledge Programme/Project Management methodologies with full project reporting and governance ✓~Ä~ç Ability to work with different cross-functional stakeholders to establish and ensure a reliable and productive working relationship ✓~Ä~ç Strong time management and organizational skills ✓~Ä~ç Multitasking skills and ability to meet deadlines ✓~Ä~ç COMPUTER SKILLS AND CERTIFICATION ✓~Ä~ç Advance knowledge in MS office 2013 and Macros. SKILLS ✓~Ä~ç Strategic thinking and decision making ability ✓~Ä~ç Sound Analytical skills ✓~Ä~ç Multi-tasking skills in fast paced environment. ✓~Ä~ç Leadership and Inter Personal Skills. ✓~Ä~ç Strong information management ability, particularly MS excel extraction, formulae, pivots and graphs. Education Details

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Skill Details

DOCUMENTATION- Experience - 47 months

GOVERNANCE- Experience - 19 months

EXCEL- Experience - 6 months

FORECASTING- Experience - 6 months

MS EXCEL- Experience - 6 monthsCompany Details

company - Capita India Pvt Ltd

description - Pune

Key Result Areas

Responsible for successful transition of knowledge, system and operating capabilities for Prudential, Multiclient

Phoenix & Royal London.

✓✎✎ Travelled Onsite (Glasgow) and being part with UK team to understand the transition PMO work process and execute successfully at Offshore.

✓✎✎ Successfully transitioned Work order Management, Governance and Reporting from UK.

✓✎✎ Lead a team of 6 members and follow up on the development of new Ways of Working & documentation processes.

✓✎✎ Manage internal and external stakeholder engagement, collaboration of teams, and global PMOs network.

✓✎✎ Helps achieve robust operations with all the resources and infrastructure to execute steady state operations.

company - Saviant Technologies

description - for Multiple Projects

✓✎✎ Established a PMO from scratch and provided seasoned leadership to the technical operations staff ✓✎✎

Defined and implemented work priority management and resource management processes ✓✎✎ Established

supportive environment that allowed employees to grow and provide imaginative solutions to complex client

✓✎✎ Track and monitor financial performance of the program. Report financials for actual to budgeted costs

for labor hours and dollars, operating costs and capital costs. Secure funding approvals for changes in scope ✓✎✎

Monitor program risks through an on-going process of identifying, assessing, tracking, developing and executing

mitigation strategies ✓✎✎ Reviewed project documentation and document lessons learned and provide

recommendations to mitigate them in future projects.

✓✎✎ risk identification, mitigation strategy, issue escalation, client communication, project timeline, and resource management

company - Infosys

description - Pune

Key Result Areas

Responsible for:- ✓✎✎ Resource management, Budgeting, Billing.

✓✎✎ Responsible for preparing and sharing different reports with Delivery Managers, Project Managers, Quality

team ✓✎✎ Automation of reports for entire unit ✓✎✎ Interpret data, analyze results using statistical techniques

and provide ongoing reports.

✓✎✎ Preparing case diagrams & activity diagrams for various scenarios.

✓-Ä-Ç Collate data, study patterns and Conduct brainstorming sessions to identify outliers.

✓-Ä-Ç Review and approve project documentation.

✓-Ä-Ç Assist in identification of risks in the project and setting up of mitigation plan of the risk by reviewing dashboards and reports.

✓-Ä-Ç Customer feedback information and analysis.

✓-Ä-Ç Reviews and validate the inputs from Project Managers regarding Dashboards and PPT's ✓-Ä-Ç Support by training people on process/domain as a part of the growth plan SLA compliance.

company - Capita India Pvt Ltd

description - Pune

Key Result Areas

Audits ✓-Ä-Ç Reviews and validate the inputs from Managers regarding Dashboards and PPT's ✓-Ä-Ç Audits done by onshore agents and simultaneously auditing work done for my old team and their reporting part as well.

✓-Ä-Ç Assisting reporting manager in business transformation leadership skills with proven ability to influence and collaborate across all levels of the organization.

✓-Ä-Ç Helping line managers to solve specific audit problems, either on a one-to-one basis or in groups.

Reporting ✓-Ä-Ç Preparing weekly / monthly / quarterly / yearly MIS -Variance report, Performance report, Feedback analysis, Task activities report, publish relevant business Dashboards, Projects audit report.

AREA OF EXPERTISE (PROFILE) Around 10 plus years' proven experience with best global brand Wipro with below expertise:- ✓-Ä-Ç PMO ✓-Ä-Ç ITIL Management ✓-Ä-Ç Process Improvements ✓-Ä-Ç Project Process Audit ✓-Ä-Ç Planning, Scheduling, Effort/Issue/Risk Tracking ✓-Ä-Ç Risk & Issue Management ✓-Ä-Ç SLA Management ✓-Ä-Ç Workforce (staffing) Resource Management. ✓-Ä-Ç Transition ✓-Ä-Ç Operations management SKILLS
Project Management Tools: CA Clarity, Visio and Office, ITIL -Incident management, Recruitment and workforce management Technical: SAP- HR, MRS, CPRO, Confluence, Microsoft Office, Word, PowerPoint. Excellent knowledge hands on experience in advanced MS Excel (Knowledge on MS Project, Sharepoint Reporting & Ticket Tool: Xtricity CA Service Desk, I-Tracker, Education Details

MBA HR and Finance Bengaluru, Karnataka RKIMS College

Senior Executive PMO

Senior Executive PMO Consultant

Skill Details

OPERATIONS- Exprience - 125 months

STAFFING- Experience - 125 months

HR- Exprience - 79 months

PMO- Exprience - 84 monthsCompany Details

company - Ensono LLP

description - Roles &Responsiblites

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Responsible for creation of Structured reports and present the same as to Senior Delivery management per the business requirements.

✓Design and draft various reports as per the business requirements.

✓É-òVÇ-†Responsible for creation of MOM, chasing people and getting the SLA driven on time by achieving the targets and results on time.

Assist the Project managers in creating the RRV's Deputation, invoicings, billing activities.

✓-òVÇ-†Maintaining Clarity and Sharepoint data for service delivery management

√É-òVÇ-†Perform customer invoking at the direction of the CEM and SDM.

✓-Weekly preparation of SLA and KPI data based on the manual tracker & sharing with Client & senior management.

• Project implementation management, invoicing and billing management, and participate in establishing client's contractual documentation

• Experience in various delivery models like Managed Services, Fixed Price, T&M, SLA based Risk and Reward is required.

• Manage the SLA targets and save penalty towards customers . Drive SLA calls with 80 plus customer multiple towers.

• SPOC for time on floor analysis (TOFA) report & highlighting the employee tailgating data to high level management

• Ensure for any compliance related issue and floor maintenance

• Ensure all joining formalities and on boarding activities for new employees.

• Identify and drive key metrics like Billing efficiency, Resource Utilization.

• Maintain the project library, filing, recording and reporting systems.

• Monitor project progress, risks, roadblocks, and opportunities and manage communications to stakeholders

• Develop Flow charts / SOPs and maintain the process changes database & monitor the severity

• Prepare Monthly reports Operational report, Capacity/utilization report, Timesheet report, SLA compliance report. Quarterly report Operational report (quarter trends)

Internal report Allowances, Billing reports, Repository maintenance of documents. Create project/ sub-project monitor progress against schedule, Maintain risk & issue logs

• Actively participate in the project management communities

• Responsible for Project Cost, Schedule, Budget, Revenue & Milestone Progress.

company - Wipro Technology

description - Roles & Responsibilities

•

• Responsible for creation of Structured reports and present the same as to Senior Delivery management per the business requirements.

• Design and draft various reports as per the business requirements.

• Responsible for creation of MOM, chasing people and getting the SLA driven on time by achieving the targets and results on time.

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✓-Perform customer invoicing at the direction of the CEM and SDM.

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✓-Actively participate in the project management communities

✓-Responsible for Project Cost, Schedule, Budget, Revenue & Milestone Progress.

company - Wipro InfoTech

description - Responsibilities

✓☒☒☒ Monitor and manage the headcount actual Vs plan for the region to maintain the headcount ratio with revenue.

✓☒☒☒ Maintain and monitor the correct tagging in SAP (Project tagging, supervisor tagging, org unit and cost for the region so that the financials are maintained properly.

✓☒☒☒ Responsible in providing the exact and accurate headcount report for GM calculation.

✓☒☒☒ Responsible in managing the bench management and deploy the resource.

✓☒☒☒ Responsible in managing and driving tenure management for the eligible employee and deploy them according to their aspiration and business need.

✓☒☒☒ Responsible in Hiring and maintaining the Rookie Ratio for the location and actively track their training and deploy them.

✓☒☒☒ Analyze past volume and staffing patterns and will implement the actions based on the forecast provided that the resource crunch can be addressed and the make sure the availability of the resources on time for go live.

✓☒☒☒ Validate the head count plan for the project and work with Stake holders (Service Delivery Managers) in optimizing the resources.

✓☒☒☒ Ensure all required WFM data is tracked and trended on a continuous basis by the NLD team.

✓☒☒☒ Identify the resource that had completed tenure with the project and plan their training with the help of training team and elevate them to higher roles and back fill the same with the ROOKIE'S (TRB, TE, WIMS, and S).

✓☒☒☒ Interface with Service Delivery Managers/Director as needed for escalation on service impacting issues and resource availability.

✓☒☒☒ Coordinates with stake holders of Operations to interface with client and handle account management and add resources as per the requirement.

✓☒☒☒ Manages the staff schedules and responsibilities of Workforce Management team for the Region/BU.

✓☒☒☒ Prepare daily/weekly/monthly reports and distribute to the Management team.

✓☒☒☒ Manages staffing ratios and seat utilization/optimization to ensure Project goals are met. Builds effective working relationships with internal departments.

✓☒☒☒ Take care of special projects (PWD) and Rookie hiring model, Training, deployment.

PERSONAL DETAIL

DOB: 21/03/1986

PAN: AWVPB7123N

Passport: J1409038

Linguistic Ability: English, Hindi, Marathi, Kannada and Konkani

Location: Pune, India

Marital Status: Married

Skills Exceptional communication and networking skills Successful working in a team environment, as well as independently Ability to work under pressure and multi-task Strategies & Campaigns Corporate Communication Reporting & Documentation Training & Development Sales Support & Back Office Operations New Process Development & Launch Handling customer escalations Education Details

BACHELOR OF BUSINESS ADMINISTRATION BUSINESS ADMINISTRATION ICFAI Business School

Integrated Institute Of Management & Technology

HIGHER SECONDARY SCHOOL, B.I.S.S School

Delhi, Delhi SENIOR SECONDARY SCHOOL, Delhi Public School

Senior Manager - PMO

Skill Details

TRAINING- Experience - 30 months

DOCUMENTATION- Experience - 16 months

OPERATIONS- Experience - 16 months

SALES- Experience - 8 months

CORPORATE COMMUNICATIONS- Exprience - 6 monthsCompany Details

company -

description - Review and understand existing business processes to identify functional requirements to eliminate waste, improve controllership and deliver flexibility

Identify processes for re-design, prototype potential solutions, calculate trade-offs, costs, and suggest a recommended course of action by identifying modifications to the new/existing process

Project Management of new requirements and opportunities for applying efficient and effective solutions

Responsible for delivering process reengineering projects across processes by closely working with the relevant businesses and operations units.

Responsible for documentation to train all stakeholders on any changes

company -

description - Responsible for defining scope of project in accordance with the stakeholders, internal teams and management team.

Prepare project charter with defined timelines for project related activities.

Preparation of Business Requirement Document (BRD), closing Understanding Document (UD) with development team, UAT completion and deployment.

Preparation of training documents, SLAs, SOPs etc. as required.

Conduct training for impacted teams to ensure smooth transition.

company - TELEPERFORMANCE INDIA

description - Driving sales through call center and achieve target with overall responsibility of exploring selling opportunities by understanding customer preferences and requirements.

Conceptualizing and implementing sales promotional activities as a part of pilot batch for new company launch

Training new joiners through the process of call bargaining.

Interaction with client to understand requirements and expectations.

Handling call quality sessions with the client.

Handling adhoc requirements from client as well as senior management and delivering timely resolution for th

MASTER OF BUSINESS ADMINISTRATION

CORE COMPETENCIES ✓✓✓ Maintain processes to ensure project management documentation, reports and are relevant, accurate and complete ✓✓✓ Report automation, Dashboard preparation and sharing feedback on performance of Project Manager ✓✓✓ Forecasting data regarding future risks, Project changes and update delivery team on timely basis ✓✓✓ Good understanding of project management lifecycle ✓✓✓ Proven ex in Risk Management and control ✓✓✓ Good understanding of Software Development Lifecycle (SDLC) ✓✓✓ Ability to synthesize qualitative and quantitative data quickly and draw meaningful insights ✓✓✓ Knowledge Programme/Project Management methodologies with full project reporting and governance ✓✓✓ Ability to with different cross-functional stakeholders to establish and ensure a reliable and productive working relation ✓✓✓ Strong time management and organizational skills ✓✓✓ Multitasking skills and ability to meet dead COMPUTER SKILLS AND CERTIFICATION ✓✓✓ Advance knowledge in MS office 2013 and Macros. SKILLS ✓✓✓ Strategic thinking and decision making ability ✓✓✓ Sound Analytical skills ✓✓✓ Multi-tasking skills in fast environment. ✓✓✓ Leadership and Inter Personal Skills. ✓✓✓ Strong information management ability, particularly MS excel extraction, formulae, pivots and graphs. Education Details

January 2005 Bachelor of Business Administration Business Administration Pune, Maharashtra Modern Colleg

HSC Pune, Maharashtra S.S.P.M.S College

SSC Pune, Maharashtra Saints High School

PMO

Having an exp of 6 years experience in Project Management in IT. Expertise in PMO, Team handling, Quality A Proficient in Data Analyzing tools and techniques.

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description - for Multiple Projects

✓✎✎✎ Established a PMO from scratch and provided seasoned leadership to the technical operations staff ✓✎✎✎ Defined and implemented work priority management and resource management processes ✓✎✎✎ Established a supportive environment that allowed employees to grow and provide imaginative solutions to complex client requirements ✓✎✎✎ Track and monitor financial performance of the program. Report financials for actual to budgeted costs for labor hours and dollars, operating costs and capital costs. Secure funding approvals for changes in scope ✓✎✎✎ Monitor program risks through an on-going process of identifying, assessing, tracking, developing and executing mitigation strategies ✓✎✎✎ Reviewed project documentation and document lessons learned and provide recommendations to mitigate them in future projects.

✓✎✎✎ risk identification, mitigation strategy, issue escalation, client communication, project timeline, and resource management

company - Infosys

description - Pune

Key Result Areas

Responsible for:- Resource management, Budgeting, Billing.

Responsible for preparing and sharing different reports with Delivery Managers, Project Managers, QA team Automation of reports for entire unit Interpret data, analyze results using statistical techniques and provide ongoing reports.

Preparing case diagrams & activity diagrams for various scenarios.

Collate data, study patterns and Conduct brainstorming sessions to identify outliers.

Review and approve project documentation.

Assist in identification of risks in the project and setting up of mitigation plan of the risk by reviewing dashboards and reports.

Customer feedback information and analysis.

Reviews and validate the inputs from Project Managers regarding Dashboards and PPT's Support by training people on process/domain as a part of the growth plan SLA compliance.

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description - Pune

Key Result Areas

Audits Reviews and validate the inputs from Managers regarding Dashboards and PPT's Audits done by onshore agents and simultaneously auditing work done for my old team and their reporting part as well.

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MBA HR and Finance Bengaluru, Karnataka RKIMS College

Senior Executive PMO

Senior Executive PMO Consultant

Skill Details

OPERATIONS- Exprience - 125 months

STAFFING- Exprience - 125 months

HR- Exprience - 79 months

PMO- Exprience - 84 monthsCompany Details

company - Ensono LLP

description - Roles &Responsiblites

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✓-ò✓-†Maintaining Clarity and Sharepoint data for service delivery management

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✓→Weekly preparation of SLA and KPI data based on the manual tracker & sharing with Client & senior management.

✓→Project implementation management, invoicing and billing management, and participate in establishing client's contractual documentation

✓→Experience in various delivery models like Managed Services, Fixed Price, T&M, SLA based Risk and Reward is required.

✓→Manage the SLA targets and save penalty towards customers . Drive SLA calls with 80 plus customers across multiple towers.

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✓→Ensure all joining formalities and on boarding activities for new employees.

✓→Identify and drive key metrics like Billing efficiency, Resource Utilization.

✓→Maintain the project library, filing, recording and reporting systems.

✓→Monitor project progress, risks, roadblocks, and opportunities and manage communications to stakeholders

✓→Develop Flow charts / SOPs and maintain the process changes database & monitor the severity of changes

✓→Prepare Monthly reports Operational report, Capacity/utilization report, Timesheet report, SLA compliance report. Quarterly report Operational report (quarter trends)

Internal report Allowances, Billing reports, Repository maintenance of documents. Create project/ sub-project reports, monitor progress against schedule, Maintain risk & issue logs

✓→Actively participate in the project management communities

✓→Responsible for Project Cost, Schedule, Budget, Revenue & Milestone Progress.

company - Wipro Technology

description - Roles & Responsibilities

✓→

✓→ Responsible for creation of Structured reports and present the same as to Senior Delivery management per the business requirements.

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company - Wipro InfoTech

description - Responsibilities

√Ç-Ä-Ç Monitor and manage the headcount actual Vs plan for the region to maintain the headcount ratio with revenue.

√Ç-Ä-Ç Maintain and monitor the correct tagging in SAP (Project tagging, supervisor tagging, org unit and cost for the region so that the financials are maintained properly.

√Ç-Ä-Ç Responsible in providing the exact and accurate headcount report for GM calculation.

√Ç-Ä-Ç Responsible in managing the bench management and deploy the resource.

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and add resources as per the requirement.

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✓-Ä-ç Manages staffing ratios and seat utilization/optimization to ensure Project goals are met. Builds effective working relationships with internal departments.

✓-Ä-ç Take care of special projects (PWD) and Rookie hiring model, Training, deployment.

PERSONAL DETAIL

DOB: 21/03/1986

PAN: AWWPB7123N

Passport: J1409038

Linguistic Ability: English, Hindi, Marathi, Kannada and Konkani

Location: Pune, India

Marital Status: Married

Skills Exceptional communication and networking skills Successful working in a team environment, as well as independently Ability to work under pressure and multi-task Strategies & Campaigns Corporate Communication Reporting & Documentation Training & Development Sales Support & Back Office Operations New Process Development & Launch Handling customer escalations Education Details

BACHELOR OF BUSINESS ADMINISTRATION BUSINESS ADMINISTRATION ICFAI Business School

Integrated Institute Of Management & Technology

HIGHER SECONDARY SCHOOL, B.I.S.S School

Delhi, Delhi SENIOR SECONDARY SCHOOL, Delhi Public School

Senior Manager - PMO

Skill Details

TRAINING- Experience - 30 months

DOCUMENTATION- Experience - 16 months

OPERATIONS- Experience - 16 months

SALES- Experience - 8 months

CORPORATE COMMUNICATIONS- Experience - 6 months

Company Details

company -

description - Review and understand existing business processes to identify functional requirements to eliminate waste, improve controllership and deliver flexibility

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MASTER OF BUSINESS ADMINISTRATION

CORE COMPETENCIES ✓✓✓✓✓ Maintain processes to ensure project management documentation, reports and are relevant, accurate and complete ✓✓✓✓✓ Report automation, Dashboard preparation and sharing feedback on performance of Project Manager ✓✓✓✓✓ Forecasting data regarding future risks, Project changes and updates delivery team on timely basis ✓✓✓✓✓ Good understanding of project management lifecycle ✓✓✓✓✓ Proven experience in Risk Management and control ✓✓✓✓✓ Good understanding of Software Development Lifecycle (SDLC) ✓✓✓✓✓ Ability to synthesize qualitative and quantitative data quickly and draw meaningful insights ✓✓✓✓✓ Knowledge of Programme/Project Management methodologies with full project reporting and governance ✓✓✓✓✓ Ability to work with different cross-functional stakeholders to establish and ensure a reliable and productive working relationship ✓✓✓✓✓ Strong time management and organizational skills ✓✓✓✓✓ Multitasking skills and ability to meet deadlines ✓✓✓✓✓ COMPUTER SKILLS AND CERTIFICATION ✓✓✓✓✓ Advance knowledge in MS office 2013 and Macros. SKILLS ✓✓✓✓✓ Strategic thinking and decision making ability ✓✓✓✓✓ Sound Analytical skills ✓✓✓✓✓ Multi-tasking skills in fast paced environment. ✓✓✓✓✓ Leadership and Inter Personal Skills. ✓✓✓✓✓ Strong information management ability, particularly MS excel extraction, formulae, pivots and graphs. Education Details

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PMO

Having an exp of 6 years experience in Project Management in IT. Expertise in PMO, Team handling, Quality Assurance. Proficient in Data Analyzing tools and techniques.

Skill Details

DOCUMENTATION- Exprience - 47 months

GOVERNANCE- Exprience - 19 months

EXCEL- Exprience - 6 months

FORECASTING- Exprience - 6 months

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Company Details

company - Capita India Pvt Ltd

description - Pune

Key Result Areas

Responsible for successful transition of knowledge, system and operating capabilities for Prudential, Multiclient Pheonix & Royal London.

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company - Saviant Technologies

description - for Multiple Projects

√Ç~Ä~Ç Established a PMO from scratch and provided seasoned leadership to the technical operations staff V√Ç~Ä~Ç Defined and implemented work priority management and resource management processes √Ç~Ä~Ç Established a supportive environment that allowed employees to grow and provide imaginative solutions to complex client requirements √Ç~Ä~Ç Track and monitor financial performance of the program. Report financials for actual to budgeted costs for labor hours and dollars, operating costs and capital costs. Secure funding approvals for changes in scope V√Ç~Ä~Ç Monitor program risks through an on-going process of identifying, assessing, tracking, developing and executing risk mitigation plans.

mitigation strategies ✓ Reviewed project documentation and document lessons learned and provide recommendations to mitigate them in future projects.

✓ risk identification, mitigation strategy, issue escalation, client communication, project timeline, and resource management

company - Infosys

description - Pune

Key Result Areas

Responsible for:- ✓ Resource management, Budgeting, Billing.

✓ Responsible for preparing and sharing different reports with Delivery Managers, Project Managers, Quality team ✓ Automation of reports for entire unit ✓ Interpret data, analyze results using statistical techniques and provide ongoing reports.

✓ Preparing case diagrams & activity diagrams for various scenarios.

✓ Collate data, study patterns and Conduct brainstorming sessions to identify outliers.

✓ Review and approve project documentation.

✓ Assist in identification of risks in the project and setting up of mitigation plan of the risk by reviewing dashboards and reports.

✓ Customer feedback information and analysis.

✓ Reviews and validate the inputs from Project Managers regarding Dashboards and PPT's ✓ Support by training people on process/domain as a part of the growth plan SLA compliance.

company - Capita India Pvt Ltd

description - Pune

Key Result Areas

Audits ✓ Reviews and validate the inputs from Managers regarding Dashboards and PPT's ✓ Audit work done by onshore agents and simultaneously auditing work done for my old team and their reporting part as well

✓-Ä-ç Assisting reporting manager in business transformation leadership skills with proven ability to influence and collaborate across all levels of the organization.

✓-Ä-ç Helping line managers to solve specific audit problems, either on a one-to-one basis or in groups.

Reporting ✓-Ä-ç Preparing weekly / monthly / quarterly / yearly MIS -Variance report, Performance report, Feedback analysis, Task activities report, publish relevant business Dashboards, Projects audit report.

AREA OF EXPERTISE (PROFILE) Around 10 plus years' proven experience with best global brand Wipro with below expertise:- ✓-Ä-ç PMO ✓-Ä-ç ITIL Management ✓-Ä-ç Process Improvements ✓-Ä-ç Project Process Audit ✓-Ä-ç Planning, Scheduling, Effort/Issue/Risk Tracking ✓-Ä-ç Risk & Issue Management ✓-Ä-ç SLA Management ✓-Ä-ç Workforce (staffing) Resource Management. ✓-Ä-ç Transition ✓-Ä-ç Operations management SKILLS Project Management Tools: CA Clarity, Visio and Office, ITIL -Incident management, Recruitment and workforce management Technical: SAP- HR, MRS, CPRO, Confluence, Microsoft Office, Word, PowerPoint. Excellent knowledge and hands on experience in advanced MS Excel (Knowledge on MS Project, Sharepoint Reporting & Ticket Tool: Xtricity CA Service Desk, I-Tracker, Education Details

MBA HR and Finance Bengaluru, Karnataka RKIMS College

Senior Executive PMO

Senior Executive PMO Consultant

Skill Details

OPERATIONS- Experience - 125 months

STAFFING- Experience - 125 months

HR- Experience - 79 months

PMO- Experience - 84 months Company Details

company - Ensono LLP

description - Roles & Responsibilities

✓-†

✓-† Responsible for creation of Structured reports and present the same as to Senior Delivery management

per the business requirements.

✓-Design and draft various reports as per the business requirements.

✓-Responsible for creation of MOM, chasing people and getting the SLA driven on time by achieving the targets and results on time.

✓-Assist the Project managers in creating the RR's Deputation, invoicing, billing activities.

✓-Maintaining Clarity and Sharepoint data for service delivery management

✓-Perform customer invoicing at the direction of the CEM and SDM.

✓-Weekly preparation of SLA and KPI data based on the manual tracker & sharing with Client & senior management.

✓-Project implementation management, invoicing and billing management, and participate in establishing client's contractual documentation

✓-Experience in various delivery models like Managed Services, Fixed Price, T&M, SLA based Risk and P is required.

✓-Manage the SLA targets and save penalty towards customers . Drive SLA calls with 80 plus customers multiple towers.

✓-SPOC for time on floor analysis (TOFA) report & highlighting the employee tailgating data to high level management

✓-Ensure for any compliance related issue and floor maintenance

✓-Ensure all joining formalities and on boarding activities for new employees.

✓-Identify and drive key metrics like Billing efficiency, Resource Utilization.

✓-Maintain the project library, filing, recording and reporting systems.

✓-Monitor project progress, risks, roadblocks, and opportunities and manage communications to stakeholders

✓-Develop Flow charts /SOP's and maintain the process changes database& monitor the severity

✓-Prepare Monthly reports Operational report, Capacity/utilization report, Timesheet report, SLA compliance report. Quarterly report Operational report (quarter trends)

Internal report Allowances, Billing reports, Repository maintenance of documents.Create project/ sub-project

monitor progress against schedule, Maintain risk & issue logs

✓-+Actively participate in the project management communities

✓-+Responsible for Project Cost, Schedule, Budget, Revenue& Milestone Progress.

company - Wipro Technology

description - Roles &Responsiblites

✓-+

✓-+Responsible for creation of Structured reports and present the same as to Senior Delieri management per the business requirements.

✓-+Design and draft various reports as per the business requirements.

✓-+Responsible for creation of MOM, chasing people and getting the SLA driven on time by achieving the targets and results on time.

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✓→VÇ→+Actively participate in the project management communities

✓→VÇ→+Responsible for Project Cost, Schedule, Budget, Revenue & Milestone Progress.

company - Wipro InfoTech

description - Responsibilities

✓→Ä→Ç Monitor and manage the headcount actual Vs plan for the region to maintain the headcount ratio with revenue.

✓→Ä→Ç Maintain and monitor the correct tagging in SAP (Project tagging, supervisor tagging, org unit and cost center) for the region so that the financials are maintained properly.

✓→Ä→Ç Responsible in providing the exact and accurate headcount report for GM calculation.

✓→Ä→Ç Responsible in managing the bench management and deploy the resource.

✓→Ä→Ç Responsible in managing and driving tenure management for the eligible employee and deploy them according to their aspiration and business need.

✓→Ä→Ç Responsible in Hiring and maintaining the Rookie Ratio for the location and actively track their training and deploy them.

✓→Ä→Ç Analyze past volume and staffing patterns and will implement the actions based on the forecast provided to ensure that the resource crunch can be addressed and make sure the availability of the resources on time for go live.

✓→Ä→Ç Validate the head count plan for the project and work with Stake holders (Service Delivery Managers) in optimizing the resources.

✓-Ä-Ç Ensure all required WFM data is tracked and trended on a continuous basis by the NLD team.

✓-Ä-Ç Identify the resource that had completed tenure with the project and plan their training with the help of training team and elevate them to higher roles and back fill the same with the ROOKIE'S (TRB, TE, WIMS, and S).

✓-Ä-Ç Interface with Service Delivery Managers/Director as needed for escalation on service impacting issues and resource availability.

✓-Ä-Ç Coordinates with stake holders of Operations to interface with client and handle account management and add resources as per the requirement.

✓-Ä-Ç Manages the staff schedules and responsibilities of Workforce Management team for the Region/BU.

✓-Ä-Ç Prepare daily/weekly/monthly reports and distribute to the Management team.

✓-Ä-Ç Manages staffing ratios and seat utilization/optimization to ensure Project goals are met. Builds effective working relationships with internal departments.

✓-Ä-Ç Take care of special projects (PWD) and Rookie hiring model, Training, deployment.

PERSONAL DETAIL

DOB: 21/03/1986

PAN: AWVPB7123N

Passport: J1409038

Linguistic Ability: English, Hindi, Marathi, Kannada and Konkani

Location: Pune, India

Marital Status: Married

Skills Exceptional communication and networking skills Successful working in a team environment, as well as independently Ability to work under pressure and multi-task Strategies & Campaigns Corporate Communication Reporting & Documentation Training & Development Sales Support & Back Office Operations New Process Development & Launch Handling customer escalations Education Details

BACHELOR OF BUSINESS ADMINISTRATION BUSINESS ADMINISTRATION ICFAI Business School

Integrated Institute Of Management & Technology

HIGHER SECONDARY SCHOOL, B.I.S.S School

Delhi, Delhi SENIOR SECONDARY SCHOOL, Delhi Public School

Senior Manager - PMO

Skill Details

TRAINING- Experience - 30 months

DOCUMENTATION- Experience - 16 months

OPERATIONS- Experience - 16 months

SALES- Experience - 8 months

CORPORATE COMMUNICATIONS- Experience - 6 months

Company Details

company - description - Review and understand existing business processes to identify functional requirements to eliminate

waste, improve controllership and deliver flexibility

Identify processes for re-design, prototype potential solutions, calculate trade-offs, costs, and suggest a

recommended course of action by identifying modifications to the new/existing process

Project Management of new requirements and opportunities for applying efficient and effective solutions

Responsible for delivering process reengineering projects across processes by closely working with the relevant businesses and operations units.

Responsible for documentation to train all stakeholders on any changes

company -

description - Responsible for defining scope of project in accordance with the stakeholders, internal teams and

management team.

Prepare project charter with defined timelines for project related activities.

Preparation of Business Requirement Document (BRD), closing Understanding Document (UD) with development team, UAT completion and deployment.

Preparation of training documents, SLAs, SOPs etc. as required.

Conduct training for impacted teams to ensure smooth transition.

company - TELEPERFORMANCE INDIA

description - Driving sales through call center and achieve target with overall responsibility of exploring selling opportunities by understanding customer preferences and requirements.

Conceptualizing and implementing sales promotional activities as a part of pilot batch for new company launch.

Training new joiners through the process of call bargaining.

Interaction with client to understand requirements and expectations.

Handling call quality sessions with the client.

Handling adhoc requirements from client as well as senior management and delivering timely resolution for the same.

MASTER OF BUSINESS ADMINISTRATION

CORE COMPETENCIES ✓✓✓ Maintain processes to ensure project management documentation, reports and are relevant, accurate and complete ✓✓✓ Report automation, Dashboard preparation and sharing feedback on performance of Project Manager ✓✓✓ Forecasting data regarding future risks, Project changes and updates delivery team on timely basis ✓✓✓ Good understanding of project management lifecycle ✓✓✓ Proven expertise in Risk Management and control ✓✓✓ Good understanding of Software Development Lifecycle (SDLC) ✓✓✓ Ability to synthesize qualitative and quantitative data quickly and draw meaningful insights ✓✓✓ Knowledge of Programme/Project Management methodologies with full project reporting and governance ✓✓✓ Ability to work with different cross-functional stakeholders to establish and ensure a reliable and productive working relationship ✓✓✓ Strong time management and organizational skills ✓✓✓ Multitasking skills and ability to meet deadlines ✓✓✓ COMPUTER SKILLS AND CERTIFICATION ✓✓✓ Advance knowledge in MS office 2013 and Macros. SKILLS ✓✓✓ Strategic thinking and decision making ability ✓✓✓ Sound Analytical skills ✓✓✓ Multi-tasking skills in fast paced environment. ✓✓✓ Leadership and Inter Personal Skills. ✓✓✓ Strong information management ability, particularly MS excel extraction, formulae, pivots and graphs. Education Details

January 2005 Bachelor of Business Administration Business Administration Pune, Maharashtra Modern College

HSC Pune, Maharashtra S.S.P.M.S College

SSC Pune, Maharashtra Saints High School

PMO

Having an exp of 6 years experience in Project Management in IT. Expertise in PMO, Team handling, Quality Assurance, Proficient in Data Analyzing tools and techniques.

Skill Details

DOCUMENTATION- Experience - 47 months

GOVERNANCE- Experience - 19 months

EXCEL- Experience - 6 months

FORECASTING- Experience - 6 months

MS EXCEL- Experience - 6 months

Company Details

company - Capita India Pvt Ltd

description - Pune

Key Result Areas

Responsible for successful transition of knowledge, system and operating capabilities for Prudential, Multiclient, Phoenix & Royal London.

✓✎✎✎ Travelled Onsite (Glasgow) and being part with UK team to understand the transition PMO work process and execute successfully at Offshore.

✓✎✎✎ Successfully transitioned Work order Management, Governance and Reporting from UK.

✓✎✎✎ Lead a team of 6 members and follow up on the development of new Ways of Working & documentation processes.

✓✎✎✎ Manage internal and external stakeholder engagement, collaboration of teams, and global PMOs network.

✓✎✎✎ Helps achieve robust operations with all the resources and infrastructure to execute steady state operations.

company - Saviant Technologies

description - for Multiple Projects

✓-✓-✓ Established a PMO from scratch and provided seasoned leadership to the technical operations staff ✓-✓-✓ Defined and implemented work priority management and resource management processes ✓-✓-✓ Established a supportive environment that allowed employees to grow and provide imaginative solutions to complex client ✓-✓-✓ Track and monitor financial performance of the program. Report financials for actual to budgeted costs for labor hours and dollars, operating costs and capital costs. Secure funding approvals for changes in scope ✓-✓-✓ Monitor program risks through an on-going process of identifying, assessing, tracking, developing and executing mitigation strategies ✓-✓-✓ Reviewed project documentation and document lessons learned and provide recommendations to mitigate them in future projects.

✓-✓-✓ risk identification, mitigation strategy, issue escalation, client communication, project timeline, and resource management

company - Infosys

description - Pune

Key Result Areas

Responsible for:- ✓-✓-✓ Resource management, Budgeting, Billing.

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✓-✓-✓ Review and approve project documentation.

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✓-✓-✓ Customer feedback information and analysis.

✓-✓-✓ Reviews and validate the inputs from Project Managers regarding Dashboards and PPT's ✓-✓-✓ Support by training people on process/domain as a part of the growth plan SLA compliance.

company - Capita India Pvt Ltd

description - Pune

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Audits ✓-✓-✓ Reviews and validate the inputs from Managers regarding Dashboards and PPT's ✓-✓-✓ Audits done by onshore agents and simultaneously auditing work done for my old team and their reporting part as well

✓-✓-✓ Assisting reporting manager in business transformation leadership skills with proven ability to influence and collaborate across all levels of the organization.

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AREA OF EXPERTISE (PROFILE) Around 10 plus years' proven experience with best global brand Wipro with below expertise:- ✓-✓-✓ PMO ✓-✓-✓ ITIL Management ✓-✓-✓ Process Improvements ✓-✓-✓ Project Process Audit ✓-✓-✓ Planning, Scheduling, Effort/Issue/Risk Tracking ✓-✓-✓ Risk & Issue Management ✓-✓-✓ SLA Management ✓-✓-✓ Workforce (staffing) Resource Management. ✓-✓-✓ Transition ✓-✓-✓ Operations management SKILLS
Project Management Tools: CA Clarity, Visio and Office, ITIL -Incident management, Recruitment and workforce management Technical: SAP- HR, MRS, CPRO, Confluence, Microsoft Office, Word, PowerPoint. Excellent knowledge and hands on experience in advanced MS Excel (Knowledge on MS Project, Sharepoint Reporting & Ticket Tool: Xtricity CA Service Desk, I-Tracker, Education Details

MBA HR and Finance Bengaluru, Karnataka RKIMS College

Senior Executive PMO

Senior Executive PMO Consultant

Skill Details

OPERATIONS- Experience - 125 months

STAFFING- Experience - 125 months

HR- Experience - 79 months

PMO- Exprience - 84 monthsCompany Details

company - Ensono LLP

description - Roles &Responsiblites

✓→

✓→Responsible for creation of Structured reports and present the same as to Senior Delieri management per the business requirements.

✓→Design and draft various reports as per the business requirements.

✓→Responsible for creation of MOM, chasing people and getting the SLA driven on time by achieving the targets and results on time.

✓→Assist the Project managers in creating the RRV's Deputation, invoicings, billing activities.

✓→Maintaining Clarity and Sharepoint data for service delivery management

✓→Perform customer invoking at the direction of the CEM and SDM.

✓→Weekly preparation of SLA and KPI data based on the manual tracker & sharing with Client & senior management.

✓→Project implementation management, invoicing and billing management, and participate in establishing client's contractual documentation

✓→Experience in various delivery models like Managed Services, Fixed Price, T&M, SLA based Risk and P is required.

✓→Manage the SLA targets and save penalty towards customers . Drive SLA calls with 80 plus customers across multiple towers.

✓→SPOC for time on floor analysis (TOFA) report & highlighting the employee tailgating data to high level management

✓→Ensure for any compliance related issue and floor maintenance

✓→Ensure as all joining formalities and on boarding activities for new employees.

✓→Identify and drive key metrics like Billing efficiency, Resource Utilization.

• Maintain the project library, filing, recording and reporting systems.

• Monitor project progress, risks, roadblocks, and opportunities and manage communications to stakeholders.

• Develop Flow charts / SOPs and maintain the process changes database & monitor the severity of process changes.

• Prepare Monthly reports Operational report, Capacity/utilization report, Timesheet report, SLA compliance report. Quarterly report Operational report (quarter trends)

Internal report Allowances, Billing reports, Repository maintenance of documents. Create project/ sub-project reports, monitor progress against schedule, Maintain risk & issue logs

• Actively participate in the project management communities

• Responsible for Project Cost, Schedule, Budget, Revenue & Milestone Progress.

company - Wipro Technology

description - Roles & Responsibilities

•

• Responsible for creation of Structured reports and present the same as to Senior Delivery management per the business requirements.

• Design and draft various reports as per the business requirements.

• Responsible for creation of MOM, chasing people and getting the SLA driven on time by achieving the targets and results on time.

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• Weekly preparation of SLA and KPI data based on the manual tracker & sharing with Client & senior management.

• Project implementation management, invoicing and billing management, and participate in establishing client's contractual documentation

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✓→Manage the SLA targets and save penalty towards customers . Drive SLA calls with 80 plus customer multiple towers.

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✓→Ensure for any compliance related issue and floor maintenance

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✓→Actively participate in the project management communities

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company - Wipro InfoTech

description - Responsibilities

✓→ Monitor and manage the headcount actual Vs plan for the region to maintain the headcount ratio with revenue.

✓→ Maintain and monitor the correct tagging in SAP (Project tagging, supervisor tagging, org unit and cost for the region so that the financials are maintained properly.

✓→ Responsible in providing the exact and accurate headcount report for GM calculation.

✓→ Responsible in managing the bench management and deploy the resource.

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according to their aspiration and business need.

✓-Ä-ç Responsible in Hiring and maintaining the Rookie Ratio for the location and actively track their training and deploy them.

✓-Ä-ç Analyze past volume and staffing patterns and will implement the actions based on the forecast provided that the resource crunch can be addressed and make sure the availability of the resources on time for go live.

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✓-Ä-ç Interface with Service Delivery Managers/Director as needed for escalation on service impacting issues and resource availability.

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PERSONAL DETAIL

DOB: 21/03/1986

PAN: AWVPB7123N

Passport: J1409038

Linguistic Ability: English, Hindi, Marathi, Kannada and Konkani

Location: Pune, India

Marital Status: Married

Skills Exceptional communication and networking skills Successful working in a team environment, as well as independently Ability to work under pressure and multi-task Strategies & Campaigns Corporate Communication Reporting & Documentation Training & Development Sales Support & Back Office Operations New Process Development & Launch Handling customer escalations Education Details

BACHELOR OF BUSINESS ADMINISTRATION BUSINESS ADMINISTRATION ICFAI Business School

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Delhi, Delhi SENIOR SECONDARY SCHOOL, Delhi Public School

Senior Manager - PMO

Skill Details

TRAINING- Experience - 30 months

DOCUMENTATION- Experience - 16 months

OPERATIONS- Experience - 16 months

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company -

description - Review and understand existing business processes to identify functional requirements to eliminate waste, improve controllership and deliver flexibility

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description - Responsible for defining scope of project in accordance with the stakeholders, internal teams and management team.

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MASTER OF BUSINESS ADMINISTRATION

CORE COMPETENCIES ✓✓✓ Maintain processes to ensure project management documentation, reports and are relevant, accurate and complete ✓✓✓ Report automation, Dashboard preparation and sharing feedback on performance of Project Manager ✓✓✓ Forecasting data regarding future risks, Project changes and update delivery team on timely basis ✓✓✓ Good understanding of project management lifecycle ✓✓✓ Proven expertise in Risk Management and control ✓✓✓ Good understanding of Software Development Lifecycle (SDLC) ✓✓✓ Ability to synthesize qualitative and quantitative data quickly and draw meaningful insights ✓✓✓ Knowledge of Programme/Project Management methodologies with full project reporting and governance ✓✓✓ Ability to

with different cross-functional stakeholders to establish and ensure a reliable and productive working relation
✓ Strong time management and organizational skills ✓ Multitasking skills and ability to meet dead
COMPUTER SKILLS AND CERTIFICATION ✓ Advance knowledge in MS office 2013 and Macros. SKILLS ✓
Strategic thinking and decision making ability ✓ Sound Analytical skills ✓ Multi-tasking skills in fast
environment. ✓ Leadership and Inter Personal Skills. ✓ Strong information management ability,
particularly MS excel extraction, formulae, pivots and graphs. Education Details

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PMO

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Proficient in Data Analyzing tools and techniques.

Skill Details

DOCUMENTATION- Experience - 47 months

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EXCEL- Experience - 6 months

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MS EXCEL- Experience - 6 months Company Details

company - Capita India Pvt Ltd

description - Pune

Key Result Areas

Responsible for successful transition of knowledge, system and operating capabilities for Prudential, Multiclient
Phoenix & Royal London.

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execute successfully at Offshore.

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✓-✓-✓ Lead a team of 6 members and follow up on the development of new Ways of Working & documentation processes.

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✓-✓-✓ Helps achieve robust operations with all the resources and infrastructure to execute steady state operations

company - Saviant Technologies

description - for Multiple Projects

✓-✓-✓ Established a PMO from scratch and provided seasoned leadership to the technical operations staff ✓-✓-✓

Defined and implemented work priority management and resource management processes ✓-✓-✓ Established

supportive environment that allowed employees to grow and provide imaginative solutions to complex client

✓-✓-✓ Track and monitor financial performance of the program. Report financials for actual to budgeted costs

for labor hours and dollars, operating costs and capital costs. Secure funding approvals for changes in scope ✓-✓-✓

Monitor program risks through an on-going process of identifying, assessing, tracking, developing and executing

mitigation strategies ✓-✓-✓ Reviewed project documentation and document lessons learned and provide

recommendations to mitigate them in future projects.

✓-✓-✓ risk identification, mitigation strategy, issue escalation, client communication, project timeline, and resource management

company - Infosys

description - Pune

Key Result Areas

Responsible for:- ✓-✓-✓ Resource management, Budgeting, Billing.

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team ✓-✓-✓ Automation of reports for entire unit ✓-✓-✓ Interpret data, analyze results using statistical techniques

and provide ongoing reports.

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✓-Ä-Ç Customer feedback information and analysis.

✓-Ä-Ç Reviews and validate the inputs from Project Managers regarding Dashboards and PPT's ✓-Ä-Ç Support by training people on process/domain as a part of the growth plan SLA compliance.

company - Capita India Pvt Ltd

description - Pune

Key Result Areas

Audits ✓-Ä-Ç Reviews and validate the inputs from Managers regarding Dashboards and PPT's ✓-Ä-Ç Audits done by onshore agents and simultaneously auditing work done for my old team and their reporting part as well.

✓-Ä-Ç Assisting reporting manager in business transformation leadership skills with proven ability to influence and collaborate across all levels of the organization.

✓-Ä-Ç Helping line managers to solve specific audit problems, either on a one-to-one basis or in groups.

Reporting ✓-Ä-Ç Preparing weekly / monthly / quarterly / yearly MIS -Variance report, Performance report, Feedback analysis, Task activities report, publish relevant business Dashboards, Projects audit report.

AREA OF EXPERTISE (PROFILE) Around 10 plus years' proven experience with best global brand Wipro with below expertise:- ✓-Ä-Ç PMO ✓-Ä-Ç ITIL Management ✓-Ä-Ç Process Improvements ✓-Ä-Ç Project Process Audit ✓-Ä-Ç Planning, Scheduling, Effort/Issue/Risk Tracking ✓-Ä-Ç Risk & Issue Management ✓-Ä-Ç SLA Management ✓-Ä-Ç Workforce (staffing) Resource Management. ✓-Ä-Ç Transition ✓-Ä-Ç Operations management SKILLS ✓-Ä-Ç Project Management Tools: CA Clarity, Visio and Office, ITIL -Incident management, Recruitment and workforce management Technical: SAP- HR, MRS, CPRO, Confluence, Microsoft Office, Word, PowerPoint. Excellent knowledge and hands on experience in advanced MS Excel (Knowledge on MS Project, Sharepoint Reporting & Ticket Tool: Xtricity CA Service Desk, I-Tracker, Education Details

MBA HR and Finance Bengaluru, Karnataka RKIMS College

Senior Executive PMO

Senior Executive PMO Consultant

Skill Details

OPERATIONS- Experience - 125 months

STAFFING- Experience - 125 months

HR- Experience - 79 months

PMO- Experience - 84 months

Company Details

company - Ensono LLP

description - Roles & Responsibilities

✓ Responsible for creation of Structured reports and present the same as to Senior Delivery management per the business requirements.

✓ Design and draft various reports as per the business requirements.

✓ Responsible for creation of MOM, chasing people and getting the SLA driven on time by achieving the targets and results on time.

✓ Assist the Project managers in creating the RRV's Deputation, invoicings, billing activities.

✓ Maintaining Clarity and Sharepoint data for service delivery management

✓ Perform customer invoicing at the direction of the CEM and SDM.

✓ Weekly preparation of SLA and KPI data based on the manual tracker & sharing with Client & senior management.

✓ Project implementation management, invoicing and billing management, and participate in establishing client's contractual documentation

✓ Experience in various delivery models like Managed Services, Fixed Price, T&M, SLA based Risk and Reward is required.

✓ Manage the SLA targets and save penalty towards customers . Drive SLA calls with 80 plus customer multiple towers.

✓→SPOC for time on floor analysis (TOFA) report & highlighting the employee tailgating data to high level management

✓→Ensure for any compliance related issue and floor maintenance

✓→Ensure as all joining formalities and on boarding activities for new employees.

✓→Identify and drive key metrics like Billing efficiency, Resource Utilization.

✓→Maintain the project library, filing, recording and reporting systems.

✓→Monitor project progress, risks, roadblocks, and opportunities and manage communications to stakeholders

✓→Develop Flow charts / SOPs and maintain the process changes database & monitor the severity of changes

✓→Prepare Monthly reports Operational report, Capacity/utilization report, Timesheet report, SLA compliance report. Quarterly report Operational report (quarter trends)

Internal report Allowances, Billing reports, Repository maintenance of documents. Create project/ sub-project reports, monitor progress against schedule, Maintain risk & issue logs

✓→Actively participate in the project management communities

✓→Responsible for Project Cost, Schedule, Budget, Revenue & Milestone Progress.

company - Wipro Technology

description - Roles & Responsibilities

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✓→Responsible for creation of Structured reports and present the same as to Senior Delivery management per the business requirements.

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company - Wipro InfoTech

description - Responsibilities

✓→ Monitor and manage the headcount actual Vs plan for the region to maintain the headcount ratio with

revenue.

✓Ç-Ä-Ç Maintain and monitor the correct tagging in SAP (Project tagging, supervisor tagging, org unit and cost for the region so that the financials are maintained properly.

✓Ç-Ä-Ç Responsible in providing the exact and accurate headcount report for GM calculation.

✓Ç-Ä-Ç Responsible in managing the bench management and deploy the resource.

✓Ç-Ä-Ç Responsible in managing and driving tenure management for the eligible employee and deploy them according to their aspiration and business need.

✓Ç-Ä-Ç Responsible in Hiring and maintaining the Rookie Ratio for the location and actively track their training and deploy them.

✓Ç-Ä-Ç Analyze past volume and staffing patterns and will implement the actions based on the forecast provided that the resource crunch can be addressed and make sure the availability of the resources on time for go live.

✓Ç-Ä-Ç Validate the head count plan for the project and work with Stake holders (Service Delivery Managers) in optimizing the resources.

✓Ç-Ä-Ç Ensure all required WFM data is tracked and trended on a continuous basis by the NLD team.

✓Ç-Ä-Ç Identify the resource that had completed tenure with the project and plan their training with the help of the training team and elevate them to higher roles and back fill the same with the ROOKIE'S (TRB, TE, WIMS, and S).

✓Ç-Ä-Ç Interface with Service Delivery Managers/Director as needed for escalation on service impacting issues and resource availability.

✓Ç-Ä-Ç Coordinates with stake holders of Operations to interface with client and handle account management and add resources as per the requirement.

✓Ç-Ä-Ç Manages the staff schedules and responsibilities of Workforce Management team for the Region/BU.

✓Ç-Ä-Ç Prepare daily/weekly/monthly reports and distribute to the Management team.

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✓Ç-Ä-Ç Take care of special projects (PWD) and Rookie hiring model, Training, deployment.

PERSONAL DETAIL

DOB: 21/03/1986

PAN: AWVPB7123N

Passport: J1409038

Linguistic Ability: English, Hindi, Marathi, Kannada and Konkani

Location: Pune, India

Marital Status: Married

Skills Exceptional communication and networking skills Successful working in a team environment, as well as independently Ability to work under pressure and multi-task Strategies & Campaigns Corporate Communication Reporting & Documentation Training & Development Sales Support & Back Office Operations New Process Development & Launch Handling customer escalations Education Details

BACHELOR OF BUSINESS ADMINISTRATION BUSINESS ADMINISTRATION ICFAI Business School

Integrated Institute Of Management & Technology

HIGHER SECONDARY SCHOOL, B.I.S.S School

Delhi, Delhi SENIOR SECONDARY SCHOOL, Delhi Public School

Senior Manager - PMO

Skill Details

TRAINING- Experience - 30 months

DOCUMENTATION- Experience - 16 months

OPERATIONS- Experience - 16 months

SALES- Experience - 8 months

CORPORATE COMMUNICATIONS- Experience - 6 months Company Details

company -

description - Review and understand existing business processes to identify functional requirements to eliminate waste, improve controllership and deliver flexibility

Identify processes for re-design, prototype potential solutions, calculate trade-offs, costs, and suggest a recommended course of action by identifying modifications to the new/existing process

Project Management of new requirements and opportunities for applying efficient and effective solutions

Responsible for delivering process reengineering projects across processes by closely working with the relevant businesses and operations units.

Responsible for documentation to train all stakeholders on any changes

company -

description - Responsible for defining scope of project in accordance with the stakeholders, internal teams and management team.

Prepare project charter with defined timelines for project related activities.

Preparation of Business Requirement Document (BRD), closing Understanding Document (UD) with development team, UAT completion and deployment.

Preparation of training documents, SLAs, SOPs etc. as required.

Conduct training for impacted teams to ensure smooth transition.

company - TELEPERFORMANCE INDIA

description - Driving sales through call center and achieve target with overall responsibility of exploring selling opportunities by understanding customer preferences and requirements.

Conceptualizing and implementing sales promotional activities as a part of pilot batch for new company launch

Training new joiners through the process of call bargaining.

Interaction with client to understand requirements and expectations.

Handling call quality sessions with the client.

Handling adhoc requirements from client as well as senior management and delivering timely resolution for th

MASTER OF BUSINESS ADMINISTRATION

CORE COMPETENCIES ✓-✓-✓ Maintain processes to ensure project management documentation, reports and are relevant, accurate and complete ✓-✓-✓ Report automation, Dashboard preparation and sharing feedback on performance of Project Manager ✓-✓-✓ Forecasting data regarding future risks, Project changes and update delivery team on timely basis ✓-✓-✓ Good understanding of project management lifecycle ✓-✓-✓ Proven ex in Risk Management and control ✓-✓-✓ Good understanding of Software Development Lifecycle (SDLC) ✓-✓-✓ Ability to synthesize qualitative and quantitative data quickly and draw meaningful insights ✓-✓-✓ Knowledge Programme/Project Management methodologies with full project reporting and governance ✓-✓-✓ Ability to with different cross-functional stakeholders to establish and ensure a reliable and productive working relation ✓-✓-✓ Strong time management and organizational skills ✓-✓-✓ Multitasking skills and ability to meet dead COMPUTER SKILLS AND CERTIFICATION ✓-✓-✓ Advance knowledge in MS office 2013 and Macros. SKILLS ✓-✓-✓ Strategic thinking and decision making ability ✓-✓-✓ Sound Analytical skills ✓-✓-✓ Multi-tasking skills in fast environment. ✓-✓-✓ Leadership and Inter Personal Skills. ✓-✓-✓ Strong information management ability, particularly MS excel extraction, formulae, pivots and graphs. Education Details

January 2005 Bachelor of Business Administration Business Administration Pune, Maharashtra Modern Colleg

HSC Pune, Maharashtra S.S.P.M.S College

SSC Pune, Maharashtra Saints High School

PMO

Having an exp of 6 years experience in Project Management in IT. Expertise in PMO, Team handling, Quality A Proficient in Data Analyzing tools and techniques.

Skill Details

DOCUMENTATION- Exprience - 47 months

GOVERNANCE- Exprience - 19 months

EXCEL- Exprience - 6 months

FORECASTING- Exprience - 6 months

MS EXCEL- Exprience - 6 monthsCompany Details

company - Capita India Pvt ltd

description - Pune

Key Result Areas

Responsible for successful transition of knowledge, system and operating capabilities for Prudential, Multiclient, Pheonix & Royal London.

✓✂✂✂ Travelled Onsite (Glasgow) and being part with UK team to understand the transition PMO work process and execute successfully at Offshore.

✓✂✂✂ Successfully transitioned Work order Management, Governance and Reporting from UK.

✓✂✂✂ Lead a team of 6 members and follow up on the development of new Ways of Working & documentation processes.

✓✂✂✂ Manage internal and external stakeholder engagement, collaboration of teams, and global PMOs network.

✓✂✂✂ Helps achieve robust operations with all the resources and infrastructure to execute steady state operations.

company - Saviant Technologies

description - for Multiple Projects

✓✂✂✂ Established a PMO from scratch and provided seasoned leadership to the technical operations staff ✓✂✂✂ Defined and implemented work priority management and resource management processes ✓✂✂✂ Established a supportive environment that allowed employees to grow and provide imaginative solutions to complex client requirements ✓✂✂✂ Track and monitor financial performance of the program. Report financials for actual to budgeted costs for labor hours and dollars, operating costs and capital costs. Secure funding approvals for changes in scope ✓✂✂✂ Monitor program risks through an on-going process of identifying, assessing, tracking, developing and executing mitigation strategies ✓✂✂✂ Reviewed project documentation and document lessons learned and provide recommendations to mitigate them in future projects.

✓✂✂✂ risk identification, mitigation strategy, issue escalation, client communication, project timeline, and resource management

company - Infosys

description - Pune

Key Result Areas

Responsible for:- Resource management, Budgeting, Billing.

Responsible for preparing and sharing different reports with Delivery Managers, Project Managers, Quality team Automation of reports for entire unit Interpret data, analyze results using statistical techniques and provide ongoing reports.

Preparing case diagrams & activity diagrams for various scenarios.

Collate data, study patterns and Conduct brainstorming sessions to identify outliers.

Review and approve project documentation.

Assist in identification of risks in the project and setting up of mitigation plan of the risk by reviewing dashboards and reports.

Customer feedback information and analysis.

Reviews and validate the inputs from Project Managers regarding Dashboards and PPT's Support by training people on process/domain as a part of the growth plan SLA compliance.

company - Capita India Pvt Ltd

description - Pune

Key Result Areas

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Project Management Tools: CA Clarity, Visio and Office, ITIL -Incident management, Recruitment and workflow management Technical: SAP- HR, MRS, CPRO, Confluence, Microsoft Office, Word, PowerPoint.Excellent knowledge hands on experience in advanced MS Excel (Knowledge on MS Project, Sharepoint Reporting & Ticket Tool: Xtricity CA Service Desk, I-Tracker, Education Details

MBA HR and Finance Bengaluru, Karnataka RKIMS College

Senior Executive PMO

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company - Ensono LLP

description - Roles &Responsibilities

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company - Wipro Technology

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PERSONAL DETAIL

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Linguistic Ability: English, Hindi, Marathi, Kannada and Konkani

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BACHELOR OF BUSINESS ADMINISTRATION BUSINESS ADMINISTRATION ICFAI Business School

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MASTER OF BUSINESS ADMINISTRATION