# Francis Gomes

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## Professional summary

- 16 + years of experience in Business Strategy Programs/ Project Finance management and process solution designs as Business System Analyst, PMO Consultant and Project Manager specializing in Strategic IT Project, Program/Portfolio Management spanning across Energy & Utilities practice and associated IT support space.
- Delivered analytical solutions, and execution for IT Program Management Operations services.

## Achievements

- Contributed to SMART Manufacturing Program CPI savings of >$500K. (As PMO Manager, Shell US Program)
- Received Feather in My Cap Award for Ownership, Proactive attitude & Contribution to Project. (As Project Manager, Shell Project)
- Customer Centricity Award for creating consistent positive Customer experience. (As Project Manager, Shell Project)
- Received Feather in My Cap for my contribution in getting WIPRO Presidents Award. (As PMO Lead, Shell Project)
- Awarded for improving the Teams Overall Customer Satisfaction Score across the floor (As Tech Team Lead, HP Project)

## Certifications

- ITIL v3 Certified
- Professional Scrum Master I Certified
- Microsoft Certified Professional

## Career Highlights & Competencies

Extensive experience in Multi-million IT - Business Strategic programs for Oil and Gas Majors and PC Mfg. Cos.

Core competencies highlighted below:

| Program & Project Control | Process Management & IT Operations | Stakeholder Management |
|---|---|---|
| <ul><li>Budgeting, Financial & Benefit reporting, Cost management</li><li>Assurance & compliance management using Ariba, SAP R/3</li><li>Resource Planning/ Tracking</li><li>Strategy & Execution of Project Plan</li><li>Risk, Issue & Change Request Management</li></ul> | <ul><li>SharePoint Migration Management</li><li>IT Support Operations Management</li><li>PM Tool design, development & implementation</li><li>Procedure Development, Process standardization & Implementation</li></ul> | <ul><li>Requirement Gathering</li><li>Request Funnel - Gap management</li><li>Delivery & Engagement Management</li><li>SLA & Escalation Management</li></ul> |

**Cost Savings delivered:**
- Generated savings at high risk multi-million-dollar projects programs.
- Maintained overall Budget variance under control by inducing automated processes improving efficiency and effectiveness.
- Enabled transparency in accountability to drive work-stream performance.

## Professional Traits:

- Demonstrates a penchant for proactive problem prognosis and generating alternatives.
- Shows Inventiveness in analytical solution and solution delivery.
- Provides a meticulous and consistent adaptation of best methodologies.
- Energizes project/ program managers as a partner.
- Bridges gaps between varied work-streams, augmenting Program Management standards.
- Anticipates potential project derailments by meeting stakeholders, and understanding client and business expectations.

**Motiva Enterprises LLC.** ([www.motiva.com](www.motiva.com)), **Location: Houston, USA, Feb, 2016 – Dec, 2017**
**Role: Finance PMO Consultant** for a high priority $350 MM IT Business Strategy Transformation Program.

- SAP (SAP R/3) Finance System Management to track and manage Purchase Orders, WBSE and cost Center allocation and settlements.
- Use ARIBA to Track and Manage Purchase Order spend.
- Query and generate ARIBA reports (Expense, Invoicing, Orders, Payments & Receiving)
- Standardize Requisition to pay process, Records Management process and Audit Readiness.
- Managed Program SharePoint Environment; Creating and Managing site governance plan, SharePoint Migration and platform implementation.
- Maintained Project Plans, Risk matrix and co-ordinate with Risk Owners and facilitate in update and mitigation.
- Established PMO ("Project Management office") methodologies, best practices for continuous process improvement and lead initiatives to analyze and implement.

**Shell Oil Company** ([www.shell.com](www.shell.com)), **Location: Houston, USA, 2012 – 2016**
**Role: PMO Manager** for a $ 100 MM Global Initiative program to establish robust and standard work process helping Downstream Manufacturing sites across the globe improve reliability and economic performance.

- Managing and reporting IT & Business Finance, Program Schedule, Cost – Benefit and Delivery Compliance.
- Delivery Compliance: Tracking integrated Program Plan, Change Requests, Risk and issues, Action, Decision, Benefits Logs and Contingency management.
- Manage Resourcing & Contracts for Program: Coordinating with Sourcing/ HR for creating Project Agreements.
- Automate processes - Improve efficiency: Design / Develop and manage Analytical - PMO tools. Process Standardization and tools implementation. Ensure Project Delivery Framework compliance / assurance and track project stage gate sign-offs. Apply LEAN methodology and provide continual Cost – Process improvement.

**Shell Oil Company** ([www.shell.com](www.shell.com)), **Location: India, 2010 – 2012**

**Role: Project Manager** for a Global Central Program Management Office Team serving diverse portfolio and Classes of Business.

- Customer/ Stakeholder Management – Communicating – Coordinating with Global PMO Lead/ Managers across Classes of Business. Working with onshore stakeholders in designing, developing and implementing Business process standardization initiatives.
- Manage communication between Wipro offshore and onshore PMO and Report/ discuss Monthly status of the PMO Support engagement through Monthly Service Review meetings.
- Manage overall Project performance: Planning, Tracking and Managing deliverables, Resource utilization, Quality compliance and SLA adherence.
- Point of Escalation for all the Classes of Business PMOs. Review service performance with the customer, identify areas for process improvement and implementation.
- Requirement gathering and business expansion prospect analysis. Coordinate and integrate change management activities.

**Shell Oil Company** ([www.shell.com](www.shell.com)), **Location: India, 2008 - 2010**

**Role: Lead PMO Analyst**

As a Lead PMO, successfully transitioned and stabilized new Retail IT PMO from Melbourne, Australia. Provided proactive analytical solutions and coordinated with stakeholders and assisted management on improvement of business processes in PMO Support project.

**RWE nPower Ltd.** ([www.npower.com](www.npower.com)), **Location: United Kingdom, May – July 2008**

**Role: Site Lead** for Infrastructure Refresh Program/ Deployment Project across multiple locations in UK.

- *Deployment Planning & Execution*: Designed infrastructure configuration area, Handled deployment technical & administrative issues, Perform technical site audits. Incident, Change and Escalation Management.

**Hewlett Packard Company** (www.hp.com)**, Location: India, Jan 2006 – Apr 2008**

**Role: Technical Lead & Analyst** for Global Business Analytics Project.

- *Planning & designing Process Reengineering* initiatives and streamlining *Incident, Problem and Change Management.* Enterprise level analysis of Hardware Surveys, Repeat Service, Open Cases, Tools Usage, Product Related Issues, and Unresolved Technical Issues for Global Vendors. Trend analysis of the operational metrics and providing feedback to the vendors for further improvement of the metrics. Exception Analysis and reporting, Quality Checking and Control. Identification of training requirements for the technical support technicians.

- *Incident, Problem and Escalation Management*. *Technical Mentoring*, Training Needs Identification, Training Associates on Hardware/OS/Networking Technologies. *Managing Quality & process compliance, KPIs (Key Performance Indicators) and Service Level*.

## Technology Competencies

- SAP, R/3 Functions (Finance Management), ARIBA Spend management
- MS SharePoint 2016, Sharegate - SharePoint Migration Suite, Nintex Workflow/Forms, MS InfoPath 2010
- MS Project, HP- PPM (HP Project & Portfolio Management)
- ITSM Tools, Maximo, Remedy
- Dell Certified Hardware Technician, HP Certified Hardware Technician. Expertise in Hardware Diagnosis and Troubleshooting for Desktops & Notebooks
- Microsoft OS (Windows 10, Windows 7, Vista, 2008 Server)
- Knowledge on Hardware, Software, Networking and Internet/ Cloud Technologies

## Business Competencies

- Project Management Principles & Agile/ Scrum Methodologies.
- Exposure to ITIL Principles and Methodologies.
- Expertise in Statistical Data Interpretation and Computational Techniques.
- Exposure to Quality Management Principles (Six Sigma, Failure Mode Effects Analysis etc.)

## Education

**SCDL, Pune, India**

Post Graduate Diploma in Business Administration – Operations Management

**NIIT, Kolkata, India**

(DNIIT) Professional Diploma in Network Centered Computing

**St. Xavier's College, Kolkata, India**

Economics

## References

*Reference can be provided upon request.