Neha Nagargoje

Technical Account Manager

Contact

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Skills

ITIL V4 & IT Service Management

Incident Management

Major Incident Management

Problem & Change Management

Infrastructure Support (Server & Network)

Service Now

Agile project Management

Agile - Scrum

Stakeholder Management

MS Office Tools

Project planning and development

Project Budget / Project Finance Planning Forecast & Actuals

Project Management

Risk Management

Project Tracking Tools and Methodologies

Project Scheduling

Project Implementation

Project Transition

Digital Transformation

Project Financials

PMO project management office

Scrum Master

Project Scope

Project Design

Continuous Service Improvements

Experienced **technical project manager** currently working in **Accenture India, 7 years of experience ITIL V4 Certified certified scrum master and Prince 2 Foundation Certified** with strong expertise in **ITSM, project management**, **vendor and stakeholder management**, Service Delivery, **project management methodologies**, agile, Scrum, pmo, handling multiple projects, **project planning, project budget**, project scope, project implementation, Project Design, **Project Transition**, **Project Financials**, **Digital Transformation**, **technical account management**, **Customer Success Manager** along with, providing **business technology improvements**, Continuous service improvement, Major Incident Management, Problem and change management, Incident Management, IT support service delivery, service desk management. Seeking an opportunity where I can use my years of experience and knowledge for growth of organization as a part of a team.

Work History

2022-04 - Current

Technical Account Manager

Accenture India, Pune

- Responsible to **manage multiple global clients** from different domains (Banking, Finance, Pharma, Quick Service Restaurants, Marketing, Oil & Gas Productions, Wineries, E-Commerce) , high volume, intense customer focused service industries , maintaining a continual focus on the client business goals to improve their overall technical and operational health.
- Responsible as poc for the **coordination of cross-functional resources** (from Support, Engineering, Client Services) and business with the resolution of technical issues, major incidents, ensuring outage updates are timely and of sufficient quality
- Provide **proactive communications** in the event of a service degradation or disruption, **provide technology improvements** to ensure project stability and efficiency.
- Conduct monthly calls with business to **review Budget, project requirement, analyze upcoming risks**.
- Conduct **impact analysis** , assess change readiness & identify key stakeholders.
- Thorough and proactive planning, **project tracking** – Risk, Issue, timely escalation and milestone management, reporting to client and stakeholders.
- Build **close rapport with key internal stakeholders and clients**
- **Project Financials** (people, technology, infrastructure, etc.) - forecast quarterly/yearly budget and identify actuals for the same. Have **obtained 100% cost savings (CRP)** for project by initiating project improvements and new technology setup suggestions.
- **Planning lifecycle of project**, including setting deadlines, prioritizing tasks, and assigning team members to various deliverables. Providing financial reports and budget outlines to Executives.
- **Create and implement project definitions, schedules, budgets** , and **end to end support to project** for one or more small to medium sized projects.
- Develop a detailed **project plan to monitor and track progress**
- Creating **transition project plans** and documents to outline **project expectations, scope, schedule, and budget requirements** and implementing the same. Ensuring that transitions are planned and carried out in a timely manner and within budget.

Project Lifecycle Management

PMO tools

IT Operations Management

Client Relationship

Technical Consultation

Handling Escalations

Business Technology Improvements

Project Risk Management

Project Quality Assurance

- Spotting any transition-related issues and creating effective solutions to resolve them swiftly.

2019-09 -
2022-04

Consultant Team Leader

Capgemini India, Pune

- Experienced **Team lead and PMO lead for** Network Infrastructure and server support project for client Mcdonald's UK.
- Strong Expertise of **ITSM**, Service now, **incident management** , problem and change management, **project Management**, **Service Delivery**, **stakeholder management, project scope, project budget, project transition.**
- **Team handling experience of almost 60 members** , handling level 1 technical support team, monitoring dashboard, making sure **grade of service is met**, ensure service management **KPI** and **SLA** are met, maintaining **scorecards**, performing **audits** and providing relevant feedback.
- Established rapport and **engaged with stakeholders** to build lasting professional relationships.
- **Supervised multiple project transitions, Planning project plans,** including setting deadlines, prioritizing tasks, upcoming risks
- **Analyzing financial data**, including Client Billing, risks, and resource allocation. **Providing financial reports and budget outlines**.
- Accurately documenting **projects creation**, development, and execution as well as documenting **projects scope, budget**, and justification.
- Conducted **risk assessments** and developed risk mitigation strategies to minimize project risks and improve project outcomes.
- Managed project resources and coordinated with cross-functional teams to ensure project execution and delivery.
- Monitored project progress using project tracking tools and methodologies and provided regular project status reports to stakeholders.

2016-07 -
2019-09

SME Team Leader

Wipro Technologies Ltd, Pune

- Worked as **SME** in application support with a solid understanding of customer support representative, ITIL, ITSM, incident management, **Major Incident Management** , Service Integration and Networking.
- **Handled over 50 critical incidents and escalation calls in a day, meet KPI**, stakeholder management, training new joiners and freshers with ITIL concept and process knowledge.

Certifications

2021-01	Project Management Specialization, University of California Irvine
2021-08	YEP Harvard Business School
20211	Google Project Management, Google
20212	Agile Project Management
2022-01	ITIL V4 Certified
2022-12	Prince 2 Foundation Certified
2023-01	Certified Scrum Master

Education

2011-06 -
2016-06

Bachelor of Engineering (Information Technology)

Sinhgad Institute of Technology - University Of Pune

Interpersonal Skills and Strengths

- Strong written and verbal communication skills
- Problem solver and critical thinker
- Positive attitude within good leadership skills
- Ability to establish strong client relationship
- Agility for quick learning