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# **HIRENDRA PANJIYAR**

# **E-mail :** hirendrapanjiyar@gmail.com **Contact No. :** 9871406255

**Core Competencies**

* IT Transitioning Specialist.
* Project Management Office, Incident management and Change management.
* Telecom, Planning, Designing, Provisioning,Implémentation and Remote Testing.

**ProfessionalExpériences**

**CHAMP INFO SOFTWARE(Noida)[March, 2017-Till Date]**

Working as an IT Transitioning Specialist for a US based company Diskriter that deals in medical coding and transcription services.

* Project – Medical Transcription
* Designation – IT Transitioning Specialist.

**Roles & Responsibilities**

* Support new/existing clients to execute the initial and on-going transformation of their operating model. Work closely with clients during the implementation project to ensure success of the transition of their business to SEI. Manage existing clients change agendas in supporting the rollout of new services and any additional change projects for these clients.
* Work with the programme to ensure change management activities are integrated into the overall project plans and approach.
* Support the execution of the plans through coaching the local change management teams as well as providing coaching on programme sponsorship and leadership to senior executives within the programme.
* Manage and refine OCM strategy and approach for the Programme drawing on stakeholder input lessons learned to ensure the strategy and approach is fit for purpose.
* Actively participate in business development and client relationship development.
* Maintains, audits and continually improves ITSM change management processes to assure coordinated multi-service provider, change management processes including: Create and process a Request for Change (RFC), Assess and evaluate change, Coordinate change with stakeholders, test change prior to release, authorize and schedule change implementation, implement change, and review and close change record.
* Provides expertise support to CSM's in the CM & RM service improvement plans.

**HCL TECHNOLOGIES LTD. (Noida)[April, 2008–Feb, 2017]**

Worked for telecom, planning, designing, provisioning,Implémentationand remote testing.

* Project – Sprint/Staples/Microsoft/RAS
* Designation – SME/Acting TL/Telecom Engineer.

**Roles & Responsibilities**

* Managed a team of 25 Telecom Engineers for Sprint/Ericsson Wire-Line Narrowband Install Provisioning.
* Order Management & Distribution.
* Worked with Client and HCL Management to structure the project plans with desired deliverables and independencies, project mandates, a communication plan and status reporting.
* Ensured that all parties were aware of the project scope, the benefits that it expects to deliver.
* Executed and managed the progress of the project against quality standards, targets and results and activities where necessary.
* Established credibility with all levels of the Client Management.
* Resolved or (where appropriate) escalated issues and ensured that appropriate corrective action is taken.
* Effectively communicated with key project stakeholders on project progress.
* Managed team to ensure that all milestones are achieved within the agreed targets, timelines.
* Ensured effective quality control processes are in place to monitor deliverables produced.
* Staffing, Scheduling & Strategy planning as per the forecast & Project (SLAs) targets.
* Prepared & maintained the daily/weekly/monthly project performance reports, presentations to Sprint/Ericsson & HCL Management.
* Internal & External Escalation, conflict and people management among the team.

**CERTIFICATION**

* ITIL® 4 Foundation (Information Technology Infrastructure Library)
* CCNA (Cisco Certified Network Administration)

**Education**

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| **Education** | **Subject** | **Year** | **Board** | **Percentage** |
| 10th | PCM | 1998 | BSEB | 59 |
| 12th | PCM | 2000 | BIEC | 62 |
| Graduation | BCA | 2008 | IGNOU | 58 |
| Post Graduation | MCA | 2014 | PTU | 70 |

**Personal Details**

* Father’s Name : Mr. S. C. Panjiyar
* Date of Birth : 10th Sept, 1983
* Languages : English, Hindi
* Passport Number : P8210708
* Address : 3rdFloor, HN. B/44, Gali no. 5, Unchepe, Mandawali, New Delhi –

110092, India.

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **(Hirendra Panjiyar)**