**Ankit Jagadale**

4 cm X 3cm

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⧫Date of Birth: 8 January 1988 ⧫Marital Status: Married

⧫Current Location: Pune

**Expert Business Analyst, Product & Project Manager (Six Sigma Green Belt)**

Six Sigma certified, versatile and results driven IT Professional/Marketing technologist with over 8 years of experience developing exceptional relationship with clients, partners, peers and senior management to provide sustainable business and technology solutions. Superb project/program leadership skills with strong experience in project management/business analysis/process re-engineering/ change management across diverse domains including Banking, Finance, Marketing, Cross border Payments(SWIFT), Remittance, Treasury, Forex, SAP, CRM, Insurance, E-learning, Artificial intelligence- NLP, Digital ( Mobile app, website, KIOSK,ATM etc.)proven problem solving and analytical skills with fast learning curve and ability to adapt to evolving industry trends. A pro-active problem solver who thrives in high-pressure working environment and is focused on delivering service to highest standards

**Core Competencies**

⧫Project management ⧫ Business analysis ⧫ Process flow ⧫ Process mapping ⧫ Process improvement⧫ Process re-engineering ⧫Product management⧫ BRD/FRS/FSD ⧫ AS-IS / TO-BE Documentation ⧫ Project Plan & Charter ⧫Solution design ⧫ UAT ⧫ SIT ⧫ Use cases ⧫ User stories ⧫ Requirement gathering ⧫ Gap analysis ⧫ Change Management ⧫ SDLC ⧫ AGILE ⧫ SCRUM ⧫ Critical path analysis ⧫Project planning⧫ Tracking ⧫ Allocation ⧫ Scheduling ⧫ Forecasting ⧫ Risk analysis & mitigation ⧫ Project release ⧫ Delivery ⧫ Vendor management⧫RFI/RFP/MSA ⧫ Invoices ⧫ SOW ⧫ Six sigma green belt ⧫ Google Analytics

**Technical Skills**

**Tools:** MPP, EPPM, Bugzilla, JIRA, Trello, MS Visio, Lucid charts, Office 365, SharePoint 3.0, MIS, TFS**,** VPN**,** HP-OV, remedy, MIS reporting, SAP R3/NetWeaver, SAP C4C(CRM), Oracle WCM, Oracle marketing cloud, CDN (Akamai, Cloudflare)

**Certifications**: Six sigma green belt, SFPC, AWS Cloud practitioner essentials, SAP basis, Google Analytics

**Trainings**: Leadership, Six Sigma, Business process re-engineering, Business analysis, PMP, corporate communications, Operations management, Project management, Lean management, BOT building, behavioural/soft skills

**Work experience 98 Months**

**Senior Manager – Marketing Technology at Bajaj Finserv(Pune) April 2018 – Current**

* Responsible for driving large/ mid-size digital transformation projects for Marketing and IT, strategic capabilities, technology solutions, defining & institutionalizing portfolio/program management processes
* Product owner of Marketing cloud (Oracle - CDP), Omnichannel orchestration and Automation (Responsys)
* Delivery manager for marketing technology stack which includes first party solutions/platforms like CMS (Oracle WCS) and third-party integrations like Google Analytics(GTM), SFDC, Microsoft Azure EDW, CDN (Akamai), DNS, AWS Nginx (load balancer) server, APIs etc.
* Managing end to end delivery of complex implementations and integrations with legacy applications/portals /mobile/platforms/ Data sources etc. using AGILE and Dev-ops methodology
* Daily tasks include overseeing & managing developments of IT systems (digital assets/applications/portals), Analysing 'As-IS’ & designing 'To-Be' processes, gathering requirements, addressing gap analysis, implementation, testing (UAT/SIT), recommend /support security control measures & standards (using VAPT tests/ Checkmarx etc.)
* **Projects**: End to end Marketing automation viz. Oracle marketing cloud (Responsys, Infinity Streams, CXU/CDP), Akamai implementation(CDN), Digitization of Annual reports, Single form Implementation (payment gateway +Dedupe + SFDC), Oracle cloud Gen1-Gen2 migration, Captcha implementation, Conceptualised and implemented website/portal migrations, Vernacular website, Infra and performance monitoring

**Assistant Manager –Process Re-engineering at UAE exchange LLC (Abu Dhabi) *Aug 2016 - March 2018***

* Delivered IT projects for integration(API) of core banking platform with third-party applications like SWIFT alliance integration (IPLA SAA), m-pesa, western union, Xpress money, SAP-CRM, wallets, ACTIMIZE, SADAD KIOSK etc.
* Pioneered the deployment of first Artificial Intelligent product for UAE exchange (Chatbot), created blue prints/process flows/utterances/BRDs for training the BOT efficiently through NLP/ML techniques
* Analysis of existing processes of mobile and OTHER remittances modules, created AS-IS and To-Be processes by gathering requirement, conducting interviews, performing gap analysis, designing and re-designing business processes using business process mapping/modelling techniques
* Efficient liaison between project teams, PMO, vendor, partners to deliver project budgets ranging from $300K -$1Mn.
* Conceptualised and implemented re-engineering techniques to improve performance and product quality for SWIFT banking, digital products and cross border payments, remittance, treasury, mobile wallets, self-serve KIOSK/ATM etc

**Associate project manager (E-learning) at Praxis technologies (Mumbai) *Oct 2014- Aug 2016***

* Reported to COO, managed project teams (over 25 FTEs) comprising Writers, Instructional Designers (ID), Editors, SME, graphic designers/ Visualizers (Flash CC), UI developers(HTML5), Testers etc. handled multiple content development and publishing projects (12-15 projects) concurrently
* Mitigated project/resource constraints by Identifying critical path, constraints & bottlenecks, hiring US based resources by contracting and managing invoices/SOWs/payments and developed strategies/tactics to speed up the project delivery by conducting daily scrum meetings Identifying and resolving blockers
* Managed client and the stakeholder communications, MOMs and ensuring closure of all action items within defined SLAs, tracking & monitoring project health, timely reporting of risks/issues, Liaising with IT/Content/SMEs/production/Development/testing teams and businesses

**SAP Team lead at ATOS-IT-Solutions pvt. ltd.(Mumbai) *Mar 2010- Jun 2012***

* SAP basis administration and customer service management(CSM) activities, handled over 8 FTEs (SAP basis, XI and DBA consultants), daily coordinated with onsite/offshore teams
* Identifying value add activities and removing non-productive activities by applying lean management techniques and negotiating change management(RFC) with the clients, monitoring escalations and ensuring their closures within the SLAs, mentoring new consultants, workforce management
* Analysing and creating KPI reports, scorecards, project status reports, EWA (early watch analysis) reports, CAP reports, Availability and daily status reports of the production and development SAP systems

**Summer intern at SBI life insurance co. (Mumbai) *Apr 2013- June 2013***

* In depth understanding of insurance vertical and products, organization structure of SBI life and NCI (new customer initiation) dept. Researched and analysed consumer behaviour/demands, product features and basis that created a comprehensive strategy for improvement in the services for e-shield(online) policy

**Education**

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| --- | --- | --- | --- |
| **Qualification** | **Board/University** | **Passing year** | **Percentage** |
| **MBA(Operations)Full time** | Symbiosis International University(SIU), Pune | 2014 | 66.25 |
| **BE(Computers)** | Mumbai University | 2009 | 64.8 |

**Achievements**

* **Hero of the moment** award for Digital annual report implementation with Bajaj Finserv
* **Star performer** and **Best performing team** award for delivering first AI product- ZOEY at UAE exchange LLC
* **Best manager** award at praxis technologies
* **SPOT** award of excellence for extraordinary commitment (in ATOS) for LEAN transformation project in ATOS

**Sports & interests** : Basketball,cricket, chess ,table tennis,swimming