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|  | **MANOJKUMAR PATIL** Address: C-804, Elysium Society, 8th Floor, Opposite Euro School, Wakad, PuneMobile No: +91 9890909020 Email: manoj\_33@hotmail.comSex: Male | Nationality: Indian US Visa – B1/B2 | Validity up to: 10-09-2027Singapore Visa – Tourist Visa | Validity up to: 11-May-2021Germany Visa – Job Seeker Visa | Validity up to: 06-04-2019 |
| **PERSONAL STATEMENT** | * Overall 18 years of IT experience
* Certified Scrum Master, ITIL V3 Foundation & Intermediate (Service Operation), PRINCE2 (Foundation and Practitioner), Six Sigma Green Belt – Vodafone and ITSM Lead Auditor (ISO 9001:2015, ISO 31000 and ISO20000)
* Expertise in the area of Customer or Client Support and Delivery that includes incidents logging, categorization, assigning, Control, Metrics and Measurement as an ITSM Consultant
* Proficient in planning, managing, executing projects and developing technical resources for greater value addition and increased margins
* Hands on experience in program and project management activities including project scoping, estimation, planning, finalization of technical & functional specifications, resource administration and quality management
* Successfully led onsite team in Quality and Process function for HSBC Software Development (I) Pvt. Ltd. – Malaysia
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| **MAJOR ACCOMPLISHMENTS** | Continual Improvement(CI) - Using **Automation** savings were generated by absorbing more work using **Lean / Six sigma** methodology at Vodafone Shared Services India (VSSI) |
| **CERTIFICATIONS** | * **Certified Scrum Master**(CSM) – Scrum Alliance, USA
* **PRINCE2 Certified Practitioner**–AXELOS, UK
* **PRINCE2 Foundation** –AXELOS, UK
* **ITIL v3 Intermediate (Service Operation)** –EXIN, UK
* **ITIL v3 Foundation**–EXIN, UK
* **Lead Implementer and Internal Auditor (ISO 19001:2015, ISO 31000 and ISO 20000)** -KPMG
* **Knowledge Management** - Quint Wellington Redwood, USA
* **Hardware maintenance, LAN and Unix** – CMS Computers, Mumbai
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| **WORK EXPERIENCE:** |
| **Jun 2019 – Feb 2020** | **UST Global Technology Pvt Ltd – Associate Account Manager** |
| *Responsibilities* | * Nashik Smart City Project. Deployed at client site- Nashik as Project Manager
* Delivering project across multiple technologies in a complex environment
* Project Planning and execution referring to RFP
* Build and manage project schedules and track team tasks
* Drive project commitments and priorities, establish and maintain clear chains of accountability, and clearly communicate to project stakeholders
* Handle day-to-day delivery of engagements inclusive of project staffing, partner progress tracking, risk mitigation, issue tracking, change management, and escalations
* Create and execute project roadmaps based on priorities, timelines and release targets
* Ensure project milestone sign-off from customer
* Report Weekly, Monthly and Quarterly status to customer and internal stakeholders
* Facilitate Sprint planning, daily scrums, retrospectives, stakeholder meetings and software demonstration
* Direct and lead development team from project initiation through the delivery of final product
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| **Dec 2013 – Sep 2018** | **Vodafone Shared Services India (VSSI) – Deputy Manager** |
| *Responsibilities* | * Service Transition – Transitioning of services from Onshore to Offshore
* Managing projects life-cycle
* Ensuring client satisfaction by conducting CSAT surveys
* IT Service Management Consultant (Incident, Problem and Change Management)
* Designing IT Service Desk solution for Remedy tool
* Aligning SLA & OLA as per customer requirement in ITSM tool
* End User Support for ITSM queries
* Managing Changes
* Governance, Metrics and reporting
* Continual Improvements using Lean principles
* Risk Management, updating risk register on a frequent basis
* Monthly internal audits. Report shared with Senior Management
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| **Nov 2011 - Dec 2013** | **Tech Mahindra Limited (For AT&T) – Solution Lead** |
| *Responsibilities* | * Service Assurance - Process Integration Engineering CoE Team
* Managed Service Delivery from ITIL v3 perspective in terms of Incident, Problem and Change Management for AT&T clients
* Set-up and migrated large complex client projects from their existing environment to an AT&T managed service environment by re-engineering existing operations in accordance to ITIL v3 framework
* Client list - Macquarie (Australia), Nippon Yusen Kaisha (Japan), Sears Holding (USA), Faurecia (USA), DWSD (Detroit Water and Sewerage Department) (USA) and IBM Goldman Sachs (USA)
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| **Feb 2006 - Nov 2011** | **HSBC Software Development (I) Pvt. Ltd. – Senior Software Engineer** |
| *Responsibilities* | * Supervise IT services team to support and maintain IT Infrastructure
* Provide infrastructure support for new releases and deployments
* Interact with business team to understand service level agreements and communicate the same to team members
* Conduct team meetings on regular basis to discuss about project issues and status
* Conduct risk assessment and develop mitigation plans
* SLA/KPI, OLA & Vendor Management
* Mentor and direct team members for timely completion of assigned projects
* Oversee infrastructure upgrades, modifications and deployments
* Act as a primary contact for all customer queries and issues
* Escalate issues to higher management
* Monthly internal audits
* ITIL training delivered to delivery teams monthly
* Managing group IT project
* Governance, metrics and reporting
* Induction for new joiners
* Trainings
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| **Nov 2005 - Feb 2006** | **Wipro – Technical Consultant** |
| *Responsibilities* | * Technical support on Microsoft Exchange Server
* Handled Exchange Server 2000 & 2003, AD and DNS
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| **May 2005 - Nov 2005** | **Versant India Pvt. Ltd. – Network Administrator** |
| Responsibilities | * Support and maintain IT infrastructure
* Vendor Management
* End User Support – Windows and Linux
* Metrics and reporting
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| **April 2004 - May 2005** | **CMS Computers Ltd. – Customer Support Engineer** |
| *Responsibilities* | * Support and maintain IT infrastructure
* Inventory Management
* Incident Management
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| **Jan 2001 - March 2004** | **ACE Automation Pvt. Ltd. - System Administrator** |
| *Responsibilities* | * Managing AMC contracts
* Hardware replacement
* Incident Management
* Programming in VB6
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| **EDUCATION** | Bachelor of Engineering (Electronics) from Mumbai University, India |
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| **TRAINED** | * AWS Solution Architect – Associate
* Service Now System Administrator
* Apache Kafka
* PMP
* EU-GDPR Data Protection
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| **GLOBAL EXPOSURE** | * Worked with Multicultural teams from Australia, USA, UK, Germany and Singapore
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| **LANGUAGES KNOWN** | English – Fluent, Hindi – Fluent, Marathi – Fluent, German – Basic |
| **TECHNICAL SKILLS** | * Remedy 9.1
* CA – Global Service Desk
* Oracle and MSSQL
* MS Visio & MS Project
* SIPOC Analysis
* Fish Bone Analysis
* GANTT Charts
* DMAIC methodology
* Pareto Analysis& Root Cause Analysis
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