



|  |  |
| --- | --- |
|  | **MANOJKUMAR PATIL**  Address: C-804, Elysium Society, 8th Floor, Opposite Euro School, Wakad, Pune  Mobile No: +91 9890909020 Email: [manoj\_33@hotmail.com](mailto:manoj_33@hotmail.com)  Sex: Male | Nationality: Indian    US Visa – B1/B2 | Validity up to: 10-09-2027  Singapore Visa – Tourist Visa | Validity up to: 11-May-2021  Germany 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 |
| **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 |
| **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 |
| **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 |

|  |  |
| --- | --- |
| **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) |
| **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 |
| **Nov 2005 - Feb 2006** | **Wipro – Technical Consultant** |
| *Responsibilities* | * Technical support on Microsoft Exchange Server * Handled Exchange Server 2000 & 2003, AD and DNS |
| **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 |
| **April 2004 - May 2005** | **CMS Computers Ltd. – Customer Support Engineer** |
| *Responsibilities* | * Support and maintain IT infrastructure * Inventory Management * Incident Management |
| **Jan 2001 - March 2004** | **ACE Automation Pvt. Ltd. - System Administrator** |
| *Responsibilities* | * Managing AMC contracts * Hardware replacement * Incident Management * Programming in VB6 |
| **EDUCATION** | Bachelor of Engineering (Electronics) from Mumbai University, India |
|  |  |
| **TRAINED** | * AWS Solution Architect – Associate * Service Now System Administrator * Apache Kafka * PMP * EU-GDPR Data Protection |
| **GLOBAL EXPOSURE** | * Worked with Multicultural teams from Australia, USA, UK, Germany and Singapore |
| **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 |