**ABHIJEET R. VAVARE**

**PROJECT MANAGEMENT OFFICE**

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**PROFESSIONAL SYNOPSIS**

* Determined and highly organized individual, with a strong work ethic.
* Highly rated and valued by internal and external clients for professional manner and tenacious approach.
* Managed a team consisting of a blend of new as well as experienced resources effectively.
* Experience in IT and BPO industry.
* Continuously involve in various engagements ranging from business improvements projects to extra-curricular activities.

**WORK EXPERIENCE SUMMARY**

**HSBC Software Development India Pvt. Ltd**

Project : Digital Wealth & Insurance

Designation : Project Management Office (PMO)

Work Experience : May 2018 – Nov 2020

* **Business Management–**
  + Hiring and Resourcing - Own and manage the resource plan, ensuring that it is tracked against agreed budgets, location strategy.
  + Raising resource requisition & cTool based on requirement and creating position IDs and following up with respective key teams for approval for contractors and permanent staff.
  + Clarity project creation and updates for projects within department.
  + Vendor management across the Digital Wealth and Insurance team.
  + Raising Purchase Order for all the new hires & existing contractors.
  + Responsible for assisting Business Manager for collating & presenting new resources requests & contract renewal cost approvals for review.
  + Invoice Receipting
  + Space Management - Manage team wise seat allocation basis headcount and number of seats allocated.
  + Position ID management - Coordinating with central team for mapping of position ID against hiring Pioneer IDs (cTool IDs).
  + Asset Management - Managing assets for the Digital Wealth and Insurance team, and ensuring dual asset policy compliance and allocation of MacBooks within team. This involves direct cost management for assets and procurement of assets.
* **Systems & SharePoint –**
  + Provide Clarity and process support to all IT Project Managers with all regions.
  + Ensuring new hires and exit resources are updated in necessary systems and tracked accordingly.
* **MIS, Reporting & Data Maintenance –**
  + Maintaining GHRS headcount for the department & sub-department
  + Preparing billing report which gives an overview of utilization to the project managers. Billing report also helps managers gain knowledge of projects which are on target/ off target.
  + Project Resource Allocation and Billing System Admin and Change Control Management: Internal Resource allocation, effort to revenue generation system admin and change control management analyst.
  + Timesheet compliance report - Publishing timesheet compliance reports for department and following up with associates for completion of same before highlighting it to senior management.
  + Training completion - Ensuring Global Mandatory, Cyber security and other compliance related trainings are completed in timely manner.
  + Publishing Training completion reports to department and following up with associates for completion of pending mandatory trainings.
  + Maintain and update internal project list.
  + Set up a weekly/bi-weekly calls with Project leads for updating the status of activities under them.
  + Tracking and publishing defects for all PODs and publish weekly Dashboard to key stakeholders.
  + Keeping track of overall team expenses and ensuring the same is updated in accruals data / reports.
  + Ensure cross functional teams have the right balance of permanent employees and contractors located across the region, with right skills to deliver at pace against agreed objectives.
  + Preparing Minutes of meeting conducted Weekly, Monthly.
  + Finding out opportunities for automation and implement wherever it is applicable.
  + Creating / Modify existing the templates based on the requirement from the team.
  + Ensuring the staff welfare stays within set budget for the year.
  + Tracking and preparing Planned/Unplanned leaves & Furlough plan reports and publishing to respective stakeholders.
  + Maintaining and Validating ROTA / On-call support & shift allowance for the team. Ensuring the same is approved before the cut-off date.
  + Respond to all queries/actions effectively.
  + Tracking and maintaining Span of Control.
* **Others -**
  + Organizing & planning team events and executing successfully.
  + Participated in various activities/tasks across HSBC. Part of winning team of tech treasure hunt and Project Voyager.
  + Completed White belt certification part of secure code program.

**Wipro Technologies**

Project : Provisioning (Credit Suisse)

Designation : Project Management Office (PMO)

Work Experience : April 2012 – May 2018

* Project tracking, daily project updates and timely reporting of project status, resource utilization and quality measures.
* Maintain and update internal project list.
* Conduct administrative task related to timesheet processing.
* Support the successful delivery of programs undertaken through facilitation tracking and reporting.
* Coordinating with all internal/stakeholders for data collection.
* Communicate with project manager and team members regarding project activities, progress, highlights to provide the base for the project team to work together and understand the objectives and tasks to be completed.
* Responsible for managing project resource headcount, manage onboarding / off boarding compliance.
* Responsible to formulate, project SLA compliance and monthly governance presentation.
* Track projects which digressed the SLA’s analysis and project the report with clients.
* Track and project revenue gaps. Unbilled revenue tracking.
* Assisting in forecasting Quarterly and Monthly revenue generation considering the number of servers delivered.
* Projecting following reports to internal and external stakeholders:
  + - New server demand
    - Servers delivery and pending servers in provisioning queue
    - Ensuring all tasks are assigned to meet the SLA within 24hrs
* Tracking and managing RFC / task compliance. Coordinating with respective stakeholders to complete the same within agreed timelines.
* Monitoring and projecting tasks “Documentation and closure codes” in provisioning.
* SOW & CCN tracking process.
* Engagement Planning, Execution, Change Management, Closure.
* Handled risks, communications and change management involving virtual teams located in different geographical locations.
* Keeps track of end to end project.

**WIPRO BPO**

Project : Singapore Airlines

Designation : Team Leader

Work Experience: February 2008 – March 2012

* Managing team members and handling their escalations.
* Creating an environment of open communication by remaining approachable to team members.
* Keep the team members educated with the new information and updates.
* Reward them for their accomplishments and keep them motivated and inspired.
* Keep the team aware of their key responsibility areas and set client targets along with cohesive team effort.
* Delegating work as per the capabilities of the individual to give them an exposure and the gist of the management.
* Organizing team building activities to maintain a fun environment inhibits monotony.
* Keep the team informed about their performances and margins and set a career path for each individual.
* Live barging and monitoring calls to check on the quality delivered on the floor.
* Generating weekly and monthly reports to identify top defects to evaluate floor performance.
* Conducting calibrations with the client to ensure smooth handling of the quality parameters by creating a gauge matrix.
* Handling escalations with a direct contact with the clients for any exceptional support required and solving staff’s queries.
* Mentoring and coaching staff for various products related topics on an off calls.
* Conducting market specific process training for the trainees before On Job Training.
* Subject matter expert for the OJT staff and help them with their queries on the production floor. Thus also handled their escalations.

**EXPERIENCE ON TOOLS**

* Pioneer
* Clarity
* Fusion
* Confluence
* JIRA
* GMIS
* HR Direct Portal
* SharePoint

**TRANINGS & CERTIFICATIONS**

* ITIL Foundation
* MS 101
* Quality 101
* Lean
* IATA foundation

**EDUCATION**

Bachelors of Computer Science from Nowrosjee Wadia College (Pune University) in 2006.

**PERSONAL DETAILS**

Name : Abhijit Ramesh Wavare

Marital Status : Married

Date of Birth : February 22, 1985

Passport Number : L9602109, valid till 2024

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