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| Technical Project Manager |
| Raj G Mahato has over 8 years of software industry experience as a Project Manager with in-depth experience in Project Management, Program Management, Service Delivery & project Delivery. Committed to professionalism, highly organized, able to see the big picture while paying attention to small details, and exhibits excellent communication skills. Also has over 8 years’ experience in handling 24/7 active team for International BPO on Voice and Non Voice accounts, with high Productivity and lowest revenue loss. |

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| PROFESSIONAL SYNOPSIS |
| * Extensive TECHNICAL expertise over the efficient PROJECT MANAGEMENT, PROGRAM MANAGEMENT, SERVICE DELIVERY and PROJECT DELIVERY. * 8+ years of expertise gained in AGILE/SCRUM, Waterfall - SDLC and Product Development lifecycles, setting/executing delivery model framework. * Demonstrated track record of accomplishing program/product objectives by overseeing multiple project activities across Schedule Management (definition and sequencing of tasks, resource estimating, duration estimating, schedule development, and schedule control activities), Integration Management (project plan development, project plan execution, and integrated change control activities), Scope Management (project initiation, scope planning, scope definition and scope change control activities), Risk Management, measure productivity, quality, and service standards; resolving problems; completing audits, identifying trends, project reporting, determining system improvements and implementing change * Experience in ATS Monitoring * Experience with financial management by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances, initiating corrective actions. * Act as an interface directly with all internal organizations (Product Management, Business Analysis, Engineering, Managed Services, Fixed Price Teams and IT) as well as external organizations. * Represent requirements using alternative views, such as analysis models (diagrams), prototypes, or scenarios, where appropriate. The prototypes and scenarios can be used for developing proof of concepts. * Maintain complete control on program and facilitate timely decisions to achieve program objectives. * Provide management with regular project updates, maintain trusting relationships, identify project risks early and assist by providing prudent and timely recommendations for risk avoidance. * Experience with selecting, orienting, training, assigning, scheduling, coaching, and counseling employees. * Liaising the business users and technical developers in getting the issues resolved, sending the WSRs and MSRs (Weekly and Monthly Status Reports), participating in the Status Review Meetings, following upon the MOM, and meticulously tracking the project progress. * Owning and facilitating the Requirement and Deliverable Sign Off from the Business Owner, Change Management Process, Release Management and End User Training at multiple locations. * Proficient & Adaptive with tools and techniques needed to conduct business analysis and transforming the business requirement in development approach such that technical resources can understand. * Provide management with regular project updates, maintain trusting relationships, identify project risks early and assist by providing prudent and timely recommendations for risk avoidance. * Overall 17 Years’ Experience in team handling and Leading a Team. |
| IT SKILLS |
| Managerial Skills   * Experience in working with HCL DX, IBM BAW designing Business Processes for functional domains such as Contracts Services, Material Management, Finance and HR for Public Sector Undertaking (PSU) companies. * Strong understanding of Agile (Scrum) Software Development, SDLC/Waterfall, and Business Analysis practices. * Over 8 years of experience in IT industry with a wide range of experience in Requirement Gathering sessions with Client, Requirement Analysis and Documentation, Making Business Process Diagrams, Wire-framing/Screen Layout Designing, Creating Project Plans and maintaining the status throughout the project, Drafting of Deliverable Documents, Effort Estimation & Change Request Management. * Strong Understanding of concepts & innovative ideas in the areas of Project Delivery as well as into Service.   Delivery Skills   * Validating financial forecasts and provides on-going reconciliation of resources and other related project expenditures. * Direct and manage project delivery through the full lifecycle; initiation, analysis & design, oversee development, test & defect resolution, implementation and warranty. * Project financial management by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions. * Providing leadership & direction to offshore and on-site project teams by understanding the business processes, requirement gathering, identifying potential usability issues and managing the scope. * Rigorously managing scope to ensure commitments are achieved within agreed time, cost, and quality parameters with focus on delivering the business benefits. * Interface directly with all internal organizations (Product Management, Business Analysis, Engineering, Managed Services and IT) as well as external organizations. * Maintain complete control on program and facilitate timely decisions to achieve program objectives.   Technical Skills   * Experience in conducting Playback session with business owner and demonstrating the developed solution, capturing the feedback received during the demo, mapping the change with Scope of Work, raising change request for deviations, and circulating meeting minutes to concerned stakeholders. * Understanding development dependencies/roadblock from development team and highlighting the same to Business and get clearance on dependencies under defined timelines. * Proficient & Adaptive with tools and techniques needed to conduct business analysis and transforming the business requirement in development approach such that technical resources can understand. * Provide management with regular project updates, maintain trusting relationships, identify project risks early and assist by providing prudent and timely recommendations for risk avoidance. |
| EMPLOYMENT EXPERIENCE |
| |  | | --- | | **Tecnics Integration Technologies Pvt. Ltd. [May 2014- Present]**  Designation: Sr.Project Manager  Roles and Responsibilities   * Client Interaction and Requirement Gathering Sessions with Client to understand business requirement and transformed them in way the Developer, DBA and QA can understand. * Explaining tool functionality to the client and drawing BPD (Business Process Diagrams) using IBM BPM Process Designer and further making Business Requirement Document & Screen Layout/Wireframe to make requirements better understandable for both customer and development team. * Participate in review of deliverables documents (Business process Design Document, Test Artifacts and Help Guide) and ensure all documents are signed off by the client to facilitate smooth sign off and invoice approval. * Tracking of overall deliverable processes at requirement gathering stage, development stage, testing and UAT stage and providing management level reporting on project status, risks and mitigation strategies. * Effort estimation for additional requirement in terms of man days and take approval from customer on Process Change Request for billing. * Tracking Operation & Maintenance Activity, Production Tickets and Activity Check-List for BPM and Database Maintenance & taking approval for monthly invoice from customer. * Taking customer sign off after completion of Milestone and follow-up with client for release of payment |  |  |  | | --- | --- | | Tech Mahindra [October 2006- April 2014]  Designation: Sr.Team Lead  Roles and Responsibilities |  | | * Verizon is an American wireless network operator that previously operated as a separate division of Verizon Communications under the name Verizon Wireless * Manage team of 56 resources aligned for handling technical support for HSI users in USA. * Manage team of 68 Resources for Premium support team aligned to handle inbound calls for troubleshooting internet issues for HSI Customers in USA. * Manage team support along with meeting set targets with over 13 metrics, Daily/weekly/Monthly/Quarterly. * Train senior resources and upgrade to enable to promote to next level of leadership. | | |

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| KEY PROJECTS |
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| PERSONAL INFORMATION |
| Languages: English, Hindi & Telugu  Citizenship: Indian  Date of Birth: 10-04-1980  Interests & Hobbies: Reading , Cricket, Traveling |