Aditya

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**Current Location: Stamford, CT**

**Sr. Project Manager/Service Manager**

**Summary:**

* Highly skilled **Project Manager** and **Agile Scrum Master**, certified with 14+years of experience in leading and delivering complex projects across diverse industries, including telecom, IT, and infrastructure.
* Extensive expertise in **Service Assurance**, **IT Service Management (ITSM)**, **Project Management**, and **Process Improvement**, ensuring efficient delivery and continuous enhancement of services.
* Proven success in **driving operational excellence**, improving workflows, and optimizing resource utilization to meet project goals and client expectations.
* Strong track record of managing **cross-functional teams** and collaborating with stakeholders to achieve seamless execution of both large-scale and high-priority projects.
* Expertise in implementing **Agile methodologies** to streamline project delivery, enhance team performance, and achieve adaptive solutions in dynamic environments.
* Focused on achieving high levels of **customer satisfaction**, maintaining service continuity, and ensuring the highest standards of quality in all project phases.
* Proven success in leading complex, multi-stakeholder projects within IT infrastructure and service delivery domains.
* Skilled in managing end-to- end project lifecycles, especially in large-scale rollout projects, vendor management, and change management to ensure seamless transitions.
* Strong background in IT infrastructure management, supply chain operations, and managing stakeholder relationships.
* Known for driving project planning, budget management, risk management, and delivering mission-critical projects on time and within budget.
* Here are some professional summary points for a Project Manager:
* Proven track record of managing projects from inception to completion, ensuring adherence to scope, budget, timeline, and quality standards.
* Adept at coordinating cross-functional teams, stakeholders, and vendors to drive successful project outcomes and maintain strong relationships.
* Expertise in risk management, resource allocation, and project planning, ensuring project deliverables are met with minimal disruptions.
* Strong leadership and communication skills, capable of motivating teams, resolving conflicts, and providing clear project updates to senior leadership.
* Extensive experience with project management methodologies such as Agile, Waterfall, and Hybrid, adapting approaches to suit project needs.
* Skilled in utilizing project management tools (e.g., MS Project, Jira, Trello) to track progress, manage schedules, and report on key metrics.
* Demonstrated ability to manage project budgets and negotiate contracts to achieve cost-effective solutions.
* Strong understanding of industry regulations, compliance standards, and best practices.
* Focused on continuous improvement, fostering innovation and efficiency in all stages of the project lifecycle.
* Proven ability to lead cross-functional teams, deliver projects on time and within budget, and ensure stakeholder satisfaction. Adept at driving operational excellence, improving workflows, and managing project risks to achieve successful outcomes.

**Key Skills & Competencies:**

* Project Management (Agile, Waterfall, Hybrid)
* IT Service Management (ITSM)
* Service Assurance & Client Relations
* Process Optimization & Continuous Improvement
* Budget Management & Cost Control
* Risk Assessment & Mitigation Strategies
* Cross-functional Team Leadership
* Stakeholder Communication & Engagement
* Vendor & Contract Management
* Change Management & Adaptability
* Resource Allocation & Scheduling
* Quality Assurance & Compliance
* Supply Chain Operations
* Risk Management & Compliance

**Technical Skills:**

* **Tools**: ServiceNow, CA Service Desk. Fixit, Oracle Fusion. HPSM, JIRA, Analytics Plus, CRM
* **PM Tools**: MS Project, SharePoint, Planview, JIRA, confluence
* **Frameworks**: ITIL, ITSM, ISO
* **Methodologies**: Waterfall, Agile, Scrum

**Professional Certifications:**

* EXIN Agile Scrum Master
* ITIL V3 foundation
* ITIL Intermediate: OSA & Service Operations

**Education Details:**

* **MBA**, Sikkim Manipal University, India (2012-2014): (Specialization: Project Management)
* **B.Tech,** M. D. University, Delhi, India (2006-2010): (Specialization: Electronics & Instrumentation)

**Professional Experience:**

**Client: Benekiva, United States May 2024 – Till Date**

**Role: Sr. Project Manager/Service Manager**

**Responsibilities:**

* Spearheaded the implementation of insurance technology solutions for Benekiva, focusing on system integration, custom software development, and customer service enhancements.
* Defined project scope, timelines, and deliverables for digitization projects.
* Led a cross-functional team of developers, analysts, and business stakeholders to ensure timely and high-quality delivery of the project.
* Created detailed project schedules and coordinated resource allocation.
* Track project progress through regular status meetings, providing updates on key milestones, risks, and potential issues, and implementing corrective actions as necessary.
* Developed comprehensive project plans, tracked progress through project management software, and facilitated communication between internal and external stakeholders.
* Acted as the primary liaison between clients, internal teams, and leadership to ensure alignment on project goals.
* Ensured integration with Benekiva’ s technology platforms and third-party systems, resolving any technical challenges during the implementation process.
* Coordinated client onboarding processes and managed cross-functional teams to implement digital solutions, ensuring optimal use of resources.
* Coordinated client onboarding processes, ensuring smooth transitions to Benekiva’ s digital insurance platform.
* Fostered team collaboration, ensuring high performance and timely delivery
* Managed project risks, including scope creep, and implemented corrective actions to ensure successful project completion.
* Managed resource allocation, ensuring optimal use of technical, human, and financial resources.

# Client: Lebara, UK Nov 2022 – Mar 2024

**Role: Sr.Project Management**

**Responsibilities:**

* Managed end-to-end project delivery for telecom infrastructure projects, including network expansion, service deployments, and customer onboarding, ensuring alignment with Lebara’s strategic goals.
* Coordinated cross-functional teams across multiple regions, including technical, business, and operational stakeholders, to ensure project milestones were met on time and within budget.
* Led the implementation of telecom solutions, including mobile network services, data services, and SIM card distribution, ensuring smooth integration and minimal disruption to service.
* Developed detailed project plans, schedules, and budgets, tracking progress using project management tools (e.g., JIRA, MS Project), and ensured projects stayed within scope and financial constraints.
* Managed vendor relationships, including negotiating contracts and ensuring third-party vendors met service-level agreements (SLAs) and quality standards.
* Implement agile management ideals by facilitating exercises such as sprint planning, sprint review, sprint retrospective and team leading daily stand-ups.
* Collaboration with cross-functional teams to achieve project goals in a timely and effective manner.
* Stakeholder management involving Business, project managers, architects, vendors, and team members.
* Organizing and facilitating project planning, daily stand-ups, reviews, retrospectives, sprint/release planning, demos, and other Scrum-related meetings.
* Monitoring team backlog and ensuring to reflect the current status accurately.
* Removing impediments and blockers in the project.
* Updating agile tracking systems to provide transparency on product and sprint backlogs.
* Identifying process gaps and ensuring maximum utilization of various resources involved in end-to-end process.
* Project manager for migration project for global tool migration & for other IT Projects for customers across the globe.

# Client: Lebara, UK Mar 2022 – Nov 2022

**Role: Sr. IT Service Management Specialist**

**Responsibilities:**

* Information Technology Services Management (ITSM) Project Lead working on the ITIL framework
* Product owner for Service status page & involved in the organization wide implementation.
* End to end responsibility for the management, communication and resolution of major incidents, ensuring stakeholder updates are timely and of good quality.
* Hosting the CAB Meeting for the organization and leading change management activities to ensure a smooth transition of changes.
* SME for the PCI DSS Audit. Participation in internal and external audit activities related to Incident, Problem and change processes.
* Conducting post incident reviews and preparing Post Incident Report (PIR) for Major Incidents
* Proactively manage incidents and problems to minimize customer impact and meet SLAs
* Act as central liaison point for escalations from business teams\
* Apply a structured methodology and process to lead change management activities.
* Provide metrics and trend analysis to identify the major drivers of IT incidents.
* Responsible for reviewing and updating the Process documents to be shared with the UK Process regulatory.

# Client: British Telecom, UK Mar 2019 – Mar 2022

**Role: Sr.Project Manager**

**Responsibilities:**

* Responsible for supporting the main project team consisting of various program managers and for liaising with senior leaders across the firm globally.
* Lead and manage the delivery of complex telecom projects, ensuring alignment with BT’s strategic goals, customer requirements, and timelines, including infrastructure deployment, network upgrades, and service migrations.
* Coordinate cross-functional teams, including engineers, business analysts, and vendors, to ensure smooth collaboration and execution of project deliverables across multiple phases.
* Develop comprehensive project plans covering scope, schedule, cost, and quality, ensuring that milestones are met, and potential risks are identified and mitigated.
* Monitor and report on project progress, using project management tools (e.g., MS Project, JIRA), providing detailed updates to BT’s senior leadership and stakeholders to ensure transparency and alignment.
* Manage vendor and third-party relationships, including contract negotiations, ensuring that service-level agreements (SLAs) are met, and external partners deliver according to expectations.
* Ensure compliance with BT’s internal standards, industry regulations, and best practices in network and service delivery, including data privacy and security protocols.
* Oversee the deployment of new telecom services (e.g., broadband, mobile, fiber-optic) while ensuring minimal disruption to existing operations and services.
* Drive change management initiatives, coordinating with internal teams and customers to ensure successful transitions during system or service upgrades.
* Identify and manage project risks, proactively addressing potential issues and ensuring that any deviations from the plan are effectively handled.
* Ensuring that any risks to key milestones are flagged accordingly.
* Providing regular updates to the management board.
* Maintaining good relationships with clients, other project team members, contractors and key stakeholders.
* Monitoring and reviewing project progress and identifying improvements and efficiencies.
* Managing contractor performance indicators and providing periodic progress reports.
* Interfacing with internal project team members and assisting the main project manager.
* Working with portfolio management on different services offered to the customer from the service delivery perspective.

# Client: British Telecom July 2017 – Mar 2019

**Role: Assistant Project Manager**

**Responsibilities:**

* Responsible for supporting the main project team consisting of various program managers and for liaising with senior leaders across the firm globally.
* Ensuring that any risks to key milestones are flagged accordingly.
* Providing regular updates to the management board.
* Maintaining good relationships with clients, other project team members, contractors and key stakeholders.
* Monitoring and reviewing project progress and identifying improvements and efficiencies.
* Managing contractor performance indicators and providing periodic progress reports.
* Interfacing with internal project team members and assisting the main project manager.
* Ensure resource allocation and budgeting are aligned with project needs, monitoring expenditures, and adjusting forecasts to keep projects on track financially.
* Collaborate with BT’s customer service teams to ensure the successful implementation and ongoing support of new solutions, addressing client needs and maintaining high levels of customer satisfaction.
* Facilitate project workshops and meetings, ensuring that all stakeholders (internal teams, clients, vendors) are aligned on expectations, timelines, and deliverables.
* Optimize project performance through process improvement initiatives, identifying opportunities for operational efficiency and cost reduction without compromising on service quality.
* Lead post-implementation reviews, gathering feedback from stakeholders and using lessons learned to improve future project delivery for BT.

# Client: Ericsson Global Services Limited, India Apr 2016 – Jun 2017

**Role: Process Manager**

**Responsibilities:**

* Information Technology Services Management (ITSM) Project Lead working on the IT Infrastructure Library (ITIL) framework, leading the Incident & Problem management team.
* Hosting the CAB Meeting for the project and leading change management activities to ensure a smooth transition of changes.
* Managing the Ticket Age and Task Age Report for the entire IT Infra Operations.
* Provided best practices guidance on ITIL process design, implementation and operations.
* Ensuring high customer satisfaction, taking care of all kinds of Service Level Reporting.
* Ensuring minimal downtime of services and assuring best of services.
* Maintaining and monitoring all kinds of weekly and monthly Incident, Change & Problem Management Reports.
* Managing user escalations for incidents and user service requests

# Client: Tata Consultancy Services, Ltd, India Dec 2014 – Mar 2016

**Role: Business Process Analyst**

**Responsibilities:**

* Developed and defined process workflow for various Service Management modules using ITIL concepts and coordinated related activities for the process deployment in ITSM Tool (Service-Now)
* Facilitated UAT for process modules in Service-Now tool and involved as an integral part of Go-Live and Hyper care support.
* Responsible for administering the CMDB process within the organization, working closely with other process leads and to ensure that Asset specific information can be gathered and disseminated using efficient and consistently followed processes.
* Involved in end-to-end testing of various processes developed in ITSM tool (Service-now) and reporting of bugs to Development team in order to rectify the same.
* Involved in weekly and monthly SLA & KPI reporting.
* Preparing Service improvement Plan to improve service delivery and measure customer satisfaction constantly. Managing user escalations for Incidents and user service requests
* Working on multiple process improvement plans for reducing pendency & doing maturity analysis.
* Identify, investigate and resolve client Service Management issues e.g., ensuring quality of information in Incident, Change and Problem records is high and issues are managed or escalated promptly.
* Hands-on experience with Service now Tool and good understanding on modules like Incident Management, Request Fulfilment, Reporting, Change Management, Knowledge Management, Service Catalogue Management etc.
* Completed one Service Improvement Plan successfully for reduction of aging tickets by 50% for the entire project queues.

# Client: Colt Technology PVT Ltd, India Aug 2010 – Nov 2014

**Role: Incident & Problem Manager**

**Responsibilities:**

* Managed the Ticket Age and Task Age report for the entire incident & problem management.
* Ensuring high customer satisfaction, taking care of all kinds of service level reporting.
* Preparing service improvement plan to improve service delivery and measure customer satisfaction constantly.
* Initiation of problem process for problems identified by incident management.
* Maintaining and monitoring all kinds of weekly and monthly incidents, problem and incident management reports.
* Conducting process training to bridge the process gaps, identifying the learning gaps of associates and planning training to address the same.
* Tracking of Incident from opening to closure, with timely communication to business.
* Managing user escalations for incidents and user service requests
* Coordinating with partner carriers across Europe for ASR/ACD and quality related issues within EWSD, DMS and IMS switches & routing.
* Maintaining and updating process documents on a regular basis and ensuring all the changes and modifications in the process are updated without any delays.