

KAPIL SACHDEVA

Conspectus

- ≈ A dynamic professional **with 11 Years + IT Infrastructure Program & Project Management Experience in MetLife, Hughes, HCL Comnet and IBM Daksh**
- ≈ SAFe Agile Scrum Master Certification completed
- ≈ Project Management Professional (PMP) certification from Project Management Institute (PMI)
- ≈ ITIL® 2011 Foundation Certification from APMG International
- ≈ PGDM (Specialisation in IT & Marketing) from Institute of Management Technology (IMT) Nagpur, BE (Electronics & Telecommunications) from Pune University
- ≈ Six Sigma Green Belt Certification from Asian Institute of Quality Management and IMT Nagpur
- ≈ Experience in handling various ERP tools such as SharePoint, Clarity, SAP SD & PS Module and project management tools such as MS Project

Occupational Contour

MetLife Global Operations and Support Centre

From May 15- Till Date

Designation: Unit Manager- Program & Project Management

Area of Expertise: IT Program Management/IT Infra Project Management/Project Planning / Project Budgeting & Resource Estimation/Pre-Sales/Team Management

Responsibilities:

- ≈ Working as Program Manager in the Global IT Infrastructure Services business unit of MetLife supporting multiple geographies (Asia, Europe, Middle East, Africa and Latin America).
- ≈ Working with engineering teams/Solution architects for initial requirement gathering, briefing the problem statement, understanding and documenting the remediation solution of the project
- ≈ Prepare next stage management action plan (MAP)/ Business case which encompasses the high-level remediation solution, project scope, budget, schedule, assumptions, constraints etc.
- ≈ Prepare project approval request (PAR) document to get the project funding approved from the business/project sponsors, finalize the project resource requirements/utilization (External & Internal resources) no. of Project managers responsible for execution of the project, finalize project milestones and deliverables
- ≈ Identifying and highlighting key project risks and prepare Risk Mitigation Plans and manage project issues
- ≈ Managing a team of Project delivery managers for overall execution & closure of all the projects within specified timelines & budget

HCIL Comtel Ltd. (Subsidiary of Hughes Communications India Ltd.)

From Dec 11 to May 15

Designation: Assistant Manager-Projects & Programs

Area of Expertise: Telecom and IT Networking Project Management / Project Planning / Service Delivery/ Project Risk Management/Key Customer Relationship management /Program Management/Project Revenue Assurance

Responsibilities:

- ≈ Responsible for end to end delivery & execution of all assigned projects and act as a single point of contact for assigned customers throughout the project life cycle
- ≈ Develop project SOW based on project scope, deliverables, project timelines, constraints and resources required
- ≈ Monitoring and keeping track of all projects and ensure project delivery as per project scope & timelines
- ≈ Ensuring timely revenue billing & collection of the receivables for the project delivered

- ≈ Ensure end to end service delivery as per the SLA signed with customers
- ≈ Conduct service performance review meeting with customers regularly and identify gaps in service delivery
- ≈ Ensure proper operations and maintenance support to all assigned customer post project implementation phase

Awards & Achievements:

- ≈ Received Certificate of Team Excellence for Outstanding efforts and valuable contribution to projects for the year 2012

HCL Comnet Ltd. (subsidiary of HCL Technologies Ltd.)

From Jul 08 to Dec 11

Position: Assistant Manager

Area of Expertise: IT Infrastructure Project Management /Project Planning /Customer Relationship management/ Vendor Management

Responsibilities:

- ≈ Analysing and defining project requirements - highlighting Commercial and Financial exposures of the project
- ≈ Complete Customer front ending from the onset of the Project to post implementation/support phase
- ≈ Preparing Project Status Reports for effective Project Tracking and sharing with the Customer to keep them updated on the progress of the project
- ≈ Co-ordination with all relevant departments including Technical, Logistics, Operations & Finance for smooth project rollout
- ≈ Cross functional project handling across multiple lines of Business of the company
- ≈ To help Sales identify new opportunities in the Existing Accounts through close mapping

Awards & Achievements:

- ≈ Received customer appreciation for rescheduling the project as per the defined time lines and ensuring timely delivery for all deliverables
- ≈ Ensured minimum escalations from customer and thereby leading to customer satisfaction and repeat business
- ≈ Awarded Silver club member for the month of June 09 for best performance

IBM Daksh Business Process Services Pvt. Ltd.

From Jan 05 to Sep 05

Position: Customer Support Specialist

Responsibilities

- Worked for a UK based internet service provider NTL in resolving broadband internet related problems

Academia

- ≈ PGDM - Institute of Management Technology (IMT) Nagpur, 2008, Specialization in IT & Marketing
- ≈ B.E(Electronics & Telecommunications) - SVPM College of Engineering, Pune University, 2004
- ≈ H.S.C - Springdales School, New Delhi, 2000
- ≈ S.S.C - Springdales School, New Delhi, 1998

Personal Report

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