

JOEL CHONDIKAR

PROGRAM MANAGER

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ABOUT ME

Seeking a position in Service Management and Change & Release space in a stable company where I can use my skills to benefit the company. Clever Change Analyst skilled at detecting hidden bottlenecks and previously unforeseen risks in business plans. Provides exceptional foresight into operations by applying vast organizational knowledge and change management experience. Eager to apply hard-earned expertise to designing and executing positively impactful strategies.

EDUCATION

BACHELOR OF COMMERCE

Pune University, Pune
2010

SKILLS

Incident Management

Operations

Business Requirements

Customer Service

Planning

SAP Product Lifecycle
Management (PLM)

Technical Support

Coordinating

Change Advisory

Operating Systems

Communications

Change Management

Mentorship

Project Management

Change Control

WORK EXPERIENCE

PROGRAM MANAGER

Lear corporation | Jan 2024 - Present

- Lead cross functional teams to plan and flawlessly execute programs which exceeds both customer and internal expectations.
- Full accountability for the program to ensure it is delivered on time, within budget, within approved profitability and to required quality standards.
- Planning and executing of all activities in accordance with the milestones defined by the customer
- Managing product changes, according to flexibility and cost defined/agreed with Engineering and Sales.
- Identifying possible risks and critical points and applying the necessary corrective actions by escalating to get the needed support.
- Logging, tracking and timely closure of key program open issues
- Lead customer DCR process for change requests
- Lead program change control through the CR/CN process, with robust monitoring and tracking of all CR/CNs
- Reporting of key metrics and KPIs, including leading Management Gateway Reviews
- Lead systems management and adherence (LearPro / PLM) for your programs.

CHANGE MANGER

Kyndryl | Oct 2022 - Apr 2023

- Create actionable deliverables for the core change management plans: People Manager Plan, Communications Plan, and action Plan.
- Support organizational design and definition of roles and responsibilities.
- Conducting impact analyses, assessment change readiness, and identify key stakeholders.
- Provide input, document requirements, and support the design in any UAT.
- Familiarity with project management approaches, tools and phases of the project lifecycle
- Managing the change portfolio on a global level.
- Passed through the correct channels and the IT Service and Support teams are trained and able to fully support them.
- Handling End to end Change Management Process for clients including chairing CAB, ECABs, Auditing Changes, and Coordinating with the 3rd Party Vendors.
- Actively worked on major incident bridges to understand the issue and accordingly get the right teams involved on the bridge for active collaboration and quick resolution of the incidents.

Team Management

Customer Experience

Service Management

Managed Services

Strategic Planning

Management Process

Technical Assistance

Workflows

WEBSITES & SOCIAL LINKS

Linkedin:

<https://www.linkedin.com/in/joel-chondikar/>

LANGUAGES

English

PROGRAM MANAGER

Feqma Technologies | Pune | Nov 2021 - Oct 2022

- Gather requirements, architect, and program customer applications, providing strategic direction for effective implementation.
- Create and present prototypes based on client requirements for validation and approval
- Oversee the complete Software Development Life Cycle (SDLC) of projects, ensuring efficient resource utilization and reporting on resource needs
- Collaborate with developers to design and implement technical solutions, ensuring alignment with project deadlines and requirements.
- Provide regular reports to principals on project status and advise on technical and functional matters when required.
- Provide leadership, mentorship, and professional development oversight for the team.
- Analyze project profitability, revenue, margins, billing rates, and resource utilization to inform strategic decision-making.
- Engage with clients and internal team members to ensure successful project completion and stakeholder satisfaction.
- Pitch and implement new programming strategies and features to enhance audience engagement and diversify offerings.
- Regularly meet with project stakeholders to assess progress, make adjustments, and ensure alignment with project objectives.

PROGRAM MANAGER

Prophosiz | Pune | Apr 2020 - Oct 2021

- Define and measure success metrics and monitor change progress. Work on various initiatives for streamlining the change execution process.
- Work in collaboration with Change and release management in streamlining processes.
- Perform Risk assessment and provide Command Centre coverage and support for the releases.
- Participate in the strategic planning on the project level .
- Actively worked on major incident bridges to understand the issue and accordingly get the right teams involved on the bridge for active collaboration and quick resolution of the incidents.
- Prepared RCA for the outages for the stakeholders and clients as well as updated the knowledge bases wherever required.
- Worked on user Tickets / Incidents of different.

SUBJECT MATTER EXPERT

Infosys BPS | Pune | Jun 2019 - Mar 2020

- Subject Matter Expert for the role of Change manager and Project Management in S&F Project.
- Manage the project deliverables including daily/weekly order review calls, reporting, documentation etc.
- Responsible for planning and coordinating of large projects requested by client.
- Prepare monthly and quarterly reports on changes and projects done with status and send to service managers
- Participating in Change Advisory Board (CAB) on a weekly basis and generating the CAB reports and updating the technical team of any change or risks to perform the implementation tasks.

- Focus on Business Outcomes and Customer Experience impacting metrics; maintain acceptable level of performance as measured via agent performance scorecard.
- Created requirement, pre testing, post testing, test result documentations, implementation & back out plans, cookbooks to ensure smooth and well documented change controls with minimum risk.

SUBJECT MATTER EXPERT

Tata Consultancy Services | Pune | Jan 2017 - Dec 2018

- Establishing Change Management into the Managed Services accounts
- Worked with Telecom project – Telstra as a Change manager
- Work closely with Services Business to ensure Change Management discipline is applied.
- Configure / Align toolsets to meet Change Management requirements.
- Building efficient and effective analytics model for managing and proactively identifying risks associated with the projects and assisting in mitigating those in early stages.
- Maintenance of Change Management Documents
- Tracking program status and providing executive summary to senior management.
- Manage planning, analysis, business requirements, testing, collecting signoffs, go live.
- Manage broad technical, change and business disciplines in various teams.
- Assist with the Rollout of change Management process and procedure to new clients .
- Analytics and decision support reports on project status to executives
- Run continuous service improvement initiatives in order to deliver a more effective, consistent service to the business

INCIDENT COORDINATOR & TECHNICAL SUPPORT

Cybage Software PVT LTD | Pune | Nov 2012 - Apr 2016

- Communicating with the various Channel Managers and linking the properties with them so that the Rates and Availability of the rooms for the property are properly maintained
- Once the property is connected and the bookings come through we assist the hotelier with the queries related to the bookings and how can they collect the payments from the guests
- Managing critical and high incidents from start till the closure
- Notifying the customers for their alarms received as per the SLAs
- Co-ordinate and help to the Crisis Manager (on Critical tickets) on the Technical and COMM bridges
- Ensured all customer communications are professional, accurate, and sent timely
- Resolved requests related to Property getting online, booking, billing and account issues, some technical assistance
- Resolved requests related to property getting online booking, billing and account related issues.
- Ensure knowledge bases contain known issues for swift future resolution
- Conduct training sessions for new project joiners, providing them with process knowledge on finance tasks.
- Offer technical support to internal and external teams as required.

SR CUSTOMER SERVICE ASSOCIATE WNS

WNS | Pune | *Apr 2009 - Aug 2012*

- Operating Systems: World tracer
- Process Central Baggage Office Air Canada,
- Providing support to End User
- Handling escalations, Mentoring the team ,Management of CMS
- Job includes keeping track of the information about the customer who calls in whose luggage is lost through ResNet operating system
- Delivering the luggage to the customers, shipping it to the proper mailing address once it is found
- This supports covers the customers traveling through Air Canada airlines all over the world.

COURSES

ITIL VERSION 3 FOUNDATION CERTIFIED

Present
