Pritam. S. Daniel
Project & Program Management

Industry Preference: IT/ITeS | Technology Enabled
Location Preference: Pune

Pune, Maharashtra

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Job Objective

Excel in project management within the IT and ITES industry, leveraging 16 years of experience to achieve personal, professional, and organizational goals.

Core Competencies

- Project/Program Management
- Strategic Planning
- Risk Management
- Production Support
- Change Management
- Stakeholder Engagement
- Quality Assurance
- Business Process Improvement
- Vendor Management
- Compliance Regulations
- Performance Optimization
- Innovation Strategies

Certifications

- **Pursuing:** PMP Certification
  Mandatory Training Completed

IT Skills

- **Computer Languages:** HTML, ASP, VB6, Java, PLSQL
- **Operating Systems:** Win98/ 2000/ 2003/ 2008/ 2016/ 2019, XP, UNIX, LINUX, Apple iOS
- **RDBMS:** My SQL, ORACLE
- **Tools:** Toad7.5, MS-Office, CRM, Application Tools, BMC remedy, JIRA ticketing tool, ATM Monitoring Web (AMW), Zoho, Mantis

Education

- **2008:** B.Sc. in IT with 1st Class from Sikkim Manipal University

Executive Summary

- Demonstrate expertise in **project management within the IT sector**, focusing on delivery management, team and client coordination, and operational efficiency, accumulated over 16 years.

- Currently serving as a **Project Manager at WIPRO**, demonstrating expertise in strategic planning, project tracking, and production support.

- Excellence in managing **end-to-end delivery / program / project planning** & implementation from scope management, to activity sequencing, effort & cost estimation, pre sales activities, risk analysis to quality management

- Showcased a history of **effectively leading teams**, integrating agile practices, and strengthening client partnerships to drive successful project outcomes.

- Acknowledged for **outstanding leadership capabilities**, adept conflict resolution skills, and a commitment to driving continuous enhancements in operational processes.

- Proficient in **deploying creative solutions and steering project achievements** in the IT and ITES sector, ensuring successful outcomes.

- Proficient in leveraging **cloud computing solutions, data analytics, and cybersecurity measures** to drive successful project outcomes within the IT sector.

- **Achieved an increase** in project efficiency and client satisfaction through strategic planning and innovative solutions while serving as a Project Manager at WIPRO.

Work Experience

WIPRO (March 2022 - Present)
Project Manager | Client: RSA (Royal Sun Alliance)

AIT Global India Pvt.Ltd (Sept 2021 - March 2022)
Project Manager | Project Name: Broadridge Docubuilder (US Mutual Fund)

Left Right Mind Pvt. Ltd (Aug 2020 - Aug 2021)
Project Manager | Project Name: SLIC (Shriram Life Insurance Company) Mobile & Web Applications

Mobicule Technologies Pvt. Ltd. (Sept 2018 - Aug 2020)
Project Lead | Project Name: VODAFONE - IDEA Mobile Operations, TATA Sky Disha, LIC, MIDC, MHADA

Destar Infotech Pvt. Ltd. (May 2017 - June 2018)
Project Coordinator | Project Name: SPEED CRM (Mobile & Web)

Clover Infotech (July 2016 - May 2017)
Business Analyst L2 Lead | Project Name: IDFC BANK & L&T Financial Services

MindCraft Software Pvt. Ltd. (2014 - Oct 2015)
IT Consultant | Project Name: YES BANK (Cash Management System)

IndusInd Media Communication Limited (Hinduja Ventures) (April 2013 - April 2014)
System Executive | Project Name: STB (Set Top Box) Managed Services

Electra card Services Pvt. Ltd. (Dec 2010 - March 2013)
Application Support Engineer | Project Name: State Bank of India ATM Switch Centre

Diebold Systems Pvt. Ltd. (Feb 2009 - Nov 2010)
Executive | Project Name: ATMEJ (Electronic Journal)

Roles Across the Career:

- Successfully **managing Technical Programs** within the organization and liaising with cross-functional teams entailing **Engineering Managers, Product owners, Scrum Master, Quality Engineers, and Developers**

- Heading multiple **scrum teams for directing end-to-end software development** activities including requirement gathering, coding, design, testing, development and deployment / implementation

- Leading complete **portfolio of projects** including budgeting, planning, vendor selection and execution

- Supervising and leading **program and project staff** to oversee the impacts and interdependencies between programs and working to ensure initiatives meet the goals and objectives of the executive leadership team

- Monitoring all **project tasks and ensure compliance** to all timeframe and resolve all issues according to required project plan and administer everyday activities and assist to resolve all issues within organization.

- Managing **contracts and monitor provision** of service to ensure compliance with contracts and service arrangements

- **Setting out quality standards** for various operational areas, ensuring a high-quality customer experience, while adhering to the **SLAs** and work processes

- Analyzing all **team work performance** and ensure achievement of all objectives within required deadlines and monitor all system functionality

- Implementing **successful offshore team** models to enhance bandwidth and testing cycles; enhancing testing capabilities guided by standard best practices; mentoring **Quality Analysts** on test plan and test case development

- Coordinating with **business analysts** and **development teams** to assess requirements and engage in project review

- Preparing, designing and **leading the test strategy** and **test plan** for all projects; reviewing activities such as requirements review, design review, test strategy review and test case review

- Following-up with clients throughout the project lifecycle to ensure full understanding of needs and concerns; attending the conference calls and participating in daily meetings

- Developing plans for **individual career plans** including performance reviews, succession planning, hiring and training

Personal Details

- **Date of Birth:** 16th May 1986
- **Languages Known:** English, Marathi, and Hindi
- **Address:** Satyam Serenity, B1 Wing, Flat No.402, Fourth Floor, Vadgaonsheri, Pune – 411014, Maharashtra State, India