Sanjog Shivaji Kalapure

Aundh, Pune, 411007

✉ sanjogkalapure4645@gmail.com
☏ 8055114645

Professional Summary:

Experienced Scrum Master with a proven track record in managing complex DaaS projects. Skilled in Agile methodologies to enhance team collaboration, productivity, and IT solutions delivery. Expertise in stakeholder management, lifecycle management, and risk mitigation. Customer-centric, ensuring exceptional service delivery. Proven ability to lead cross-functional teams, drive financial efficiency, foster innovation, and optimize processes to exceed performance metrics.

Core Competencies:

- Agile Project Management
- Stakeholder Management/ Vendor and Partner Collaboration
- Lifecycle Management
- Change Management/Risk Management
- Financial Management

- Performance Metrics and Reporting (Data Analysis)
- Customer-Centric Focus
- Process Optimization
- Team Leadership and Development
- Communication and Collaboration
- Innovation and Adaptability

Experience

IT Operation Manager (06/2019 – 03/2024) - Wipro Limited Pune

- **Led Agile Transformation** to facilitated the transition from traditional project management to Agile methodologies for the DaaS team, enhancing flexibility and responsiveness to client needs.
- **Scrum Framework Implementation** to successfully implemented and managed Scrum processes within the DaaS delivery team, ensuring timely and efficient release of high-quality hardware and support services.
- **Sprint Planning and Execution** to orchestrated effective sprint planning sessions, daily stand-ups, and sprint reviews to optimize the delivery of DaaS solutions, resulting in a 20% increase in productivity.
- **Cross-Functional Team Leadership** to coordinated cross-functional teams including developers, product owners, and IT support to deliver integrated DaaS offerings, improving collaboration and reducing time to market.
- **Stakeholder Engagement** to acted as a liaison between stakeholders and the development team, ensuring clear communication of requirements and timely updates on project status for DaaS initiatives.
- **Continuous Improvement** to fostered a culture of continuous improvement by conducting regular retrospectives and implementing feedback loops, leading to enhanced efficiency and quality in DaaS services.
- **Backlog Management** to managed and prioritized the product backlog for DaaS projects, aligning with business objectives and client requirements to deliver maximum value.
- **Risk Management** to identified and mitigated risks associated with DaaS projects, ensuring continuity of service and minimal disruption to clients.
- **Performance Metrics and Reporting** to developed and monitored key performance indicators (KPIs) for the DaaS team, providing regular reports to senior management to track progress and inform decision-making.
- **Customer-Centric Approach** to advocated for a customer-centric approach in the development and delivery of DaaS solutions, resulting in a 15% increase in customer satisfaction ratings.
- **Vendor and Partner Collaboration** to facilitated effective collaboration with external vendors and partners involved in the DaaS ecosystem, ensuring seamless integration and delivery of hardware and support services.
- **Training and mentoring** to provided training and mentorship to team members on Agile principles and Scrum practices, enhancing the overall capability and performance of the DaaS team.
- **Tool Utilization** to utilized tools such as Service Now, Microsoft Suite and Unidex to manage DaaS project workflows, track progress, and maintain transparency with stakeholders.
- **Scalable Solutions Development** to spearheaded the development of scalable DaaS solutions that accommodated the evolving needs of clients, ensuring flexibility and long-term viability.
- **Innovation and Process Optimization** to encouraged innovation and process optimization within the DaaS team, leading to the implementation of new strategies that reduced operational costs and improved service delivery.

Team Leader (05/2016 – 05/2019) - Wipro Limited Pune

- Managed team of 30-35 resource and keep track of set targets for each individual peer
- Analyze productivity, quality for team and complete daily achievement
- Handled 20-25 FTE for the CFS process, kept track of their SLA and performance, took care of team performance, and groom them to achieve their daily goals
- Leave management, Attrition strategy, Team outing and Fun-Friday programs
- Refresher trainings to improve the quality parameter
- Prepare report and analysis to identify volume trend, work on scorecard for daily/ weekly check-in calls

MIS Executive (04/2013 – 04/2016) - Wipro Limited Pune

- MIS reports of daily, Weekly and Monthly for analysis
- Upload data on CRM and extract after updating by backend team
- Prepare report on dashboards using office tools (Excel, PowerPoint etc.)
- Sent report to manager as per Adhoc requirement. Maintain admin reports.

Team Leader (11/2009 – 04/2013) - KAAIZEN Services Pune

- Efficiently handled Primary and Postpaid/prepaid operations of channel Reports.
- Took care of Record to Report) and O2C (Operator to Channel) for channels Payout.
- Billed & invoiced to Master Distributors.
- Made daily reconciliations within various platforms Dashboard and shared TSM& Zonal MIS.
- Attended queries from various channels, sales & retail teams over call.
- Made daily & Monthly Contest Reports and shared TSM & Zonal MIS and managed Monthly & Quarterly and yearly retailer trends.

Skills

- ITIL v4 Foundation
- Project Management
- Operation Analyst

- Data Analyst/ Management
- Leadership
- People Management

- Problem Solving
- Critical thinking
- MIS Reporting

Certifications

- [ITIL Foundation v4] Global certified
- [Project Management Office] Wipro certified
- [ITIL® v4 Overview] Wipro certified
- [Quality 101] Wipro certified

- [Lean] Wipro certified
- [Digital 101] Wipro certified
- [AM Training IJP 482] Wipro certified

Accomplishments

- Created and redesigned standard policies to consistently exceed quality and production targets
- Recognized by management for Lean projects delivering outstanding cost savings.
- Procedure reviews by successfully handling customer escalations and implementing monthly staff training.

Education   (Pune University 2009-2012)   Bachelor of Commerce

Personal Information

Nationality: Indian   **Date of Birth**: 19/12/1989   **Marital Status**: Married

Languages

English:Proficient   **Hindi**: Proficient   **Marathi**: First Language

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Sanjog Shivaji Kalapure