



Somesh Atram

Project Manager

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🧰 PMP / CSM / Prince2 / VCP4 / MCP

Accomplished & Result-oriented IT Professional with 17+ years of experience in Project Management and Technical support in IT infrastructure domain

Profile Summary

Excelled at people management activities, along with team member engagement & devising career aspirations, skilled in managing scrum teams for achieving the business objectives.

Work Experience

Project Manager

Wipro Ltd (Dec 2016 - Jan 2024)

Project Planning: Working closely with stakeholders to define project objectives, scope, deliverables, and success criteria. Developing comprehensive project plans, including timelines, resource allocation, and risk assessments

Project Execution: Oversee the day-to-day project activities, ensuring that tasks are carried out efficiently and effectively. Proactively identify and resolve any issues or roadblocks that may impact project progress

Project Resource Management: Collaborating with resource managers to allocate resources, including team members, equipment, and external vendors, to support project execution

Budget and Cost Control: Monitoring project expenses and ensure adherence to the allocated budget. Implement cost-saving measures where possible, without compromising project quality

Communication: Maintaining regular communication with all project stakeholders, including team members, clients, and senior management & provide progress reports, status updates, and risk assessments to ensure transparency & alignment

Risk Management: Identifying project risks and develop mitigation plans to minimize potential disruptions. Continuously monitor risks throughout the project lifecycle

Quality Assurance: Ensuring project deliverables meet established quality standards and comply with relevant regulations and industry best practices

Conducting or contributing to post implementation reviews and identifying any lessons learned

Providing support for Globally distributed Teams, cope with time-zones, language challenges and support an increasing demand as full globalisation accelerate

Manage ITIL process and work with Incident/Problem/Change Management/IT Asset management/CMDB management teams

Manage on-boarding/release of resources and ensure new members to get all access and permission required as per defined process

Prepare monthly roster for all and manage resources as per customer business support time manage & assess performance and appraisal of team

Responsible for facilitating conducting security and project related audits on regular basis with auditors and tracking of NCs from audit reviews and driving them to closure.

As a Scrum leader for an Agile Team & Plan and setup Agile Ceremonies Sprint Planning, Daily Scrum, Retrospective etc

Proficiency in project management tools like VISIO, Word, Excel, PowerPoint, JIRA, Service now, Clarity, Confluence, Ariba

Project Manager

Infosys Ltd (Jul 2015 - Nov 2016)

Responsible for managing team of IT tech support and responsible for all day-to-day management

Manage team providing technical support, training, and conflict resolution

Responsible for Hygiene and discipline of the team in Shifts, customer calls and Team meetings

Manage & monitor ITIL processes ie Incident, Change, Problem, Release management process prepare availability, capacity, patch management report and shared to management
Participate and Lead customer's major incident calls and help team in sharing technical details with client, preparing and leading Governance calls with customer, Weekly, Monthly and Quarterly
Prepare daily reports in table, pivots, charts and present to management
Responsible for managing the service of data quality of infrastructure data in CMDB, advanced reporting requests, weekly and monthly reports
Maintained quality of service by establishing and managing to organizational standards
Manage and follow-up with team for vendor management
Auditing incident resolutions and service requests for Quality checks on weekly basis.
Preparing daily/Weekly/Monthly report and shared to customer.
Preparing roster and managing team issues and facilitate customer interaction with offshore team during high severity issue or escalations.
Effectively coordinating with all members to track the deliverable on daily basis

Senior Consultant

Capgemini India Ltd (Dec 2012 - Jun 2015)

Responsible for support in multi-client environment having servers in physical and virtual infrastructure & all day-today management of the servers Installation, upgrades, troubleshooting patching, backup and recovery.
Support for Windows 2003/2008 servers with ADS, DHCP, DNS, Applications file and print server management in windows 2003/2008
Supporting operation and maintenance of vSphere 4 & 5 VCs, VDI, P2V, V2V and migrations using VMware Converter and Patching with Wsus/TEM and Update manager in VMware
Management of server performance thru perfmon & other monitoring tools and Hardware and software RAID configuring in HP/IBM/Dell servers
Management tools like ILO, Insight Manager on HP servers, remote administration of physical servers/enclosures
Coordinating and follow-up with vendor for call logging of server hardware.
Implementing and following ITIL processes thru incident/change/release

IT Analyst

Tata Consultancy Services (Aug 2007 - Nov 2012)

Responsibilities same as above

Server Engineer

Zenith Infotech (Jul 2006 - Aug 2007)

Responsibilities same as above

System Executive

Coretree Solutions Ltd (Mar 2006 - May 2006)

Responsibilities same as above

Technical Support Engineer

Wipro Infotech (Jan 2005 - Feb 2006)

Responsibilities same as above

Executive

Dimensions BPO Ltd (May 2004 - Dec 2004)

Providing support on data processing and assist with various data entry and data readiness projects

Executive

Tricom Information Technology Ltd (May 2003 - Apr 2004)

Responsibilities are same as above

Executive

Vectorz Technology Ltd (Jan 2002 - Mar 2003)

Responsibilities are same as above

Key Skills

Cross-functional collaboration

Stakeholder Management

Portfolio Management

Strategy roadmaps & execution

IT Operations & Service Delivery

Programme Delivery

Agile Ways of Working and methodologies

Personal Details

Date of Birth

26th June 1978

Gender

Male

Marital Status

Married

Address

MP Residency, E/6, Marunji, Pune,
India - 411057

Education

M Sc (Computer) - 2001 - Mumbai University