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| **Edit photo** | Nikhil has experience of well over 12+ years comprising of 6 years in Project management and 6.5 years is in Service Delivery. He has facilitated Software Development, E-commerce, ERP Implementation, IOT Solutions & BI Visualization projects, while rendered services to Telecom solutions and supply chain divisions. He has directly led Customer/Client Support, Process Excellence (RPA, Business Intelligence) and has been instrumental in establishing Agile Project Management, Process Excellence, building client relationships and vendor relations across business units in different industry verticals. His interests are in the assignments like: Digital Transformation, Scrum Master, Project Management & Business Intelligence. |
| **Brief Profile:** |
| * 6 years of project management experience including product development in last 2 years. Established background in launching software or services in partnership with engineering teams and high degree of proficiency in prototyping, iterative development, understanding of Agile principles.
* He has worked on RPA projects like web scrapping (generating revenue 3.6M USD) and image editing (generating revenue 2.15M USD) or excel data cleansing (generating revenue 4.5M USD).
* Software metering project using business analysis was delivered saving 50 lakh INR YOY.
* His projects grew by 77% from 1.2M USD to 5.4M USD in a year, He was able to add 6 new projects to his name and able to govern 98% quality above the set target of 97%.
* After Process mining projects on supply chain, Order-to-Cash Purchase-to-Pay Logistics Service Management, he has made ERP deployments 50% faster saving time and revenue.
* 3+ years’ experience working as a ScrumMaster across multiple cross-functional teams.
* Works in an Agile environment and continuously reviews the business needs, refines priorities, outlines milestones and deliverables, and identifies opportunities and risks.
* Experience successfully driving end-to-end delivery of data and intelligence solutions, including a wide variety of mechanisms, e.g. dashboards, APIs, real time alerts, etc.
* Works with cross-functional teams and various stakeholders, including analytics, design/user experience, engineering, and user enablement. Experience with procurement, expense management, and treasury businesses and processes having developed RPA bots for the same.
* Hands on knowledge of C, C++, HTML, XML, PHP, SQL, PM Tools (Jira, Azure DevOps, MS Project, Sharepoint) and BI Tools (Visio, Power Bi & Tableau).
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| **Employment History:** |
| **Associate Delivery Manager** | Civica India | March 2021 – Ongoing |
| Key Deliverables: Agile Scrum Master, DevOps, Project Management, Azure Cloud, Product Development, Program Governance |
| * Managed complex cloud asset development project and the team comprised of 18+ FTEs inclusive of cloud architects, cloud lead, azure engineers and developers.
* Responsible for Initiating tasks - Set up & Assignments of billing codes, requests and follow up on resource assignments, Conduct Sales to Delivery handoff, Conduct Customer kick-off meetings.
* Part of the growing management team, involved in the day-to-day delivery of software development projects. Removal of impediments and blockers to project progress.
* Develop and encourage continuous learning within teams. Highlight the risks, issues to the concerned stakeholder and execute mitigation plan, corrective actions.
* Maintain project artifacts (backlog items, burndowns etc.) to ensure effective running of delivery projects. Build productive client relationships and identify and develop opportunities for new business.
* Work with application owners, technical architects, to develop and standardize test, upgrade, and release management processes. Raise internal awareness of customer impacting bugs and/or issues, and drive the appropriate prioritization for fixes and/or responses.
* Champion and advocate for customer requirements within Azure cloud (e.g., feature requests) as a Scrum Master. Triage cloud issues on azure DevOps board and provide oversight of escalation, prioritization, and drive customer communication during critical events.
* Understanding customer business drivers and strategies, architectures, cloud adoption roadmaps, operating models, KPI, to measure and monitor benefits realization, monitor budget, risks and mitigation plans and implement effective strategies.
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| **Project Lead – Process Excellence** | Hi-Tech iSolutons LLP | June 2018 – March 2021 |
| Key Deliverables: Process Excellence, Scrum-Agile Project Management, Product Development, ERP Implementation, Deployment* Managed max team size of 24 FTEs including an assistant team lead along with 2 SMEs. Defining and implementing comprehensive product strategies for complex IT projects working in Agile environments, with a heavy emphasis on user stories and acceptance criteria through to production deployment, along with non-functional requirements.
* Typically manage 6 to 7 projects, responsible for the product planning and execution throughout the Product Lifecycle, requirement gathering, prioritizing product, customer requirements, defining the product vision. Work closely with software development, engineering, sales, marketing, and support functions as per business requirements.
* Responsible for Project Performance tasks - Setting up Project collaboration sites, create & share Customer status report, perform resource management, conduct time & expense approvals (FTE/Invoices), manage financials schedule, milestones and manage risks, using MS Tools. Includes schedule & conduct Internal Status Meetings, obtain customer acceptance of deliverables, approve deliverables.
* Manage day-to-day solution delivery for client accounts, ensuring Company standards are met and in accord with Statement of Work (SOW) deliverables.
* Drive account hygiene (timely and accurate contractual documentation, Project Status Reports & BI Dashboards. Act as a trusted advisor to the client on all aspects of Project-related engagement, leading communication and providing thought leadership so that the best system possible is implemented.
* Energy Consumption Reduction 5% having worked on IOT data metrics Power Bi Dashboard. Product design delivery reached 100% against the SLA target of 90% gradually for each quarter. Average CSI of 4.1 for managing 7 projects.
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| **Business Operations Manager** | Dev Engineers Electronics – Start up | June 2017 - December 2017 |
| Key Deliverables: Agile Supply Chain Operations, Project Management, Vendor & Contract Management (Proposal Evaluation).* Managed internal staff of 15 and 150 contractual staff. Review large sites and hygiene analysis against the set expectations.
* Perform duties like Cost-Benefit Analysis, Risk-Impact analysis, ERP Billing, Logistics, Procurement & Inventory control.
* Manage project activities across all phases, including initiation, planning, execution, monitoring, control & closure. Prepare work packages and evaluate assigned tasks for annual contracts and carry out earned value analysis.
* Work closely with Sales, Supply Chain, Accounts teams for seamless execution daily operations. Data analysis and market research to evaluate and understand electronics market business trends related to clients, end-users, B2B & B2C businesses.
* Manage all client expectations along with P&L for projects ensuring margins and client SLAs are consistently met.
* Study the groundwork for projects of large-scale institutions, banks; review contract terms and allocate required resources.
* Accountable along with the team for the scope, schedule, quality, and budget of the portfolio inclusive of scope definition, requirements, estimates and documentation like proposals, SOW, and implementation of the same.
* Lead Quarterly Business Reviews with the Senior Stakeholders to ensure alignment on project performance, optimize supplier performance, including continuous improvement, reduction in total cost of ownership, savings & forecasting.
* Increased 15% revenue by collaborating with BD team, identifying Sprint Plus Service opportunities matching client requirements. Achieved monthly target 100% consistently for a quarter. Renewed 25% contracts leading to revenue growth.
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| **Team Lead – Service Delivery** | Tech Mahindra Limited | April 2016 – June 2017December 2017 – June 2018 |
| Key Deliverables: Agile Practices & Coaching methodology, Project Transition, Process Improvement, ITSM framework* Led network support team of 30, handling conflicts, and ensuring the processes and tasks are carried out efficiently.
* Develop action plans with objective, area of opportunity, team’s performance metrics, WBS, shrinkage and staffing.
* Prepare daily status reports by data gathering/analyzing & summarizing information/trends. Establish and execute a communication plan. Monitor or track daily, weekly/monthly milestones and deliverables.
* Chair & facilitate meetings (post/pre-briefs) on daily updates, process changes and distribute minutes to all stakeholders.
* Assign duties, responsibilities, and spans of authority to team personnel. Developing quality assurance SIT and UAT plans along with QA Head, schedules & baselines along with WFM team.
* Prepare and distribute information reports, such as status reports, progress reports and minutes of meetings MOM to stakeholders. Direct and continuous feedback towards internal engineering teams regarding product and service improvements. Attend PAN India meets for wireframing telecom CRM and various android applications. Undergone training for level 2 network support, ticketing process and escalation management.
* Managed 12 team leads on Escalation Desk & 8 FTEs on FTTX Helpdesk. To work and liaise with other operations teams and the wider technical community on design, implementation, and transition to BAU operation of new network infrastructure.
* Gained Strong knowledge of ITIL methodology, concepts, and practices. To work with the app-architecture, infrastructure engineering and delivery teams to ensure that the network infrastructure is upheld & to review ticket resolution and share customer feedback.
* Building partnerships and liaising with team leaders to determine the performance metrics, delivery criteria, and solutions for L2 Desk & managing conflict, and ensuring the team's processes and tasks are carried out efficiently.
* 100% SLA met for Telecom Giant E-Wallet campaign team (PAN India Top) and 100% Quality for 3 quarters.
* Reduced Service Request Tickets TAT from 15 days to 72 business hours for Telecom Giant West Circle (PAN India Top).
* Increased Telecom Enterprise customer base by 10% to 75% in just 3 months West Circle (PAN India Top).
* Reduced service complaints of Broadband customer base by 75% to 35% in just 3 months Telecom Giant.
* Reduced Avg. handle time from 190 secs to 120 secs for Telecom Giant West Circle (PAN India Top)
* Reduced Service Request Tickets TAT from 5 business days to 48 hours for Telecom Giant West Circle (PAN India Top).
* Decreased Customer Churn from 10.5 % to 6.5% for Telecom Giant West Circle (PAN India Top)
* Recognized for 6 Sigma project participation & completion in 2016-17 & 2017-18 1.5 years.
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| **Executive – UK Service Delivery** | Vodafone Shared Services India | October 2010 – March 2016 |
| Key Deliverables: Project Transition, Data Analysis, Quality – Feedback Loop Governance, CRM Implementation & UAT* Being an SME and team coach, managed max team size of 30 for Blended Services in India and Romania. Participated in user acceptance testing program and trained on ITSM framework for escalation desk. Handled statistical analysis, test and design of experiment, analysis methodology, modelling & application, and financial impact analysis using credit leakage report.
* Process improvement & transitioning of the Blended services campaign. Performed deep-dives to analyse problems, identify opportunities and suggest solutions based on findings from interactions on customer's account. (Feedback loop Governance)
* Accurately record all the account details and service issues and take strict follow up to the resolution. Prepare and maintain customer data in all relevant systems to enable efficient execution of the order to cash process. This includes customer master data, outline agreements, prices, terms, commissions, rebates.
* Actively participate in internal and external benchmarking to improvise quality metrics. Trained and assisted in the implementation of operational policies, process guidelines and OJT manuals. Helping PE team in designing processes to improve efficiencies and customer experience.
* Delivered 100% resolution as a single point of contact while managing alternate dispute redressal forum and reduce TATs 72 hours to 48 hours. Delivered 100% quality score for several months, delivered 75 user per hour against the target of 45 user per hour. Achieved highest TNPS of 90% against the target of 80% and worked as single point of contact for various channels across globe.
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| **Process Specialist – Web Analyst** | Motif Inc. now TTEC | February 2008 - October 2010 |
| Key Deliverables: Business Analysis, CRM Implementation, UAT, Quality, Fraud Prevention and Community Moderation Services* Liaise with a set of extremely sensitive clients/internal groups and any other financial institutions to investigate and resolve breaks related to financial mismatches on seller accounts, unconfirmed sold products or e-transactions, nonreceipts and payments and interest claims that are payable or receivable, missing/incomplete KYC or compliance documents etc.
* Worked as SME for UAT project for Siebel CRM Implementation, Testing and Reporting. Participated in functional testing phases to ensure system performance and accuracy. UAT testing SLA overachieved by 110% & delivered before time.
* Managing and ensuring data quality, integrity, normalization, and accuracy of available datasets. Improve data quality as per data quality framework and working with data owner. Extensively execute fraud prevention tasks on e-commerce portal.
* Collaborate with cross-functional team, understand business needs, and complete end-to-end analysis by way of data gathering, analysis - quantitative information and propose, design, and implement tests to drive strategy.
* Delivered 70 UPH against target of 45 UPH, Quality achieved 95% against set target of 90% for more than a year. Reduced fraud related transactions by 15% month on month having saved good revenue for the client.
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| **Education:** |
| **Bachelor’s in Business Administration**Specialisation: **Financial Management** | B. K. Majumdar Institute of Business Administration (Gujarat University) | June 2000 - April 2003 |
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| **Certificate Name** | **Issuer** | **Certificate ID** | **Certificate Link** |
| **Operations Management** | IIM Bangalore | 9ca307a8a1b6423c984895df63c0acae | [Link](https://courses.edx.org/certificates/9ca307a8a1b6423c984895df63c0acae) |
| **Prince 2® Foundation Certificate** | Axelos | 2158529 | [Link](https://candidate.peoplecert.org/MobileReports.aspx?id=E9E7C6EBC401E574E731B46BF69E0E04F5D8D5B8F49AE68AA2911E65F93BEBBEAC251838E9E10D7B1B9903373E232A39037D43292F5D789F8396877E194123115FCF52792E9380E4EE25D74709BC3D0082B5BA5B5AED22E1F11ED4BBAEB195C0B7C7D033D2C7FDEE) |
| **ITIL® V4 Foundation Certificate** | Axelos | GR671222774NC | [Link](https://candidate.peoplecert.org/MobileReports.aspx?id=E9E7C6EBC401E574E731B46BF69E0E042566A610377C05EB3BF72C0F796FCF7AA1DAF752E2707228D0CFBE2C2DDF0827AD091B1B5B0E43EB83C143B32D7805855F146755B3079E553C364DAC19C3C2A8FB029E3F474A8C1CB98A6710B431D5CDC01E06AF56B58877) |
| **Certified ScrumMaster® (CSM®)** | ScrumAlliance.org | 001116551 | [Link](https://www.linkedin.com/posts/nikhilc1531_certified-scrummaster-csm-activity-6717891714926882816-bCzm?trk=flagship-lil_details_certification) |
| **Scrum Fundamentals Certified (SFC™)** | SCRUMstudy.org | 756172 | [Link](http://81cd1176253f3f59d435-ac22991740ab4ff17e21daf2ed577041.r77.cf1.rackcdn.com/Certificates/ScrumFundamentalsCertified-NikhilChavda-756172.pdf) |
| **Applying Lean, DevOps, Agile to IT Org** | LinkedIn.com | AZx5VyBJxxYI8UAOijjX0RZuWh8k | [Link](https://www.linkedin.com/feed/update/urn%3Ali%3Aactivity%3A6658803741531209729/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_self_edit_featured%3BToUmcxatQ0KvbGdvBPPFhQ%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_self_edit_featured-featured_item_detail_view) |
| **Microsoft Power BI** | Udemy.com | UC-C0RAHT9C | [Link](https://www.udemy.com/certificate/UC-C0RAHT9C/) |
| **Lean Six Sigma Black Belt** | KPMG | AH042019100 | [Link](https://www.linkedin.com/in/nikhilc1531/detail/overlay-view/urn%3Ali%3Afsd_profileTreasuryMedia%3A%28ACoAAB2ObHkBEXwkAjKlfOmZM_boLBxXiYbfeSc%2C1586250699147%29/) |
| **Lean Six Sigma Green Belt** | Benchmark, ExemplarGlobal | 11513387 | [Link](https://certificates.benchmarksixsigma.com/wzwli39d) |
| **Agile Project Management** | LinkedIn.com | AaAawBK37-LiSdDNrbGNNiqB8\_ca | [Link](https://www.linkedin.com/in/nikhilc1531/detail/overlay-view/urn%3Ali%3Afsd_profileTreasuryMedia%3A%28ACoAAB2ObHkBEXwkAjKlfOmZM_boLBxXiYbfeSc%2C1611231195427%29/?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_self_edit_featured%3BtPRnVQRSQKqL4QxjAa8gIA%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_profile_self_edit_featured-featured_item_detail_view) |
| **Certified Business Analyst** | Udemy.com | UC-b7fe8ea0-cf4a-470e-bdab-8e03903d6f53 | [Link](https://www.udemy.com/certificate/UC-b7fe8ea0-cf4a-470e-bdab-8e03903d6f53/) |
| **Advanced RPA Professional V11** | AutomationAnywhere | AAADVC-24017567 | [Link](https://certificates.automationanywhere.com/dcd18024-7cdb-47ea-8244-da2d7c511d0b) |
| **RPA Business Analysis**  | AutomationAnywhere, UiPath | 616105 | [Link](https://certificates.automationanywhere.com/03b1542c-85cd-4bd0-ad55-54dbc293e99b) |
| **RPA Solution Architect** | AutomationAnywhere, UiPath | 14794204 | [Link](https://certificates.automationanywhere.com/4eebbf46-72bc-4e2d-a2ba-8c012de5d630) |
| **RPA Program Manager** | AutomationAnywhere | 14698387 | [Link](https://certificates.automationanywhere.com/b0567de2-55f9-4d03-9965-4bd20ece8fdf) |
| **Fundamentals of Digital Marketing** | Google, IAB | TMY X6C TZN | [Link](https://learndigital.withgoogle.com/DIGITALUNLOCKED/validate-certificate-code) |
| **Advanced Google Analytics** | Google | Atydng7mT0-6LLMPwedTPg | [Link](https://analytics.google.com/analytics/academy/certificate/Atydng7mT0-6LLMPwedTPg) |
| **Digital Skills: Web Analytics** | Accenture | gw9zzx8 | [Link](https://www.futurelearn.com/certificates/gw9zzx8) |
| **Digital Skills: AI Basics** | Accenture |  kv7n7u4 | [Link](https://www.futurelearn.com/certificates/kv7n7u4) |
| **HTML (CSS), MS ACCESS, MS Office** | B. K. M. I. B. A. | - | - |

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| **Skills & Competencies:** |
| **Personal Details** | **Extra activities & Interests** | **Accolades & Volunteering** | **Highlights** |
| **Business Trips:** Hong Kong, China, Romania**Study Visit:** Switzerland for MBA - Cesar Ritz | Loves Music, Tennis, Cricket, Exercise | Achieved **4.0** annual rating **out of 5** in Hitech. Achieved **4.65** annual rating **out of 5** in Motif Inc. | **Analytical & Research Oriented** **Quality Leadership** |
| **Marital Status:** Married **Passport ID:** N4901541**Birth Date:** 15/01/1980 | Actively participated in sports (Silver medal), debates & quizzes (Silver medal) | Volunteered: Blood Donation, Tree plantation, Earthquake relief & served COVID affected needy | **Tech-savvy****Strong market sense** |
| **CTC:** Available on request**ECTC:** As per Industry standards | Cleared vocational training for Military Cadets from Raigadh Military School, Mahad, Maharashtra | **Twice** received **Top Performer of Quarter** **award** at Vodafone**Twice** received **Operational Excellence award** at Tech Mahindra | **Client focused****Goal Oriented** |
| **Notice Period:** 30 days | **Strategic Planner****Critical thinker** |