**Jatin Vyas*****(*PRINCE2 Agile Foundation*)***

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##  SUMMARY:

In Project Analyst & Project Management having hands-on experience on E2E Service delivery & Provisioning of multiple complex Network / IT Infrastructure projects of end to end in Lifecycle Management such as Analysis, Initiating, Planning, Implementation and Closure. Certified as Prince2 Agile Foundation aiming to leverage considerable experience and efficiency. Possess in depth knowledge of Program & Project Management with good interpersonal skills.

## Total Professional Experience: 9+ Years

**Total Work Experience:**

## Project: -

## Project Title: - L2 Operations.

**Company Name: - WhiteHatJr From 10-Sep-2020 – Till Date**

**L2 Concierge Operations:**

**Project- - (IT Operations and Support → Technical / Production Support) –**

* Create learning resources to address the major issues that teachers & students face in the curriculum
* Curate and create trouble-shooting/installation and other such content to ensure teachers and students are able to resolve technical issues by themselves.
* Create and enforce plans that will help meet the needs of customers
* Build long-term relationships with Parents and Teachers
* Work quickly to address and resolve customer issues
* Notify the sales team of new sales and cross-selling opportunities
* Become familiar with the competition to stay ahead of them
* Encourage high-sales and good customer service practices
* Create strategies and work with clients to boost the brand
* Help promote and maintain a positive company image
* Setting Up System using Remote Desktop Connections like Any Desk, TeamViewer, etc
* Active listening skills, patience and detail obsession to maintain call logs.
* Strong communication and interpersonal skills and the ability to build and maintain relationships
* Strategic thinker and ability to analyse and solve problems quickly
* Ability to work well with others and lead a team
* Must be self-motivated, flexible and able to manage several jobs at one time

## Project Title: - Vodafone New Zealand One bill Process.

**Company Name: - Tech Mahindra Business Services Ltd. Pune From 09-Jan-2020 – 07-Sep-2020**

**Customer Relations Advisor:**

**Project- - (IP, MPLS, GVPN, IP Internet, Voice &Transmission backbones.) –**

* Manage and administer technical issues for customers in a team.
* Identify and fix all onsite infrastructure issues.
* Schedule real time meetings with important business clients and explain the planning and risk/issue related the project with most accepted/efficient solutions as per the last review.
* Managing the status of accounts and balances and identifying inconsistencies.
* Issuing bills, receipts and invoices.
* Involve site visits also and touch base with end customer also if some issue and requirement came.

## Project Title: - Project Delivery Implementation Manager.

**Designation: - Customer Service Executive.**

**Company Name: - Tata Communications Limited. Pune From 26-Apr-2016- 24-Dec-2019**

**Project Analyst & Program management:**

**Project- (Project Delivery Implementation Manager)-**

* Handling of multiple complex projects throughout the Management lifecycle across all phases of development from Initiating, Planning, Executing, risk management and Closing related to IT network infrastructure using

Prince2 and Prince2 Agile methodology. As a Project Manager of a team responsible for providing end to end analysis, planning, Shifting, Migration, Feasibility check, LAN/WAN/WLAN/LYNC/SIP/Servers/Data Centre Solutions. Transmission Technologies & Devices handled include PDH, SDH, DWDM, OTN, Routers, Switches, MUX, AVAYA, LYNC, SIP and much more serves as a primary interface between the Customer Lifecycle Management team and the client, representing project-qualified data and voice network deployments and/or evolution of existing network infrastructure. Develop project goals that support business objectives and executing plans to meet the goals.

**TOOLS EXPERTISE:** REPC Order Management Tool (Provisioning), MS Project Plan, Microsoft Teams and Avaya System Manager, Click OFSC, Inventory Management, Intune, Cramer OSS, PSR order form, project tracking, SOM/Vector, Clarify, BT ECO, Remedy, CPS, TC10, COPS, MORI, MS Visio, Excel, BPM, ICM, CVP, Cisco Unity Connection, Cignet, Salesforce BSS, M6 Metasolv Solutions, Citrix, CRM,MS Office/Excel suite/PowerPoint.

## Project: -

## Project Title: - Sr. Technical Process Executive

**Company Name: - AMDOCS. Pune. From Feb 2014 to Apr 2016**

* Working in Intra Day Operation Team Improving performance of process and people management for service desk.
* Monitoring the Daily In volume, Spikes, Quality & Production flow.
* Handling Outages, Spikes & Production Issue.
* Reports generation via ATT Tools daily, weekly, monthly basis.
* Resolving order fallout tickets Priority wise (High or Low) on EM & CRM following M&Ps receiving through emails, chat & Daily Analysis.
* Handling high priority incident management by reporting to Off-shore & onshore managers.
* Taking Daily Service Level Call on in volume & criticality issue.
* Monitoring SLA on resolving tickets and calculates AHT per head of the agents.
* Dashboard Reporting (Manually & Automated) Publishing this report on daily basis Performance, Productivity & MTD.
* Providing Assistance to Various vendors & to the Agents on production time.
* Creating KRA reports for managements & conduct analysis of every employee’s performance on monthly basis.

## Project: -

## Project Title: - Project Coordinator Company Name: - Tata Communications Transformation Services. Pune from June 2012 - Jan 2014

**Project Coordinator:**

**Project- - (IP, MPLS, GVPN, IP Internet, Voice &Transmission backbones.) –**

* Handling multiple Business Critical Network Clients/Sites all Global & International level. Give support to field engineer for site integration, commissioning & decommissioning of the site and completed within the given SLA timeline. Engaged multiple stakeholder/vendors, starting from project screening, initiation and during implementation and give RFI/RFO to Operation team. MIS milestone update to internal as well as central team, LOC signoff, kick-off/ice breaking meeting and SLA adherence. Capitalization weekly and monthly On-Air sites.
* Involve site visits also and touch base with end customer also if some issue and requirement came.
* Prepare monthly bases progress report against each location with sites reports included and flow this report with central team.

**Strengths:**

* Incident/Problem/Change and Project Management, Provisioning.
* Committed PM and Self Learner.
* Addressing complex issues with well thought out plans.
* Strategic analysis, planning, implementation, execution of Capacity and services.
* Turnaround/Lesson learned from the troubled projects.
* Team/People management.

**TECHNICAL TRAININGS AND CERTIFICATES:**

* PRINCE2 Agile Foundation Certificate Accredited by PeopleCert On Behalf of AXELOS.
* Completed SAP in BASIS Module.
* MSCIT Certificate.
* Certificate in PROGRAMMING IN ‘C’ LANGUAGE.
* SDLC, DevOps.

### ACADEMIC QUALIFICATION:

* Bachelor of Computer Application (BCA.) Examination held by Pune University, India completed in 2012.
* Higher Secondary Certificate (HSC) examination held by Nasik Board, India completed in 2009.
* Secondary School Certificate (SSC) examination held by Nasik Board, India completed in 2007.

## Personal Details:

* **Date of Birth : 14th March, 1988**
* **Sex : Male**
* **Nationality : Indian**
* **Marital Status : Married**
* **Languages Known : English, Hindi, and Marathi.**

I hereby declare that the information given herewith is correct to my knowledge and I will be responsible for any discrepancy.

Date: Place: Pune India. (Jatin K. Vyas).