

RESUME



Mahendra Anilkumar Niturkar

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Professional Summary

11+ years of professional experience in Delivery, Program, Project Management, Product Owner & Scrum Master (Agile, Scrum, & ITIL process) and expertise in delivering technology solutions working in tandem with business.

Core Competencies

- IT Project Management • Proven Leadership & Operational Excellence • Team Management & Mentoring • Service and Change Management • Handled end to end Migration and Decommission Projects • Client & Business Relationship • Delivered High Scaled & Integration Projects • Marketing Automation & Lead Management • Dev/Ops and CI/CD Framework • Agile/Scrum Master • L2/L3 Support Operations using ServiceNow and JIRA • Vendor Contract Management & Revenue Generation • IT Sustain & Production Support

Domain Experience

- IT - Marketing Automation & Digital Experience

Technical & Applications Expertise

- Adobe Experience Manager (AEM) • ServiceNow, BMC Remedy for Incident, Problem, Asset & Change Management process.
- Salesforce.com (SFDC) • Oracle Marketing Eloqua • Perforce Visual Client • JIRA for Agile /Scrum • HP's Application Life Cycle Management • Putty
- Marketing Automation application - Lattice, Leadspace, Marketo, Bright Talk, 6Sense, Allocadia, Conversica, Omniture, Fresh Address, Verite

Professional Experience

❖ Symantec Software India Pvt Ltd: (July-2015 to April-2020)

In Symantec Worked on Decommissioning of Marketing Legacy application project as well migration of Data and Content form Legacy application which was used new Oracle Marketing Automation Tool ELOQUA also managed Syminfo application which moved new content management system AEM.

Also worked on multiple Migration/ Decommissioning project as we are moving on new technology as Project coordinator/Business Analyst.

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Role & Responsibility:

Project Manager /Scrum Master: -

- Maintain transparency & provide visibility to the Stakeholders on process performance, Issues, Concerns as part of day to day operations management; create the improvement plan in discussion with the Stakeholders
- Able to understand Customer requirements, deal with difficult/sensitive situations, conflict resolution, associated with technical, business, or personnel situations
- Holding reviews with the Team Leaders/Scrum Masters) to ascertain processes performance. Monitor systems and process to provide ongoing feedback for continuous improvements to the service delivery standards
- Responsible for the end to end delivery of the process deliverables for my applications/product.
- Tracking & presenting all the change tickets to CAB/ECAB (Change Management)
- Communicating the stakeholders/business for the outage/deployment timings
- Provide day-to-day monitoring of Project scope, resources, timelines, critical path, issues and status reporting
- Weekly project summary status (WSR) and Monthly Status Report (MSR), service performance reviews
- Team Capacity Estimation
- Conducting Sprint planning and Sprint Review
- Maintain Product backlog with all relevant User Stories/Release/Iteration
- Conduct Sprint/Release planning with CI/CD (Continuous Integration/Continuous Deployment) approach
- Motivating the team members and steering up their spirit, confidence etc. to achieve the intended goals
- Ensure integrity and delivery of projects with respect to time, budget, scope, change, risk and resources
- Managing Project/Epic roadmap along with entry and exit criteria
- Conduct Retrospective meeting at the end of each Iteration/Sprint
- Track progress of user stories through scrum calls and metrics
- Maintained Burn down and Burn up chart for each Sprint/Release.
- Provide Monthly Agile Metrics Report (Scrum/Kanban) to senior management and ensure all the Agile Metrics are within the norms specified

Extra Responsibilities:-

- Manage resource allocation across multiple geographies
- Mentoring the team members and new resources to sort the problems and queries regarding process and improving the quality of work
- Handling multiple processes, managing teams of FTEs in the customer service horizontal.
- Managing Vendor/Contractors
- On-boarding of new resources
- Employee Satisfaction, Attrition-Review progress of attrition action plans and check effectiveness, movement of tenured employees (lateral/vertical), Reward and Recognition.
- Delivering an agenda driven by senior management with tight deadlines that would ultimately drive improvements across the function/team

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❖ Mphasis Ltd (Jan-2009 to July-2015)

➤ Production Support Lead:

Worked with MPHASIS LTD. As Delivery Senior Software Engineer for Client Symantec.

I worked on Marketing Legacy applications. These applications were developed by Symantec and I worked primarily development, Minor Enhancement and Production support.

Role & Responsibilities:

- Provide ongoing internal reporting of performance measures and service levels
- Champion and promote service improvements on an ongoing basis to continually improve the quality of services delivered and customer satisfaction
- Manage and coordinate hot fix and maintenance releases
- Coordination of work activities involving Data Centre, DBA's and Global Technology teams
- Develop, implement and/or improve the application production support knowledge management repository(s) to ensure all are documented, process & procedures are clear and periodic reviews are conducted
- Provide support to the business during day-to-day activities and ad-hoc requests
- Support applications in production. Note interruptions or bugs in operation and perform problem solving exercise to determine problem and ensure continued use of the application
- Create, develop, and track solutions to application errors reported
- Note interruptions or bugs in operation and carry out mitigation / problem management.

❖ Crystal Solutions Pvt Ltd(July-2008 to Jan-2009)

Worked in Symantec Software India Private Limited as Software Engineer on Payroll of Crystal Solutions Pvt Ltd.

Personal Details:

Name	Mahendra Anilkumar Niturkar
Education Qualification	Bachelor's degree
Sex	Male
Languages Known	English, Hindi, Marathi
Marital Status	Married
Nationality	Indian