**Bharat Botle**

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**Objective:***To use my analytical skills, ability to communicate ideas, commitment to perform quality work and use my relevant experience to improve efficiency and be a highly innovative and successful employee.*  
  
**Profile Summary:***Experience in eLearning & Training Industry. Expertise in Content Management (Enterprise Content Management, Web Content Management) & Knowledge Management Projects.*

*I hold bachelor’s degree in Commerce from Mumbai University, 2006*

**Experience**  
  
Current Organization : **Packt Publishing Limited, Mumbai**

Current Designation : Project Manager  
Duration : September 2019 till June 2020

As a Project Manager, I took care of projects in the learning core team. We make software to work in a new way, through the delivery of effective learning and information services to IT professionals. Working towards that vision, Packt has published over 6,500 books and videos so far, providing IT professionals with the actionable knowledge they need to get the job done - whether that's specific learning on an emerging technology or optimizing key skills in more established tools.

In my role, I take care of below responsibilities.

* Lead the Team of workshop managing editors and help them to prioritize milestones for the titles they are assigned for planned month.
* Coordinate with Authors, Technical reviewers, Senior Editors, Acquisitions team & Product Owners for support in development of the title.
* Work with Product Owner for commissioning of titles for financial year. Titles such as License titles, Workshops and Book Learning paths.
* Use Agile as well as Waterfall methodology for projects as per requirement.
* Align stakeholders with team members for daily Scrums.
* Work with team on planned sprints to achieve milestones for delivery.
* Coordinate with Vendors for Copy Editing and Proof reading of content.
* Coordinate with Production team and Content distribution team for title to get published after the Development stage.
* Coordinate with Administrative team for Author royalties, Author Payments and settlements.
* People Development: lead the team of editors as well as work on the growth and opportunity areas of editors. Monitor performance of each team and rank them as per monthly KVM’s.
* Value Creator: Work with Editors/Peers on improvisation and innovations of systems.
* Share the Business Performance Review with Top team management.
* Share the Revenue Report with Peers and Team members.

Organization : **Vodafone Idea Limited, Mumbai**

Designation : Manager Training – Customer Service  
Duration : October 2017 till December 2018

As a Manager – I was responsible to manage PAN India Operations for Knowledge Management Team (KMS) and Learning Management Team (LMS). KMS team is responsible for regular and accurate Updation, management and upgradation of the centralized repository (VSearch) and LMS team is responsible for hosting new and updated training module on the learning platform.   
  
In my role, I flowed the below process:

* Responsible for managing online learning platform to achieve training and performance goals of the organization
* Manage LMS functions which include monitoring course content, course approvals, and evaluation processes ensuring processes are completed within given time frames
* Create/publish/archive online/instructor-led courses, assigns training curricula, adds/deletes resources, monitor accounts, reset passwords, and maintain system parameters
* Evaluates business requirements related to using and configuring LMS application; Provides system maintenance which includes upgrades and updates, configuration, troubleshooting, debugging, and user access testing involving both browser and app-based access
* Create and update training requirements in the LMS
* Management of Tickets which are raised by the customers to our front-end team and get them executed by my support team with the SLA commitments and TAT.
* SLA and Escalation Management for the KMS & LMS Team.
* Team Management – Utilization, Productivity and Performance Review.
* Monthly visit to Retails stores (PAN Mumbai) for Audit and Training.
* Quarterly visit to call centers for (Mumbai and Pune) Audit and Training.
* Vendor Management – Coordinate with vendors for their services and resources.
* Work with Internal counterparts / external Stakeholders for designing and development of the site – LMS and KMS.
* End to end project management, ensuring project timelines are met and with activities like Scope creation, Wireframe and design creation followed by on time approvals, GANTT chart creation & adherence, Stakeholder collaboration and escalation, where required.
* Communication to the business teams about usage of new features, also collecting feedback post implementation.

Organization : **Tata Teleservices Limited**, **Mumbai**

Designation : Manager (Knowledge Management – Team SSQ)  
Duration : August 2016 – September 2017

As a Manager - I was responsible to manage Knowledge Management portal for SSQ team. I have designed the site architecture of the new KM portal. This has helped for better navigation and user experience to the users. Development of the site was done by an external vendor. My day today activities involved the below responsibilities.

* Responsible for communications related to customer service updates for Enterprise Customers and ensuring consistency across all portals.
* Work with internal counterparts / external Stakeholders for designing and development of the site.
* Develop technical strategies with internal stakeholders to deliver content management solutions that support business objectives of customers.
* Reviewing & editing the content developed for customer service communication including Creative work. Perform a variety of tasks including Content overviews, customized presentations, proof-reading, and product feature/benefit discussion with respective stake holders for Enterprise Customers.
* Responsible for delivering ongoing formal, informal (Internal) Data & Voice communication that helps customer & internal team understand the operational and business impact.
* Monitoring and measuring the efficacy of communication activity and thus ensuring optimum use of internal employees.

Organization : **LRN**, **Mumbai**

Designation : Project Manager – Content Library

Duration : August 2015 to August 2016

As a Project Manager - I was responsible to manage the content library and Custom Projects as per the Road Map designed by the Solution owners. Some other responsibilities are as below:

* Work on the day-to-day operational and tactical aspects of multiple e-learning projects in Library and Custom team.
* Utilize effective and respectful communication skills to inspire internal partners to perform according to LRN’s high standards of quality and according to an agreed upon schedule.
* Demonstrate leadership in project execution which models and expects high standards of performance, ensuring best solution to client partners, and presents a level of service and caring that gives client partners assurance of LRN’s Partnership Principles
* Closely collaborate with and lead the contribution of internal and external resources, including Subject Matter Experts, legal experts, instructional designers, software engineers, QA team, production teams, etc. to ensure realization of project progression according to schedule and quality standards.
* Drive the execution, evaluation, and evolution of project delivery processes to ensure continuing advancement toward excellence in quality and effective utilization of resources
* Represent and ensure zero tolerance for defects in project execution and delivery
* To work on multiple projects simultaneously, of varying complexity and length
* To foresee problems in Project execution, have an insight to what problems and issues can derail a project
* Participate actively in LRN’s self-governing culture and help further LRN’s mission: To Pursue Significance by Inspiring Principled Performance.

Organization : **Accenture** Services Pvt. Ltd., **Mumbai**

Designation : Content Integrator (Knowledge Management)

Duration : January 2008 – February 2015

**Projects:**

A.L.K.M.S.- Accenture Learning Knowledge Management Services

**Content Integrator:** (January 2014 till – February 2015)

**Overview:**  Worked as a Specialist and cater the Capability Development (CD) team to initiate the Knowledge Management on specific Domain. Aligned to Oracle Domain and worked with Oracle CD Team. Support them in various activates as below.

* Acting as a single point of contact for knowledge management support for Oracle Domain.
* Review the Knowledge Asset Repository and Site Pages.
* Review the Metrics of Pages and Assets.
* Manage Projects on Learnings Curriculums for the Oracle Practice.
* Design the Architecture of the pages.
* Work on Taxonomy, keywords and tags cleanup.
* Work on Postcard, newsletter and Company memos. (Build Content & Structure)
* Support CD Team from answering questions related to the key functionality of the products, offerings, services etc. or identifying the appropriate team members to handle client demonstrations.
* Perform research in various systems and tracking tools.
* Help in increasing the awareness of KM to the aligned community of practice using the collaborative tools such as stream, circle, blogs, Communications, newsletters and Knowledge Repositories.
* Maintaining engagement, credentials, Proposals on the Knowledge Repository.
* Share knowledge with the team in regard to industry, best practices and tools helpful for knowledge management. Share key learnings from meetings, customer calls, CD calls, discussion forums, G4M with team members
* Share the Utilization metrics of Knowledge Sites and Asset with the CD Team. Suggest best methods which can be used to increase collaboration in the community.
* Attend team meeting/CI connects.

**Team Lead:** Asset Maintenance & Custom Service Area Team: (December 2010 till December 2013)

**Overview:** Under Asset Maintenance team, we used to post various assets to the Knowledge Exchange (KX – Centralized Knowledge Repository of Accenture). Manage content review for various domains and industries such as Technology Consulting, Infrastructure Services, Industries like – Air, Travel, Retail, Life Science (LS) and Consumer goods and Services (CGNS).

In custom services we used to work on Accenture Mylearning assets. Add/update/remove the assets from Mylearning. Under Custom Services we also used to work on SharePoint workflows, list management, MS Access forms. Design the homepage of the SharePoint using SharePoint Designer. (2003/2007/2010/2013).

As a Team lead, I was responsible for the below tasks:

* Daily work allocation to the team and request tracking.
* Do Audit for the tasks done by Service Area - Analysts in the Team.
* SLA Management for my Service Area.
* Backup of team leads in their absence.
* Managing the Leave Tracker for my team members.
* Updating Operation Excellence (OE) Tracker for the team. (This has data for SLA, Quality and Efficiency of the team).
* Weekly team utilization. This help to check the performance of each resource in the team.
* Monthly/Quarterly Feedback and ratings
* Create Individual Score card and Team Scorecard.
* Provide Action Plans for future months. (Resource Alignment/ bandwidth for new projects)

**Knowledge Management Senior Analyst**:

* Abstract Writing for the Clients weekly calls on various topics.
* Administrating SharePoint 2007/ 2010 for managing internal Knowledge Management portal.
* Allocating document libraries, lists, different meeting workspaces, creating surveys and customizing Web parts on various STS.
* Creating Pages on Knowledge Exchange Portal.
* Creating, customizing & managing Team Sites for various Communities of Practices within Accenture.
* Administrating users and groups though internal Active Directory tool.
* Implementing Search Keywords and basic level searches.
* Creating & Administrating Wiki & Blogs sites for different internal teams.
* Developing & maintaining Accenture Portal sites using XML, HTML, Front Page, SharePoint Designer and Java Script technologies.
* Coordinating with Capability Development team members for knowledge management services research work and analytical reports.
* Worked with Capability Development team in organizing Community of Practice calls on adobe meeting place and Lync.
* Worked on numerous formal and informal communications for Knowledge Management services.
* Identify, assess, and resolve complex issues/problems within own area of responsibility and operating largely independently.
* Provide detailed reporting on weekly basis and also monthly basis to the client and the onshore counter parts. The report details the number of requests received either by front line or Adhoc. Give structured classifications and description of requests closed within the SLA.

Organization : **Cybercom Datamatics** Limited, **Mumbai**

Designation : Content Analyst

Duration : January 2007 – January 2008

Detailed Profile:

* Worked on a Content Management tool with remote login to client machines for updating different XML/HTML based files on daily basis, handling images, documents etc.
* Extensively worked on Dreamweaver, FrontPage 2003, and Photoshop.
* Weekly team reporting, deck preparation and providing analytical report to our client.
* Coordinated with clients and team members through IM, e-mails and also have frequent calls for process related information.
* Working in content team for the Project of Sony Ericsson in CDIS Department. (Team of 7 team members).
* Provide training and support to the team members.
* Data Cleansing.
* Queries resolutions.
* To deliver an effective and professional service to the client for the request.
* Dispatching the issues to the team members and To ensure the service is delivered in line within agreed timescales.
* Updating the Sony Ericsson website such as adding new products, Webpages, Media spaces, Banners etc.
* Coordinating with the site owners of different countries for site maintenance & changes.
* Adding new Job Postings and Press Releases on the website.

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| **Academic Record:** | | | |
| **Degree** | **University/Board** | | **Year** |
| B.Com. | Mumbai University | | 2006 |
| H.S.C. | Maharashtra State Board | | 2002 |
| S.S.C | C.B.S.E Board | | 2000 |
| **Technical Education:** | | | |
| Institute | | Bombay Industrial Training Institute | |
| Course | | Computer Operator and Programming Assistant (COPA) | |
| Year | | 2003-04 | |
| Apprenticeships | | Bombay Stock Exchange (BSE) | |
| Course | | Programming Assistant and System Administrative Assistant (PASAA) | |
| Year | | 2003-04 | |
| **Technical Proficiency:** | | | |
| Languages: | | HTML, XML, JAVA Script. (JS) | |
| Web Dev. Tools: | | Microsoft Office SharePoint, Microsoft SharePoint Designer, Microsoft FrontPage | |
| Concepts known: | | Web content Management, RSS. | |
| Software: | | Microsoft Office Package 2003, 2007, 2010, 2013 & 365 | |
| Database: | | Ms Access. | |
| OS: | | Windows 9x, 2000/XP/7, DOS. | |