 **RAHIL ANWAR**

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An **enthusiastic & high energy driven** professional, targeting assignments in **Project Management, PMO, Service Delivery Management** with a reputed organization

Location Preference**: Hyderabad**

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| --- | --- | --- |
| **CORE COMPETENCIES**  **Project Management**  **Incident and Change Management**  **Team Management**  **Client Engagement**  **Roll-Out & Support**  **Key Account Management**  **Data Migration**  **Go-Live Support**  **AMS Delivery** |  | **PROFILE SUMMARY**   * **MBA (Power Management) with over 6 years 9 months of experience in** Project Management and Delivery Sevices with training in SAP SD S/4 HANA and Fiori (SD related) * Executed **full lifecycle implementations** and **20 support and upgrade projects** utilizing **Accelerated SAP (ASAP), methodologies**, in line with project management with **PRINCE2 frameworks** * Comprehensive knowledge of **business process analysis** and **design, process rationalization, cost control, capacity planning, performance measurement and quality control** * Deftness in monitoring the delivery of high-quality customer experience, **elevating customer satisfaction**, while adhering to the **SLAs and work processes**, with effective resolution of escalations within turnaround time |

**ORGANISATIONAL EXPERIENCE**

**Since May’14 at Sunera Technologies, Hyderabad**

**PMO:**

* Helped developing tool for incident management and ticketing system and collaborating it with timesheets and HR reporting
* Supporting & monitoring the existing infrastructure, supervising preventative maintenance and backup as well as performing all phases of a portal implementation project like Planning, Blueprinting, Execution, Testing and Go Live
* Spearheading the end-to-end transitions for all clients; managing the expenditure within the Service Transition, ensuring functional specs/requirements documentation, user manual, wire frames
* Working closely with all business stakeholders (internal & external) defining requirements and providing functional solutions and business process analysis
* Coordinating and liaising work between Technology, Systems Analysts, Quality Assurance, Business and Program Managers

**Associate Manager (Delivery):**

* Being in client facing role, did mapping of client’s requirements, identifying improvement areas & implementing measures to maximize customer satisfaction levels, ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels
* Client management and team management for successful service delivery through constant progress and satisfaction tracking and reporting
* Managing functional design, gap analysis, specification development, formulation of configuration & testing strategy, cut-over planning and integration
* Led team of 30 personnel in gathering, analysing and defining business & functional requirements and designing/re-engineering processes, workflow and technology solutions
* Reviewed business blueprint process documentation, interfaces and data requirements as Delivery Lead during SAP initiatives for 10 Indian SAP AMS and 11 overseas SAP AMS projects
* Served in a lead role and coordinated the implementation of 3 GST projects
* Served in Data Migration Lead role for 1 SAP implementation project
* Performing in admin role for Oracle NetSuite implemented over company’s Enterprize Portal for finance

**IT SKILLS**

* Scrum Agile (PSM1)
* PRINCE2
* Project Management
* Support Project delivery
* PMO
* SAP

**CERTIFICATIONS**

* PSM-1 from **Srum.org**, July’20
* PRINCE2 Foundation from **AXELOS, Hyderabad** in Oct’17
* PRINCE2 Practitioner from **AXELOS, Hyderabad** in Oct’17
* QMS Internal Auditor (ISO 9001:2015) from Bureau Beritas, Hyderabad in May’18
* SAP AMS Web Assessment in 2017
* Embedded system and basic robotics from Indian Telephone Industries Ltd., Mankapur in Jul’10

**ACADEMIC DETAILS**

**2014: MBA (Power Management)** from College of Management and Economic Studies, University of Petroleum & Energy Studies, Dehradun with 6.45 CGPA

**2011: B.Tech. (Electronics and Communication)** from Kanpur Institute of Technology, Uttar Pradesh Technical University with 62.40%

**ACADEMIC PROJECTS EXECUTED**

**Project :** ICI Cancellation in OFDM system ( Final Year B.Tech.)

**Project :** Role of IT in Power Distribution (MBA- Dissertation Project)

**ACADEMIC INTERNSHIPS**

**MBA:**

**Organisation:** Reliance Power, Delhi

**Duration:** 8 weeks

**Role:** Summer Internship trainee

**Description:**

Worked on a report “Natural Gas power- As an alternative to Wind and Solar power” to study quality of service regulation and Standard of Performance regulation which included comparison of standard of performance & compensation regulation of 4 states and challenges faced by distribution utility to successfully implement the SOP regulations in India

**B.Tech:**

**Organisation:** Indian Telephone Industries Ltd., Mankapur

**Title:** Operating and working environment of various divisions at Indian Telephone Industries Ltd., Mankapur

**Duration:** 15th Jun’10- 15th Jul’10(4 Weeks)

**PERSONAL DETAILS**

**Date of Birth:** 22nd October, 1989

**Languages Known:** Hindi, English, Urdu

**Postal Address:** Flat 904, B block, Splendour Apartments, Gajularamaram, Hyderabad- 500055, Telangana

**Passport number**: J9660044 (Valid till- 26/09/2021)

**PROJECT ANNEXURE**

**Company :** Micromatic Grinding Tools

**Project :** SAP Support

**Role** : PMO

**Duration** : May’14- Dec’15

**Company :** University of petroleum and Energy Studies

**Project :** SAP Support

**Role** : PMO

**Duration** : May’14- Dec’19

**Company :** Chambal Fertilizers and Chemicals Ltd.

**Project :** SAP Support

**Role** : PMO

**Duration** : May’14- Dec’15

**Company :** Zuari Agro Chemicals

**Project :** SAP Support

**Role** : PMO

**Duration** : May’14- Dec’15

**Company :** Pearl Academy

**Project :** SAP Support

**Role** : PMO

**Duration** : May’14- Dec’15

**Company :** Sreenidhi Institute of Science and Technology

**Project :** SAP Support

**Role** : PMO

**Duration** : May’14- Dec’15

**Company :** Paradeep Phosphates Limited

**Project :** SAP Support

**Role** : PMO

**Duration** : May’14- Dec’15

**Company :** Randstad

**Project :** SAP Support

**Role** : PMO

**Duration** : May’14- Dec’15

**Company :** Chambal Fertilizers and Chemicals Ltd.

**Project :** H&T ePortal (Uttam Sewa)

**Role** : Delivery Management

**Duration** : Dec’15- Dec’17

**Company :** Aksh Optifibres

**Project :** SAP Support

**Role** : Delivery Management

**Duration** : May’15- Dec’17

**Company :** Micromatic Grinding Tools

**Project :** SAP Support

**Role** : Delivery Management

**Duration** : Jan’16- Aug’19

**Company :** ISB

**Project :** SAP Support

**Role** : Delivery Management

**Duration** : Dec’17- Dec’18

**Company :** Zuari Agro Chemicals

**Project :** SAP Support

**Role** : Delivery Management

**Duration** : Dec’15- Dec’17

**Company :** Valuelabs

**Project :** SAP Support

**Role** : Delivery Management

**Duration** : Jan’19- Aug’19

**Company :** LT Foods

**Project :** SAP Support

**Role** : Delivery Management

**Duration** : Jul’16- Jul’18

**Company :** Paradeep Phosphates Ltd.

**Project :** SAP Support

**Role** : Delivery Management

**Duration** : Jan’16- Jul’17

**Company :** Ryan Solutions Group

**Project :** SAP Support

**Role** : Delivery Management

**Duration** : Jun’18- Jun’19

**Company :** Delaware River Port Authority

**Project :** SAP Support

**Role** : Delivery Management

**Duration** : Jun’17- Jun’18

**Company :** Vitality Group

**Project :** SAP Support

**Role** : Delivery Management

**Duration** : Jul’18- Oct’19

**Company :** NEC Display Solutions

**Project :** SAP Support

**Role** : Delivery Management

**Duration** : May’19- Oct’19

**Company :** Ascensus

**Project :** SAP Support

**Role** : Delivery Management

**Duration** : Jul’17- Dec’19

**Company :** BRAC University

**Project :** SAP S4 Hana Implementation

**Role** : Data Migration Management

**Duration** : Nov’19- Dec’20