

CURRICULUM VITAE

Amit Kumar Vishwakarma
Senior Business Analyst (PMO)
{M. Com, PGDBM}

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Professional Summary:

Project Management Officer with **8+ years** of experience in **Project Management** and governance including **process enhancements**, high quality and **on time delivery** of projects in accordance with the stated **project goals**. Skillful at constructing and sustaining **professional relationships**, able to work with senior leadership and **cross functional** teams to organize, plan, execute, communicate, and adapt change management across the organization. Along with healthy knowledge of **Telecommunications, Banking & Cyber Security (IAM, CDE, GRC & Enablement)**.

Profile Proficiency:

- ☐ Durable **Project Management** and **Organizational** skills.
- ☐ Thoughtful of Data management **policies, procedures**, and widespread **technical** tools.
- ☐ Worthy **Project Reporting**, Analysis and Support.
- ☐ Ability to Prioritize the responsibilities and **meet deadlines** accordingly.
- ☐ Healthy **Logical** and **Interpersonalskills** with **Customer** Oriented Approach.
- ☐ Expertise in handling end to end **implementation & production** activities.

Technical Skills:

- ☐ Cloud based Ticketing systems: **Core5, JIRA Service Desk, ServiceNow**, etc.
- ☐ Identity & Access Management Tools: **SailPoint, Okta, RSA, CyberArk**, etc.
- ☐ Project Management Tools: **Wrike, Clarizen, Trello, JIRA, Clarity, GPDM**, MS Project etc.
- ☐ Browser based documenting: **Smartsheet, Lucid Chart, SharePoint, Confluence**, etc.
- ☐ Analytical Tools: Advanced **MS Excel**, Basic SQL, **SIMON OnSpring, Crystal Xcelsius**, etc.
- ☐ TEM Software's: **Sakon (system configuration), VeraSMART, Tangoe Rivermine & CMP**, etc.
- ☐ **Other Tools**: Workday, Slack, Shape, Microsoft Translator, FileZilla, IBM Lotus & Box, etc.

Business Knowledge:

- ☐ **Scrum (Agile), Lean and Waterfall** methodologies.
- ☐ **Robotic Process Automation (data ingestion) & Application Program Interface.**
- ☐ **Business Intelligence Reporting (datawarehouse).**

Professional Experience:

- Working with Western Union since Feb'20:

Senior Business Analyst (PMO - Cyber Security – IAM, CDE, GRC & Enablement):

- ☐ Serves as a liaison between the internal/external business community and the IT organization to provide technical solutions to meet user needs.
- ☐ Translates high-level, complex business requirements into functional specifications for the IT organization, manages changes to such specifications, and educates the IT organization on the direction of the business.
- ☐ Gathers information about the organization's work processes and information flows.
- ☐ Documents existing processes in technical model format to evaluate and define new IT solutions and implementation processes.
- ☐ Owns an understanding of technological trends and uses this knowledge to bring solutions to business groups supported to enhance the enterprise's competitive edge.
- ☐ Managing all the Cyber Security projects within the Organization along with the higher management.

- Experience with **HSBC Technology India** from **Sep'19** to **Feb'20**:

Lead Project Management Officer:

- ☐ Handled onboarding & offboarding of employees, contractors, POCs to & from projects.
- ☐ Lead One PO Program for technology vendors across India, UK, HK, and rest of the geographies.
- ☐ Work as Third-Party Engagement manager for Strategic vendors (GRC, Business Reviews etc.)
- ☐ Ensure accurate dashboards on daily, weekly, monthly basis (Clarity & GPDM).
- ☐ Manage key facts and data related to Non-permanent workforce such as Rate, Vendor Name, Duration.

- Experience with **Sakon, Inc. (Global Sourcing Group)** from **May'13** to **Jul'19**:

Senior Project Management Associate (Jan'17 – Jul'19):

- ☐ Ensured that the projects meet stipulated timelines, quality and meet customer satisfaction during implementation. Less than 10% schedule variance on the implementation tasks related to Sakon teams.
- ☐ Designed project methodologies for efficient deliverables. Set project teams up for success with a clear and organized operational model like project kick-off meetings, weekly team stand-ups for regular updates.
- ☐ Managed all communication with program stakeholders and keep them informed about the projects.
- ☐ Analyzed the data to identify growth and optimization opportunities to ensure better service delivery.
- ☐ Provide training to all consultants on projects and maintain subject matter expertise on it.
- ☐ Documented all the implementation related processes in standard format (Runbook, SDP, FRD, SOPs).
- ☐ Explained Clients requirements & functional specifications to technical development team and supported them in overall development & testing process. Lead internal meeting and Project status reporting.
- ☐ Monitored & Elevated Issues, Bugs, Enhancements for the Sakon platform.

Project Management Associate-2 (May'13 – Dec'16):

- ☐ Took ownership of implementation projects & proactively handled client related communications.
- ☐ Collaborated with project coordinator to design project deliverables and prepare appropriate time schedule.
- ☐ Managed all communication with Delivery teams (*includes – Analysts, Invoice processing POCs, Testers, IT, Accounts Payable Team, Configuration team*) about project related information and its progress.
- ☐ Been a proactive team player to work on issues/challenges and support other team members.
- ☐ Collaborated with Clients, vendors and Sakon departments for questions, information, and reporting.
- ☐ Carried out Data Quality Check for all Implementation clients and provided feedback in a timely manner.
- ☐ Participated in all weekly meetings and backed up my colleagues on their projects, in their absence.

- Experience with **Suma Soft Pvt Ltd.** as a Data Entry Operator from **May'11** to **Aug'11**.

- ☐ To input the Bajaj Finance data into the system accurately.
- ☐ Validate the EMI's and documents and provide proper steps to the customer.

Certifications:

- ☐ **Certified SAFe 5 Scrum Master (SSM)** completed on 26th Mar'21 with Scaled Agile Framework.
- ☐ **Project Management Professional (PMP)** completed on 5th May'21 with SimpliLearn.
- ☐ **MS Office Specialist for Office 2019 and Office 365** completed on 16th Jan'20 with LinkedIn Learning.
- ☐ **PMI Agile Certified Practitioner (PMI-ACP)** completed on 8th Jan'20 with LinkedIn Learning.
- ☐ **Certified Scrum Master (CSM)** completed on 31st Oct'19 with LinkedIn Learning.

Achievements:

- ☐ **Best Performer** of the year in 2018 & Best team of the year in 2017 at Sakon.
- ☐ Received multiple **Star of the Month's** awards, **Extra-Mile** awards & Appreciations.
- ☐ **Trainings** – Voice & Accent, Email & Call Etiquettes, Leadership skills, Project Management, etc.
- ☐ Won **Gold medal** for power-point presentation and group discussion during commerce week held at Indira College of Commerce and Science.
- ☐ Completed Project reports on **360-degree feedback form**, Investment and Financial opportunities for a bank during academics.
- ☐ Various **Seminars & Workshops** attended at Various Colleges during the Graduation and/or Post Graduation period.
- ☐ English Typing **35 plus** words per minute {passed with 80% of Marks (Accuracy – 95% plus)}.

Strengths:

- ☐ Positive attitude, Ready to learn & Quick learner.
- ☐ Adores to construct the team and be involved in the moment.
- ☐ Never hesitates in taking initiative & implement ideas.
- ☐ Possess an innovative spirit & the drive to take challenges head on.

Academic Details:

Degree	School/College	Board/University	Year of Passing	Specialization	Score
M. Com	Indira College of Commerce & Science	Pune University	2017	Business Administration	77.38 %
PGDBM	Institute of Business Mgmt. & Research	Pune University	2015	Financial Management	65.55 %
B. Com	Indira College of Commerce & Science	Pune University	2013	Cost and Works Accounting	70.67 %
H.S.C.	Pad. Dr. D.Y. Patil ACS College	Maharashtra Board	2010	I.T. in Commerce	75.83 %
S.S.C.	Kantilal M. Khinwasara English Medium School	Maharashtra Board	2008	English	71.53 %

Personal Details:

Location : R. No. 632/5, Pragati Colony, Belthikanagar, Thergaon, **Pune** – 411033.
Gender : **Male**.
Marital Status : **Married**.
Date of Birth : **22nd November 1992**.
Languages : **English, Hindi, and Marathi** (*Read, write, and speak*).
Hobbies : Enjoying New Stuff, Eating, Cricket, Hiking, Photography, etc.

Declaration:

I hereby declare that the above information given is true and correct to the best of my knowledge.

Date.: May 12, 2021

Signature

Place.: Pune.

(Amit Kumar Vishwakarma)