**Rajeev Chauhan : DOB-14/July/1982**

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PROFESSIONAL SUMMARY:

A **Prince 2 Agile and ITIL4 Certified Professional** offering **17 years** of experience in **Service Delivery and Operation Management with** focus on product implementation, support, automation and upselling for global & domestic clients

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| CORE COMPETENCIES: |

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| **. IT Operations**  **. Project Management** | **. Delivery Management**  **. Process Management** | **. Key Account Management . Customer Relationship Management** | **. Team Management**  **. Product Support/implementation.** |

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| CORE Technical skills: |

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| * HRMS-People Strong/ People Soft ( HCM) * Jira for IT/Agile * Aha * MS office/Project | * Service Now ( Support & Implementation) * Wrike * SQL * OTRS | * ALT Learning * ALT Performamce * India Payroll * OTRS |  |

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| CAREER HIGHLIGHTS |

**Senior Project Manager -** Project **Delivery and Support** -Genpact India Pvt Ltd

**July’21– Till date**

**Responsibilities**

* Responsible for Streamlining the OPS support, given on multiple HCM Cis, Setup IT OPS process (planning & end to end implementation), Service Now implementation, Product support and customer engagement.
* Account management for a staff augmentation set up, engaging client’s leaders and ensuring growth in adoption, NPS and other surveys
* Establishing governance structure with stakeholders like CXO.CHRO, Directors to execute business plans
* Designing OPS support for entire client Setup i.e SLA management, TAT, KPIs Support required on global setups.
* Conduct project meetings, prepare agendas, document meeting outcomes and communicate to management
* Manage Project Life Cycle for Implementation and Support – Service Now
* Thorough discussion on understanding of key customer needs and requirements with Project Managers & CSM
* Managing Recruitment for customer
* Application supports for some HR and Finance applications
* Managing support leads and team members
* Review and control stage plans, highlight reports, risk logs, requests for change
* Review and Monitor staff & team performance.

**Success Stories:**

* Improved NPS score
* Adoption increased by 30%
* Converted a staff augmentation model to Managed services in one area
* Setup the operations matrices across the tribes
* Client became referenceable

**Sr. Manager -Customer Success /Project Management, PeopleStrong**

**Sept 2015– July 21**

**Highlights:**

* Heading as Delivery / Account Manager in HR-TECH for leading organisations in ensuring end-to-end HR product/Project life cycle from requirement gathering till implementation, testing and support
* Prime face for customer’s top leadership including CFOs, CHROs and Directors to drive HR transformations
* Strategic planning with internal and external stakeholders to ensure project health is always green
* Engagement and driving transformations i.e MBR/QBR with Internal and external leadership
* Working very close with other functions like DevOPS, Release team, Change team etc to manage customer’s requirements
* Gathering business requirements, analysing information system needs, evaluating end-user requirements, designing solutions, troubleshooting for information systems management
* Managing project-related activities such as Proof of Concepts (POCs), System Configuration, Unit and Integration Testing, User Acceptance Testing (UAT), Data Migration, User Training, Documentation and Support
* Analysing As-Is and To-Be conditions and working with client in re-engineering business processes; identifying gaps and finalizing the business blueprint
* Leading project documentation from project scoping, budgeting and costing and getting sign-off from project sponsors
* Ensuring the smooth transition from current to future business operations; managing pre-transition activities including onsite due diligence and feasibility studies followed by successful implementation; transforming necessary processes, tools and environment from the “present” state to the agreed “future” state
* Supporting multiple teams and projects simultaneously while creating clear and organized functional requirement and design specifications that cater to multiple audiences such as clients, developers, quality assurance personnel, and management
* Discerning and managing risks in the projects, as planning for contingencies and suggesting technology-based solutions for mitigating the same
* Defining project team roles and responsibilities thereby providing support for its successful completion
* Implementing standards and bes and t practices across the entire project life cycle for enhancing the alignment of solution with business & regulatory requirements
* Addressing & resolving impediments/problems escalated from the development teams; liaising with project teams to determine feasibility of product features and provide alternatives as per the requirements
* Leading the team management lifecycle from manpower planning, talent acquisition, performance management, talent development to employee engagement to sustain growth momentum while motivating peak individual performances

**Success Stories:**

* Delivered number of successful go live
* More or less each client is referenceable & high on NPS
* Won new logos with the help of existing client reference
* End to end HR transformation in the accounts like AmaraRaja, AditiyaBirla, Maersk etc
* Upsell lot of modules which were out of scope in SOW however generated the need for those new modules

**Operations Manager- AON- Hewitt Associates India Pvt. Ltd., Gurugram**

**Jul’06 - Sep’15 with**

**Highlights:**

* Led global customer and managed relationship; supported 35K employee base of customer with a team of 25 colleagues
* Steered service delivery including incident management, ticket resolution, governance, releasing process and testing (IAT / UAT / regression)
* Supported Goldman in all functional testing, scenario writing, CR process and data entry of HR transactions
* Team Management, performance review, coaching and feedback business transformation
* Managing all Operations Metrics

**Previous Work Experience**

**Aug’05- Jul’ 06 with Mphasis BPO, Noida as a SME**

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| CERTIFICATIONS AND ACADEMICS: |

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| * Prince2 Agile -Project Management * Lean | * ITILV4Foundation Information Technology Infrastructure Library(ITIL) * ALT-HRMS |
| * PGDBA(2006) marketing | * B.SC(2003) CCS university Meerut |