



# VAIBHAV SHRIVASTAV



## Project Manager



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## WORK EXPERIENCE

Experienced

## AGE

34

## ABOUT ME

I am a certified Project manager (PMP)® and a SAFe® 5 Agilist Professional having great exposure into IT service delivery domain since 11 years and currently managing Projects at multiple business platform such as Application lifecycle, Cloud computing, chat-bot automation, infrastructure service transition and BMC Remedy service design etc. I am well equipped with Agile and Scrum framework to deliver projects in my current capacity and prior to that I've worked into Delivery excellence and ITIL Service operation and ITIL Service transition Problem management support role for almost 5 years and gained some exposure on Infrastructure management like AWS/Azure cloud and security along with the event management tools, Nagios, HP BSM and BMC Remedy systems. I come from Bachelor of Engineering and PG background with above 70% scores. Currently living in Pune with my family and actively looking for project management opportunity for career growth and stability.



## Education

### Master of Business Administration, Marketing

Wigan and Leigh College  
WLCI Hyderabad  
Hyderabad, Andhra Pradesh

Post Graduate, May 2010  
Marks 75 %  
Division I

### Bachelor of Engineering / Bachelor of Technology, Mechanical

Rungta College of Engineering and  
Technology  
Pandit Ravishankar Shukla University,  
Raipur  
Bhilai, Chhattisgarh

Graduated, April 2007  
Marks 7.5 [CGPA]  
Division I

### High School, Mathematics

South eastern Railway School  
State Board

Matriculated, April 2003  
Marks 74 %

**Intermediate, Mathematics**

South eastern Railway School  
State Board  
Bhilai, Chhattisgarh

Matriculated, April 2001  
Marks 72 %



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**Work Experience**

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November 2017 - Current

**Manager**

Vodafone India services Pvt limited  
Pune, Maharashtra

Working as a Project Manager and a Service enabler for Office IT Portfolio of services where it requires to coordinate and manage the geographical spread multi domains stakeholders business requirements with their budget, scope and schedule constraints.

- Engage the Project on PMP framework or its suitable framework depends on the complexity and length.
- Develop Charter/PID and scope management with the stakeholders
- Prepare the on basis of effort estimate from the domains
- Creation of WBS and delivery to its relevant stakeholders and tracking
- Planning /creation of Jira dashboard that majorly includes Epics and issues, product backlog, length of the Sprint and measurement criterias.
- Risk register and RAID log management
- Defining the RAPID or RACI with Stakeholders and Project Team
- Facilitate meetings on defining triple constraints as well as service levels and acceptance criteria for projects.
- Develop and create scope, schedule and Cost baseline and to drive the approved project plans with a regular update on RAG performance.
- Act as a Scrum master to deliver the complex scope of project with in a given time constrained
- To chair daily scrum call and tracking the user stories update while keeping a track on every progress and impediments that come across for a Project team.
- Work closely with Product owner and keep him apprised about the progress and to push back the scope creep in case of a capacity issues.
- Chair Sprint retrospective meetings and highlight it to the project Team and the targeted stakeholders.
- Maintain transparency in any communication and escalation with an internal and external stakeholders.
- Identify and proactively manage changes in scope, budget and schedule to make sure that the business value of the project is still achieved
- Plan and lead project governance meetings, project health checks, phase gate reviews, post project reviews and project level workshops
- Perform QA during the execution and share the feedback
- Managing the stakeholders closely and have them involved through out the Project life cycle
- Plan, manage and monitor the communication plan
- Perform closure activities and capture the lesson learnt
- Operational handover and chair Hypercare support.



December 2016 - November 2017

**Delivery Manager**

Cognizant  
Pune, Maharashtra

Delivery excellence and Continuous Process improvements for Operational support

- Aligning the new or changed service with the Transition and the Delivery excellence framework
- Coordinate with ITIL expert lead in ITSM during process deployment and validating their process documents
- Conduct periodic health check assessment and floor management assessment across Infrastructure towers,
- Application support and service desk.
- Drive Risk management for the Delivery account which includes Identification validation , prioritizing and logging the
- Risk and to track its effectiveness throughout the life cycle of Risk.
- Maintain CSAT Tracker and launch improvement plans for the team and relevant stakeholders.
- Support Team to guide and govern the Risk identification technique : FMEA, SWOT brain storming etc.
- Participate in internal and external governance call to answer and challenge process gaps and deliverable.


 November 2011 - December 2016

**Project Lead**

Ericsson  
Noida, Uttar Pradesh

Project Lead

- Managing project documents
- Coordinating with development and design teams to complete projects
- Single point of contact for all communications between the customer, Stakeholders and Company.
- Managing staff to ensure that all milestones are achieved within the agreed time frames.
- Ensuring effective quality control processes are in place to monitor deliverable produced.
- Expediting WBS and help PM to define Scope baseline.
- Ensuring that projects conform to Prop -Ericsson/PMP methodology and required standards.
- Strong proficiency in MS Project/MS Office suite/MS Visio.
- Coordinating with Change control Board for proper update
- Driving Improvements plan for NOC as per PMP Framework
- Identifying the constraints/Risk and maintaining the Risk register
- Create and Track communication plan for Stakeholders
- Creation of Dashboard and Performance review.
- Coordinating with business owners and senior leaders to receive sign offs on major projects.

 May 2011 - November 2011

**Senior Technical support**

IBM Daksh  
Noida , Uttar Pradesh

- Worked as a technical support for USA based AT&T customers.
- Troubleshooting on home routers and WiFi

 May 2010 - June 2011

**Technical Support Specialist**

HCL BPO  
Noida , Uttar Pradesh

- Worked as a technical support for British telecom customers.
- Troubleshooting on home routers and WiFi



October 2009 - November 2011

### Market research executive

Manchukonda Prakasham industry  
Hyderabad , Andhra Pradesh

- Planning on product branding
- Market competition analysis
- Meeting with clients and getting their requirements
- Branding and positioning
- Reporting to senior management about new opportunities and threats



## Training and Certifications

- Project Management Professional (PMP) certification, PMI , 2018
- ITIL Foundation, AXIN, 2014
- ITIL Service Transition, APMG, 2014
- Agile scrum , Internal Scrum framework study , 2019
- SFA® 5 Agilist (SA), Scaled Agile, Inc., 2020



## Skills

Project Management  
Agile and Scrum master  
Stakeholder management  
Schedule management  
Cost management  
Requirement collection and analysis  
Quality management  
Risk Management  
Root cause Analysis  
Leadership skill

IT Operation Management  
ITIL Framework  
Incident Management  
Problem Management  
Change and Configuration management  
Continual Service Improvement  
Event Management  
Routing and switching

Technical Skills :  
Aws cloud computing  
Event Management  
Ticketing BMC Remedy  
SNOW  
Juniper Routers and firewall  
CISCO router and firewall  
JNCIA



## Computer Proficiency

### Operating Systems

- Windows 10 ver 1809 ●●●●●

### Software

- Project office 2016 ●●●●●
- BMC remedy ●●●●●
- Power BI ●●●●●
- MS Intune ●●●●●
- MS Teams ●●●●●
- Jira ●●●●●



## Engineering Skills

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### Networks

- aws cloud

### Hardware

- Juniper , F5, Cisco



## Languages

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- ENGLISH ●●●●●
- Hindi ●●●●●
- Chhattisgarhi ●●●●●
- Bengali ●●●●●
- Punjabi ●●●●●



## Personal Interests

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- Music, Sports
- Gym working out
- Bollywood dance workout
- Travel adventure



## Personal Details

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Father's Name: Mr. Prabhat Kumar

Birthday: 10/10/1985

Gender: Male

Marital Status: Married

Nationality: Indian

**Address:** Flat C 304, Sukhwani Callisto Apartment  
Pink city road wakad  
Pune - 411057  
Maharashtra  
India

## Declaration

*Vaibhav Shrivastav*

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**Vaibhav Shrivastav**

Pune , Maharashtra