GANESH S MUNDHE

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CURRICULUM VITAE

CAREER OBJECTIVE	To lead a highly engaged team and obtain a position in a company where I can utilize all the knowledge and learning that I have acquired during my academic years. Highly organized, versatile and result oriented key role player with an energetic and articulate approach to work. Ability to acquire new skills within short time span and adapt to rapidly changing work practices.
PROFESSIONAL TRAINING & CERTIFICATION	➢ Certifications Completed : • PMP Certification. • ITIL V3 Foundation Certification. (2015) • SDN/SD-WAN Foundation (Organization specific-Internal Certification) • Cloud Computing (Organization specific-Internal Certification) • CCNP Routing & Switching Certification. ➢ Certifications Pursuing: • CSM & PRINCE2 management certifications. • AWS Cloud Practitioner and Machine Learning Certification.
PROFESSIONAL ABRIDGMENT	Profile Highlights : • Relevant Experience of 6+ Years in IT Project Management and versatile Service Delivery roles [Project Management/PM/ Presales/Network Planning/Implementation/Testing/Service Handover/Service Deliver Management SDM/PMO/Service Management/Customer Relationship Management CRM/Stakeholder and Release Management]. • PMP (Project Management Professional) and ITIL V3 Certified along with rich experience in IT Network Operations and IT Infrastructure Management Platform based on PMLC & SDLC. • Skilled in providing leadership, direction, strategy and vision in the areas of technology / product development to facilitate and enable growth & business agility. • Proven track record of Leading and executing extra high revenue migration projects from conception to close-out. • Endowed with a passion for winning as evinced through demonstrated excellence in the organizational platform. • Possess excellent negotiation, organizational, relationship management, problem solving and interpersonal skills with cross-cultural adaptation & creative abilities. • Working experience with multiple Clients like South Africa, US region, Europe and Australia service delivery gave me exposure to various culture and opportunities to create relationships with vendors and stakeholders for better customer experience. • A keen communicator with excellent interpersonal skills with flexible learning and detail oriented attitude.

SKILLS & HIGHLIGHTS	PMLC and SDLC	Agile/Scrum Project Management
	Requirement gathering and Scope Identification	Scheduling
	Resource Planning	Monitoring Design and Development
	Implementation, Deployment and Billing	Process Improvement

	Projects handled: • Successfully handled a separate network migration project name SITA (State Information Technology Africa) which included migration of existing govt. sites into our network for duration of 8-10 months along with daily routine. • Being a leader received a reputed award from organization for delivering quality before the estimated time which was much earlier that target deadline.
ORGANIZATION EXPERIENCE & PROJECT SUMMARY	**Tata Communications Ltd (TCL)** [Sep 2014 – Dec 2018].

	Project / Client	Project Neotel (South Africa based Telecom Company)
	Role	Sr. Executive Engineer -Service Delivery
	Responsibilities	• Network path design & Configurations being part of Provisioning and Change Management Team. • IP Link installation and commissioning of Cisco devices. • Implementation custom hybrid services and Maintenance. • Coordination with Implementation PM and Customer for E2E testing for ISP product like SDN, SD-WAN, Cloud applications, Servers installation and Assurance Management . • Presales solutions implementation for licensing in case of ISP and CSP based products. • Providing L2 support for Escalated case of Premium Customers including billing issues. • Responsible for end-to-end service delivery & Project Management and fulfillment of customer project as per TCL network feasibility, preparing details documentation for customer like Project Plan, technical plan, Handover documents, Monthly/Weekly Tracker, Quickly ramp up Projects, Prepare Baseline Schedule and Budget, Billing, preparing BOM (Bill of Material), PRD, Milestones and Dependencies, Resource and Performance of projects. • Responsible for Docket Handling, Team management and coordination with the function in entire service Assurance chain to ensure Docket handling within committed time frame and keep the customers updated on regular basis. • Ticket Monitoring, escalations desk and allocation to respective team for resolving the issue at the earliest. • Flag opportunities/need for process improvement for quicker delivery to team lead.

VHR Solutions Ltd (3rd Party Contractor for Infosys Ltd)
[Dec 2018 – Mar2019]

	Project / Client	Project Telstra (Australian Client) - Infosys Ltd
	Role	Project Coordinator –IT Infrastructure
	Responsibilities	• Lead Project Coordinator for NAB (National Australian Bank) Customer account. • Worked as individual contributor on small, medium and large projects delivery/ implementations under Sr Project Manager. • Handled Infrastructure Projects like branch site and hub site installation

		as well as Data centre migration activities.
		• Responsible to deliver the project according to life cycle of project (Initiation, planning, execution, M&C and closure) based on PMLC (Project Management Life Cycle) and SDLC (Software Development Life Cycle).
		• Requirement gathering and Scope Identification based on Kick Off call.
		• Prepare project charter or project plan and schedule meetings based on the timelines as per plan.
		• Project planning, risk assessment and mitigation (risks, actions, issues, dependencies and changes), project reports, presentations, organize meeting for updates.
		• Stakeholder Management (Vendor, Client/Customer, Internal departments - Management and Team)
		• Co-ordination with internal teams to deliver the link to national & International customers.
		• Overall management and co-ordination of the program of projects.

Tech Mahindra Ltd
[May2019 – Till date]

Project / Client	Project AT&T (U.S Client)
Role	Associate Project Manager –IT Infra and Cloud Hybrid Solutions
Responsibilities	• Presales Solution design and Implementation for small, medium and large projects.
	• Provide Consultation to take projects in operations phase and handover to Service Assurance.
	• Overall management and co-ordination is involved between various teams of Service Delivery, ISD International Service Desk, Testing, and Pricing Team in building consultation document.
	• Prepare operational consult document for multiple products (Cisco, Viptela, Velocloud, Silverpeak, Network integration, NCR, Azure,AWS,Flexware).
	• Managing project deliverables in line with the project plan.
	• Specialist, skilled for project forecast, project planning, risk assessment and mitigation (risks, actions, issues, dependencies and changes), lead time analysis, visibility, profitability, performance of project assigned along with project reports, presentations, organize meeting for updates with various stake holder of delivery cycle during project fulfillment.
	• Initiate Kick off call & review the milestone weekly / regularly with customer & internal teams.
	• Stakeholder Management (Vendor, Client/Customer, Internal departments - Management and Team)
	• Coordinating with vendors and get quotes to prepare BOM for requirements.
	• Prepare BOM Bill of Material for hardware inventory and submit it for Final Billing after delivery & project closure.
	• Responsible to deliver the project according to life cycle of project (Initiation, planning, execution, M&C and closure) based on PMLC (Project Management Life Cycle) and SDLC (Software Development Life Cycle).
	• Conduct meetings with cross-functional teams to discuss recurring project issues often registered during completion ot closure and resolving the issue at the earliest with proactive escalation for valued customers.

	• Knowledge of networking products and technologies helps in better customer experience. • Flag opportunities/need for process improvement for quicker delivery to team lead. • Accelerate & Maximize revenue by faster implementation of deliverables and projects. • Maintain and forecast SHF Service Handover Form to Service Assurance and CRM Team for future use. • Ensure caveats are provided to customer which involves guidelines to follow for maintenance of delivered service or project.
ACHIEVEMENTS: AWARDS AND RECONGNITION	• Received Hi5 Award for **Best Performance and Highest No of IP orders** for Q3 in 2015. • Received Hi5 Award for **focus and Displaying Strong sense of Passion** towards work. • Received Hi5 Awards for **excellent support in training new resources and 2nd for consistent contribution** for Q3 in 2016. • Received Xtra Mile Award [3rd highest award in TCTS] for **Driving Separate Special Project SITA along with regular allocated responsibilities for** Q3 in 2017. • Received Hi5 Award for **excellent and consistent contribution** for Q3 in 2018. • Received Xtra Mile Award [3rd highest award in TCTS] for **consistent top performance along with new tool implementation & Automation for** Q1 in 2018.
TOOLS AND SOFTWARE	**Technical Tools Worked On:** BPM velocity, SAP, Services Plus, PPM, Inventory tools ,Cramer, EVC Remedy,M6,TACAS ,Cisco, SDH Transmission (Equipment / EMS / NMS), Secure CRT , Service NOW, SNOW, MSproject, Salesforce, JIRA, ROME, MyDesign.

	Examination	Specification	University/Board	Percentage
EDUCATIONAL QUALIFICATION	B.E (2014)	E & TC	University of Pune	57.93%
	H.S.C	Science	Maharashtra State Board	58.33%
	S.S.C	R&D(E) School	Maharashtra State Board	73.53%

ACHIEVEMENTS IN EXTRA-CURRICULAR ACTIVITIES:	• Participated in project competition "AVISHKAR" held by University of Pune. • Participated and secured 2nd rank in project competition "UGCON" held by NMIET (2014-2015). • Active Committee member of "National Service Scheme (NSS)" (2014-2015). • -Organization of Pune University. • Semi Finalist in Football Competition at Sports Carnival held in Tata communications Ltd (TCL), Pune.
PERSONAL DETAILS	➢ Date Of Birth : 11/03/1992 ➢ Gender : Male ➢ Nationality : Indian ➢ Passport No : M2488864 ➢ Marital Status : Unmarried ➢ Language Proficiency : English, Hindi, Marathi ➢ Personal Skill : Leadership quality, Good Communication skill ➢ Hobbies : Listening to Music, Playing Football, Swimming, Travelling.

Declaration

I hereby affirm that the above information given by me is true to the best of my knowledge and belief. I will solely be responsible for any discrepancy found in them. Thanking you.

Place: Pune   **Ganesh Sadashiv Mundhe**