PANKAJ KR. YADAV

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I am Certified Scrum Master and B.COM(H) Graduate from Shaheed bhagat singh college, Delhi University, I have 4.8 Years Experience in Project management office. Currently working with HCL Technologies as an PMO Specialist Where I am assisting PM in Project Management and Governance, Project Planning, Time Management, Resource Allocation, Billing, Tracking, Variance Analysis,

EXPERIENCE

HCL Technologies – IT Infra ServiceNow Project

2019 May – Current

Specialist-PMO

- **Project Code creation as per Requirement mentioned in SOW (Eg. Customer Location, billing Mechanism, Currency type etc).**
- **Tracking and Ensuring project deliverables are being completed on time**
- Scheduling Kick-off Call with Project stakeholders
- **Resource Allocation/Assignation on projects**
- Creating Project Plans on Microsoft project
- Creating and Maintaining WBS Codes on project code. Invoicing/Billing of projects using different billing mechanism like **FPP, RFB, T&M and Device based billing** .
- **Raising Procurement Request for ServiceNow Licenses Purchases on Ariba tool, Also following up for PR approvals from Delivery Unit Head and Finance Head.**
- **Tracking Purchase Orders**
- Sharing Project Budget, Cost Forecast and Revenue Forecast with Finance Team.
- **Ensuring Zero Revenue Leakage from Account by checking all billed amount, Transferred Revenue.**
- **Variance Analysis in Profit and Loss sheet**
- **Budget analysis**
- Sharing Resource Utilization Reports with Track Leads Monthly
- Sharing Profit and loss A/C Report with PM and Resource leads every month
- Maintaining project tracker

- **Taking Revenue Transfer from different business units for the work of ServiceNow Team have performed**
- Tracking Invoicing Approvals and Customer Remittances
- Sharing Customer Remittances Report with PMs
- Ensuring Project code closure once its completed
- Triggering Service Now CSAT Surveys to customer for their Feedback and Ratings

AMDOCS (Magna Infotech Payroll)

2018-June-04 – 2019-May-27

PMO – Project - AT&T NAM

Job Responsibilities :-

- Creating New Projects when it comes into accounts in project management tool.
- Tracking project approvals status from project manager and Client end.
- Updating project as per the requirements.
- Sharing Forecasted cost and Actuals cost reports with Project stakeholders
- Ensuring the zero revenue leakage from the project.
- Creating Project SOW documents and uploading on project management tool.
- Allocation of the resources on the project and track the approvals
- Timesheet management and tracking missing timesheet.
- Scheduling meeting with client and project managers on Skype.
- Finding missing PO which is not invoiced yet to ensure Zero revenue Leakage
- Actualizing/Closing the projects in tool when its completed.
- Creating ServiceNow tickets for IT issues

Nokia Solutions and Networks Pvt Ltd (Vertex Plus Payroll)

2016-July-7 – 2018-June-2

Support Executive-PMO

Job Responsibilities :-

- New Project Creation/Project Updation in project management tool
- Project Scheduling
- Demand planning on SAP MyERM tool
- Project planning

- Resource planning and Resource forecasting
- Supporting Line Managers to Schedule Resources with Project Roles in SAP MRS tool
- Budget assignment with project in Project management tool
- Providing training to project teams on Project management tools and process
- Supporting to Project team members to fill Timesheet in SAP CATS tool for the projects which they have worked on.
- Sharing forecasted and actuals cost report with project manager
- Preparing and sharing Project status report to Project Managers
- Weekly preparing and sharing project cost report with Project Managers.
- Weekly Preparing and sharing Time registration report with Project Managers
- Weekly preparing and sharing Missing time registration Report with End users and LMs.
- Solving Report and project related queries on Mail, Jabber Chat or on WebEx Call.
- Creating Service Now Tickets if PM or End user face any problem in tool
- Scheduling WebEx Meeting with PM, LM and End Users
- Creating ServiceNow tickets for IT issues

EDUCATION

- **Shaheed Bhagat Singh College, Delhi University**

Aug-2012 – Jul-2015

B.Com(H) – 55%

- **Senior Secondary Education, CBSE Board**

Apr-2011 – May-2012

Commerce – 73%

SKILLS

- MS SharePoint
- MS Outlook
- ServiceNow for ticketing
- Advance Excel
- SAP PPM, MRS, PS, Cproject
- MS WORD
- MS POWERPOINT
- MS VISIO

- Microsoft PROJECT
- JIRA Intermediate Knowledge
- WebEx Meeting
- MS Teams

Date :   Pankaj kr. yadav