

# Abhishek Dhokte

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Pune, MH, India



Versatile, result-driven professional with 13 years of comprehensive experience developing exceptional relationships with clients, peers and senior leadership to provide sustainable business solutions.

- Project Management Professional, (PMP)®, Professional Scrum Master (PSM-I) and ICAgile Certified Professional-Agile Coach (ICP-ACC)
- Proven 4 years of experience playing Technical Project Manager role
- Skilled in Agile Methodology from Sprint Planning, SCRUM meetings, Sprint Review and Retrospective
- Adept at overseeing all phases of Software Development Lifecycle (SDLC), from requirement analysis, design and documentation to implementation, testing and production support
- Outstanding technical skills, able to quickly learn new concepts and technologies
- Coordinated Non-functional testing (NFT) like Penetration testing, Performance testing
- Customer focused with ability to influence and effectively deal with dynamic, complex situation to ensure on-time delivery with utmost customer satisfaction

## Core Competencies

Project Planning & Scheduling | Business & Functional Requirements Analysis | Strategic Planning & Execution  
Budgeting & Cost Control | Leadership | IT Governance | Vendor Management | Coaching  
Emotional Intelligence | People Management | Service Delivery | Agile Project Methodology  
Risk Analysis/Management | Problem Solving & Change Management | Decision Making | Negotiation

## Technology & Tools

ETL – Pentaho | Spark | Presto | Kibana | Obsidian | HP ALM Quality Center v11 | JIRA  
Selenium | IBM Rational Team Concert v5.0.2 | IBM Rational Quality Manager v5.0  
HP Load Runner v12.5 | PL/SQL Developer v10.0.5 | Altova XML Spy  
Visual source safe (VSS) | Clearcase | Putty v0.7 | SOAP UI v5.2.1 | Quick test professional (QTP)

## Experience & Achievements

### Intelliswift, Pune, India

Role: Delivery Manager/Technical Project Manager  
Client: Affinion / CxLoyalty

Apr'19 – Present

- H2NG Program to support the Helix to NextGen Migration focused on reducing Operational costs, and leveraging investments to build a centralized platform with a single codebase, standardized technology stack, centralized deployment/delivery and DevOps support team
- Manage 17+ resources across geographies, speed to market delivery of products and services with consistent track record
- Leverage recent technologies – Apache Kafka, Spark, Presto, Obsidian, ETL – Pentaho, Orchestration
- Projects cover all project categories including AWS cloud, Security and Compliance, DevOps (CI/CD) and incorporates these principles: Multitenant, Cloud First, Horizontally Scalable, Micro Services Architecture, Open Source, Continuous Delivery & Highly Automated
- **Accomplished successful project deliveries** by resolving impediments with close follow-up with Product Owner & other teams along with continuous improvement

## Experience & Achievements

### INTRASOFT INTERNATIONAL S.A., Brussels, Belgium

Role: Agile Coach/SCRUM Master

Apr'15 – Sep'18

Client: European Commission

- Together with Product Owner & Team, streamlined Definition of Ready (DoR), established powerful criteria for Definition of Done (DoD) which **improved velocity by 5%**
- Enabled improvement in team delivery commitments and capacity planning for sprints by identifying & tracking hidden tasks
- Facilitated Release Planning, Sprint Planning, Backlog Grooming and Retrospective
- Collaborated with members of the Product, Business and Engineering Teams to develop and maintain Product Backlogs
- Manage a large scale project with numerous stakeholders: structure the project, define work packages for more efficiency and clear ownership
- Coached new SM and trained global teams, which resulted in early delivery of project and reduced process waste caused by lack of common understanding

### HEWLETT PACKARD ENTERPRISE, Bengaluru, India

Role: Technical Project Manager

Jul'12- Mar'15

Client: Proximus

- Within concurrently environment (many projects requesting for the same **shared resources**) and with an innovative product modeling causing major IT impacts, **the project team succeeded in delivering an end-to-end solution for the retail and wholesale customers**
- Urged the business stakeholders for more ownership given the scale of the project which in turn **improved the way of working for the definition of the IT requirements**
- **Saved \$1M per year** by developing powerful KPI's that improved visibility into performance. Collaborated with operations to identify necessary metrics; worked with IT on converting functional to technical requirements
- Close follow-up of the numerous IT impacts (up to 23 applications impacted) for each corporate IT release (3 releases per year) in order to secure the delivery
- Coordinated Security testing - **Penetration tests via 3<sup>rd</sup> party** to reduce potential vulnerabilities
- **Achieved 100% test coverage** by adhering Requirement Traceability Matrix (RTM)
- Organize weekly meeting to follow the deliverable status from different application teams/3<sup>rd</sup> party vendors. This brought me experience in managing a **(capacity, escalations, etc.) via proper channels** in case of deviation in either schedule, cost or time
- Test estimation, work order and PO generation, cost tracking activities
- **Motivated team by mentoring, emotional intelligence** to work under extreme pressure with full efficiency

### INFOSYS TECHNOLOGIES LIMITED, Bengaluru, India

Role: Technical Test Lead

Jul'06- Jun'12

Client: Sprint, Sports Village, Belgacom, Telecom New Zealand (TNZ)

- **Enhanced resolution time of incidents by 23%** by implementing stored procedures under 2nd line support management [TelecomNewZealand]
- Pushed for Automation of critical business flows using Quick Test Professional (QTP) which **reduced 33% execution costs** [Sprint]
- Hands on experience of 2 years using automation tool: QTP
- Highly process oriented environments, tightly controlled by regulatory requirements like CC audits and other **internal/external regulations**
- Implemented defect logging standard guidelines within team which helped reduction in **rejected defects by 23%** and **saved 17% cost**
- Designed quality test basis (scenarios/cases) using Requirements & high level use-cases from Business
- Maintained **CMM Level 5 specifications** for the project deliverables
- Proficient in verification of the test coverage, prioritization of scenarios, acceptance criteria and the planning of the tests execution
- Made sure the SLA's are met and maintained with high quality by close follow-up with team [TelecomNewZealand]

## Certifications

Professional Scrum Master (PSM) from Scrum | Project Management Professional (PMP) from PMI  
ICAgile Certified Professional-Agile Coach (ICP-ACC) | ISTQB Foundation Certified Tester  
Telecom OSS BSS certification | IQ1: Quality Foundation Certification

## Additional

- Career break during Sep'18-Mar'19 to spend quality time with family
- Numerous client appreciations throughout my career profile
- Won an Infosys IBU level recognition **BRAVO** for the work done in the Proximus project
- Numerous appreciation/endorsements/**recommendations from senior management** (ref:Linkedin)
- Hobbies include Blogging, Photography, Cooking, Travelling
- Language proficiency: Dutch (Pursuing Level 2), English, Hindi, Marathi

## Education & Credentials

Bachelor of Engineering in Computer Science, Jawaharlal Nehru Engineering College,  
Dr.Babasaheb Ambedkar Marathwada University, Aurangabad, MH, India  
**77% Distinction in First Class**