Rohit Pal

Project Analyst| MBA| CSM

Noida ● rohitpal2868@gmail.com ● +919807071937

Objective:

To keep adding value to my management skills and experience to achieve an established position through consistent efforts and dedication to learn and simultaneously contribute to the growth and success of the organization. And willing to take on new responsibilities to meet changing needs.

Profile Summary:

➢ Strategic IT/ Telecom Infrastructure specialist with over 6 years of cross-cultural experience in IT Service Desk, Project Management, Scope Management, Cost Management, Financial Planning, Customer Relationship Management, Project Governance, Requirement Analysis, Software Development extensively with retail accounts such as Huawei, ZTE, Ericsson, Nokia, MTN, Telkom, and so on.

➢ Hands on experience on agile methodologies – scrum; as a scrum master worked on product backlog, sprint planning, sprint backlog, daily scrum, sprint review, sprint retrospective.

➢ Proven experience in evaluation and implementation of project budgeting comprises of expenses of business to conduct daily activities, accounts management, employee-initiated expenses, etc.

➢ Stakeholder management (Vendor, Client/Customer, Internal departments - Management and Team): Interaction phone, email, and hosting project initiation and follow-up/Scrum meetings, developing customer relationship

➢ Comprehensive experience and exposure to the full project life cycle/ SDLC (Provide End-to-End Project Delivery).

➢ Excellent communication, analytical, interpersonal, and presentation skills.

➢ Monitoring and responding to all communications channels and handling escalations.

➢ Managing changing priorities under the scope of work of Projects / Orders / Client requests.

➢ Arranging process, cross-functional Training & Orientation for newly joined associates.

➢ Monthly consolidating maintaining and updating Team's performance tracker reports in Tableau/ Project Management based tool.

➢ A key Team Player- proactive, good listener, flexible, welcoming collaboration, problem solver, and positive attitude.

Professional Training and Certifications:

➢ Excel Skills for Business: Macquarie University

➢ Business Analytics and Digital Media: ISB, Hyderabad

➢ Six Sigma Green Belt: University Systems of Georgia

➢ Unethical Decision-Making in Organization: University of Lausanne

➢ CSM – Scrum Alliance

➢ IT Project Management: ISB, Hyderabad

Education:

Course	Institution	University	Year
MBA	Regenesys Business School, Sandton	Regenesys Business School	2019
BCA	University Institute of Engineering &Technology, Kanpur	CSJM University	2015

Work Experience

Organization: Panamoure India Pvt Ltd. (Gurugram, Haryana, India)

Duration: Sep 2022- Nov 2022

Job Profile: Sr. BA/ PMO

- Performing requirements analysis, working closely with clients
- Conducting meetings and presentations to share ideas and findings
- Providing leadership, training, coaching, and guidance to junior staff
- Ensuring solutions meet business needs and requirements
- Managing projects, developing project plans, and monitoring performance
- Serving as a liaison between stakeholders and users and monitor deliverables and ensuring timely completion of projects

Organization: Metro Global Telecom Services Pvt Ltd (Midrand, Johannesburg, South Africa)

Duration: 6th Dec 2019- 31st July 2022

Job Profile: Project Analyst

- Support the project manager in designing, building, and delivery of the project scope within time, cost, quality, and risk.
- Design and implement a KPI tracking system (excel based) to optimize control procedures
- Document & circulate daily performed activities to the project manager
- Prepare work done timesheet
- Prepare detailed reports on the cost
- Evaluate new recommended changes on existing projects to determine the risk associated with it.
- Overseeing all procurement, transportation, etc project operations
- Perform daily analysis to predict potential issues
- Organize requested support for the project team within the organization
- Train team members on scrum frameworks/ agile methodologies
- Administrated scrum process including sprint planning, daily scrum, sprint reviews, and sprint retrospectives
- Analysing and monitoring the project activities to minimize impediments on the project
- Organising weekly meetings between the project manager, client, and other stakeholders
- Working with the project manager to improve project deliverables, turnaround times, and quality of work within the project budget.
- Manage RNOs and monitor their service level agreement and expedite their work as per the client's requirement
- Preparing financial reports for the higher management
- Analysing financial data to optimize the cost to the company
- Monitoring internal controls of cash flow
- Overseeing and preparing income statements for the validation purposes
- Participating in budgeting processes for the new and existing projects
- Streamlining accounting functions and operations to achieve the highest output at less cost
- Developing plans for the financial growth of the company
- Evaluating and managing risk for the upcoming and existing projects
- Training team members on existing and new software of the company
- Prepare a P&L report comprising an evaluation of all costing involved in the projects
- Prepare and present profitability report to higher management every month for all SA projects

Job Profile: Project Coordinator (6th Dec 2019- 30th May 2020)

-Task Monitoring, task allocation- trouble ticket generation and allocating to the sub-ordinates

-Manage 30 full-time employees and 15 regional network optimizers (client-side)

-Monitor utilization of companies time and material, assets in a given budget

-Manage RNOs and monitor their service level agreement and expedite their work as per the client's requirement.

-Managing field workers - providing vehicles, equipment, accommodation, and enforcing health & safety standards.

–Validating Customer Site details and other technical specifications and acknowledging Customers with Project updates along with deliverables timelines. Ensuring adherence to process SLAs /project tolerances to meet service delivery and escalating/expediting to meet missed/ passed critical dates confirmation and milestones.

-Prepare timesheet to claim overtime from clients

-Procure and configure equipment as per the instructions from clients

-Perform daily duties of scrum master such as sprint planning, daily scrum stand-up meetings, sprint review, and sprint retrospectives.

- Assist product owner in managing and prioritization of product backlogs

- Assist the company in the adaption of JIRA which improves turnaround time for creating and managing tickets to 24 hrs

-Proven experience in evaluation and implementation of project budgeting comprising of expenses of business to conduct daily activities, salary pay-outs, and employee-initiated expenses such as fuel bills, medical charges, communication charges, traveling charges, food allowances, site surveys, etc.

- Training team members on existing and new software of the company.

- Prepare a P&L report comprising an evaluation of all costing involved in the project by using power bi and tableau

- Prepare and present profitability report to top management every month

Organization: Global Vehicle Testing (Sandton, Gauteng, South Africa)

Duration: 2nd June 2019- 28th Nov 2019

Job Profile: Project Coordinator

- Monitoring the daily progress of projects

- Assist team towards successful project delivery

- Help the project manager allocates tasks on the Project management tool

- Introduce agile scrum frameworks in company and provide coaching to team members

- Recording minutes of meeting and circulating them amongst all the clients and the project management team

- Identify and encourage areas for growth and improvement within the project

- facilitate daily follow-up meetings with software developers, business analysts, and software architects

-Providing detailed updates to project managers or other stakeholders

- Record and document user's requirements, development of user stories, estimates, and work plans

- Assist in the continuous improvement of existing program coordination processes to make them more efficient and effective over time

- Provide support to activities associated with timely & efficient onboarding and exiting team members & associated hardware/software

Organization: TechLightz Infosystems (Noida, Uttar Pradesh)

Duration: July 2016- July 2017

Job Profile: Associate Software Developer

- Monitors software development process and supports the team members in all phases of the project

- Participates in the testing process and performs analysis test results with the senior developers to alter or modify current features and specifications

- Prepare prototypes of the software and helps in the integration of third-party plugins and applications with the software

- Provide detailed features and specifications of the software to the sales engineers

- Assists the clients in the installation, maintenance, troubleshooting, and updating of the software

- Analyze and resolve technical and web application problems

- Assess opportunities for application and process improvement and prepare documentation of rationale to share with team members and other affected parties

- Constant communication with other colleagues in the business to develop and deploy their content – and ensure there is a clear establishment of what can be created within what timeframe
- Adhere to high-quality development principles while delivering solutions on time and on-budget
- Provide third-level support to business users
- Prepare reports, manuals, and other documentation on the status, operation, and maintenance of software
- Design, develop, and test applications in accordance with established standards
- Know HTML, CSS, JavaScript, bootstrap, and other relevant web design coding languages

Organization: Web Ganges Technologies Pvt. Ltd. (Kanpur, Uttar Pradesh)
Duration: May 2015- June 2016
Job Profile: Web Developer

- Program, test and debug all web applications
- Design, develop, test, and deploy web applications
- Develop appropriate code structures to solve specific tasks
- Coordinate with other designers and programmers to develop web projects
- Collaborate with staff and teams to develop, format, and deploy content
- Assist and support in the upkeep and maintenance of websites
- Research and propose software programs that are compatible with the future technologies
- Initiate testing and implement contingency plans in case of systems failure
- Prepare and coordinate intranet web updates and intranet website changes
- Fix bugs, troubleshoot, and resolve problems
- Creating websites/a website using standard HTML/CSS practices
- Working closely with web designers and programmers to produce the website

Core Competencies

➢ Project management (initiating, planning, budgeting, executing, Infrastructure & operations support. controlling & closing).

➢ Confident to accept challenges with a positive frame of mind and deliver on time.

➢ Advanced people management and development skills

➢ Analytical Skills

➢ Vendor Management

➢ Individual Contributor & Self-driven

➢ Comprehensive knowledge of product lines, technical knowledge

➢ Focus on Real-Time Intervention

➢ Honesty & Integrity

➢ Open to Learning and sharing best practices.

Personal Details

➢ Date of Birth: 28th Jan 1994

➢ Present Address: C-51, SBI Officers Colony, Sec- 62, Noida, UP - 201309

Declaration:

I hereby declare that all the above-furnished information is true to the best of my knowledge.

Rohit Pal