

# Rajesh Chitikeshi

## Assistant Manager



### Core Competencies

- Project Management
- Service Request Management
- Catalog Management
- Project Costing
- Process Training
- Operational Excellence
- KPI Reporting



### Technical Skills

- EPM
- Servicenow It Service Management
- Servicenow Tools Administration
- PPM
- ETL Tool
- Microsoft Project Planning
- MS Project



### Personal Information

Gender **Male**  
Country **India**



15 Years 4  
Months



8801709363



rajesh.chitikeshi@g  
mail.com



Areas of exposure:

- Project Management
- PPM and PMO Applications Administration and Support
- PMP Performance Analytics and Dashboards
- PMO KPIs and PCR
- PMO Tool Overview and Process Trainings
- Service Request and Service Catalog Management



### Profile Summary

- Project Management Operations and SPM/PPM/ITSM Administration and Support
- Developed and managed Project Management KPIs using ServiceNow Performance Analytics
- Data Governance of all projects throughout the project lyfe cycle
- Cost reports for Programs and Projects budget(Planned, Actuals and Variance)
- New hire trainings. PMO Applications/Tool Overview and Process Trainings
- Developed and maintained PMO Resource Utilization(Plan, Availability and Forecast of PM hours)
- Collects, analyzes, interprets, and summarizes large data for analytical insights and reported to leadership
- Monitored and tracked SLAs across product Lines-Voice and Non-Voice (chat & Email) queues for all clients, in order to attain SLA period
- Maintained Technology Outage Tracker to measure the Impact on SLAs and reported to leadership
- Queue Volume Forecast for various product lines (Voice, Chat, and Email)

- Self Service Portal and Catalog Management



## Education

---

**B.Sc, 2006**

**Osmania University**



## Work Experience

---

**Dec 2015 - Apr 2023**

Assistant Manager

**Deloitte Support Services India**

Deloitte Support Services India Private Limited

28th January 2019 till 3rd April 2023 worked as Assistant Manager - Technical Specialist PMO

Boston Software Consulting India Private Limited (Contract to Hire for Deloitte)

7th Decemebr 2015 till 25th January 2019

Key Responsibilities:

- Ensuring PMO/PPM Applications are enhanced as per business requirements as part of PMO Operations
- Configuration of Reports and Dashboards for monitoring project KPIs using Excel and ServiceNow Performance Analytics
- Program and Project data governance
- Project KPIs and Cost Reporting
- Track and report on project performance, providing a real time, comprehensive and prioritized view of all projects at program and portfolio level
- Supported PMO Application owners in updating PDP site(Project Delivery Process)
- Process trainings and access management support for new hires in PMO team
- Hosted Project Onboarding meetings
- Project budget monitoring and support (SOW cost Vs Actual Cost)

**Dec 2014 - Apr 2015**

Data Analyst

**Electronic Arts**

- Analyzing Sell-In, Sell-Thru, Channel Inventory and updating Demantra (Forecast tool)
- Track of Australia, New Zealand and Japan Market sales and forecast

- Track and analysis of Weekly Business Plan, Monthly Estimate and Year Total Forecast
- Market wise Game Performance

#### Aug 2008 - Dec 2014

Senior Analyst

#### **Computer Sciences Corporation India Private Limited**

25th August 2008 till 5th December 2014 worked as Senior Analyst with Computer Sciences Corporation India Private Limited

(Transitioned from UBS India Service Centre to Cognizant and to Computer Sciences Corporation India Private Limited)  
Key Responsibilities:

- Incident/Problem/Service request management
- Voice-PBX Capacity Management for UBS
- Monitoring Voice Network Utilization and ensuring back-up links are active
- Configuration of Nortel phones and Avaya voice mail boxes for new hires
- Telecom Billing - Call Detail Records
- Team Metrics, Desktop Video utilization report by Pulling information from Business Objects
- Handling Resource Management and ensure the new hires are entered in GRM tool for tagging to a cost centre

#### Feb 2008 - Jul 2008

Officer at Level-2

#### **Satyam BPO Limited**

Supported Talent Acquisition Group with below activities:

- Tracked Recruitment Cost Per Hire and reported to leadership
- Recruitment cost Provisioning to Finance for processing vendor payments
- SBU Tracker (Systematic Billing Unit for hiring and attrition)
- Handled operations for HR TAG team, New hire On Boarding, Reference Checks, supporting the team conducting job fairs, e.t.c.,

#### Apr 2007 - Feb 2008

DATA ANALYST

#### **BRIGADE INDIA CORPORATION LIMITED**

- Monitoring of Hourly and Daily Service levels and reported to stakeholders
- Weekly & Monthly volumes of support queues and reviewed with leadership

- Tracking of Revenue generated by agents while supporting customers through chat and email support and reported to leadership
- Analyzed the Survey Data (Poll Data) for generating reports on CSAT, DSAT, FCR and TPR



## Projects

---

**72 Months**

### **EPM to ServiceNow SPM Migration**

Supported application owner in below activities as a project manager:

- Requirements/process as is documentation
- Regular connects with ServiceNow development team for better understanding of PMO process/work flows
- Project status review meetings
- UAT and production deployment sign off
- Backlog management
- Developing and maintaining ServiceNow Knowledge base articles
- Conducted Tool overview trainings and office hours for PMO team(50+ attendees)
- Handled issues raised by PMO team by Co-ordinating with developers for addressing the issues
- Responsible for updateing ITSM workflows for PMO team



## Courses & Certifications

---

- Certified Scrum Master
- SAFe Agilist
- Trained in Data Analytics (INSOFE)