

# CURRICULUM VITAE

**Amit Kumar Vishwakarma**  
Senior Business Analyst (PMO)  
{M. Com, PGDBM}

Contact No.: **9762530182**

E-mail Id.: **amitk971@gmail.com**

## Professional Summary:

Project Management Officer with **8+ years** of experience in **Project Management** and governance including **process enhancements**, high quality and **on time delivery** of projects in accordance with the stated **project goals**. Skillful at constructing and sustaining **professional relationships**, able to work with senior leadership and **cross functional** teams to organize, plan, execute, communicate, and adapt change management across the organization. Along with healthy knowledge of **Telecommunications, Banking & Cyber Security (IAM, CDE, GRC & Enablement)**.

## Profile Proficiency:

- Durable **Project Management** and **Organizational** skills.
- Thoughtful of Data management **policies, procedures**, and widespread **technical** tools.
- Worthy **Project Reporting**, Analysis and Support.
- Ability to Prioritize the responsibilities and **meet deadlines** accordingly.
- Healthy **Logical** and **Interpersonalskills** with **Customer** Oriented Approach.
- Expertise in handling end to end **implementation & production** activities.

## Technical Skills:

- Cloud based Ticketing systems: **Core5, JIRA Service Desk, ServiceNow**, etc.
- Identity & Access Management Tools: **SailPoint, Okta, RSA, CyberArk**, etc.
- Project Management Tools: **Wrike, Clarizen, Trello, JIRA, Clarity, GPDM, MS Project** etc.
- Browser based documenting: **Smartsheet, Lucid Chart, SharePoint, Confluence**, etc.
- Analytical Tools: **Advanced MS Excel, Basic SQL, SIMON OnSpring, Crystal Xcelsius**, etc.
- TEM Software's: **Sakon (system configuration), VeraSMART, Tangoe Rivermine & CMP**, etc.
- Other Tools:** **Workday, Slack, Shape, Microsoft Translator, FileZilla, IBM Lotus & Box**, etc.

## Business Knowledge:

- Scrum (Agile), Lean and Waterfall** methodologies.
- Robotic Process Automation (data ingestion) & Application Program Interface.**
- Business Intelligence Reporting (datawarehouse).**

## Professional Experience:

- Working with Western Union since Feb'20:

### **Senior Business Analyst (PMO - Cyber Security – IAM, CDE, GRC & Enablement):**

- Serves as a liaison between the internal/external business community and the IT organization to provide technical solutions to meet user needs.
- Translates high-level, complex business requirements into functional specifications for the IT organization, manages changes to such specifications, and educates the IT organization on the direction of the business.
- Gathers information about the organization's work processes and information flows.
- Documents existing processes in technical model format to evaluate and define new IT solutions and implementation processes.
- Owns an understanding of technological trends and uses this knowledge to bring solutions to business groups supported to enhance the enterprise's competitive edge.
- Managing all the Cyber Security projects within the Organization along with the higher management.

- Experience with **HSBC Technology India** from **Sep'19** to **Feb'20**:

### **Lead Project Management Officer:**

- Handled onboarding & offboarding of employees, contractors, POCs to & from projects.
- Lead One PO Program for technology vendors across India, UK, HK, and rest of the geographies.
- Work as Third-Party Engagement manager for Strategic vendors (GRC, Business Reviews etc.)
- Ensure accurate dashboards on daily, weekly, monthly basis (Clarity & GPDM).
- Manage key facts and data related to Non-permanent workforce such as Rate, Vendor Name, Duration.

- Experience with **Sakon, Inc. (Global Sourcing Group)** from **May'13** to **Jul'19**:

### **Senior Project Management Associate (Jan'17 – Jul'19):**

- Ensured that the projects meet stipulated timelines, quality and meet customer satisfaction during implementation. Less than 10% schedule variance on the implementation tasks related to Sakon teams.
- Designed project methodologies for efficient deliverables. Set project teams up for success with a clear and organized operational model like project kick-off meetings, weekly team stand-ups for regular updates.
- Managed all communication with program stakeholders and keep them informed about the projects.
- Analyzed the data to identify growth and optimization opportunities to ensure better service delivery.
- Provide training to all consultants on projects and maintain subject matter expertise on it.
- Documented all the implementation related processes in standard format (Runbook, SDP, FRD, SOPs).
- Explained Clients requirements & functional specifications to technical development team and supported them in overall development & testing process. Lead internal meeting and Project status reporting.
- Monitored & Elevated Issues, Bugs, Enhancements for the Sakon platform.

### **Project Management Associate-2 (May'13 – Dec'16):**

- Took ownership of implementation projects & proactively handled client related communications.
- Collaborated with project coordinator to design project deliverables and prepare appropriate time schedule.
- Managed all communication with Delivery teams (*includes – Analysts, Invoice processing POCs, Testers, IT, Accounts Payable Team, Configuration team*) about project related information and its progress.
- Been a proactive team player to work on issues/challenges and support other team members.
- Collaborated with Clients, vendors and Sakon departments for questions, information, and reporting.
- Carried out Data Quality Check for all Implementation clients and provided feedback in a timely manner.
- Participated in all weekly meetings and backed up my colleagues on their projects, in their absence.

- Experience with **Suma Soft Pvt Ltd.** as a Data Entry Operator from **May'11** to **Aug'11**.

- To input the Bajaj Finance data into the system accurately.
- Validate the EMI's and documents and provide proper steps to the customer.

### **Certifications:**

- Certified SAFe 5 Scrum Master (SSM)** completed on 26<sup>th</sup> Mar'21 with Scaled Agile Framework.
- Project Management Professional (PMP)** completed on 5<sup>th</sup> May'21 with SimpliLearn.
- MS Office Specialist for Office 2019 and Office 365** completed on 16<sup>th</sup> Jan'20 with LinkedIn Learning.
- PMI Agile Certified Practitioner (PMI-ACP)** completed on 8<sup>th</sup> Jan'20 with LinkedIn Learning.
- Certified Scrum Master (CSM)** completed on 31<sup>st</sup> Oct'19 with LinkedIn Learning.

## Achievements:

- Best Performer** of the year in 2018 & Best team of the year in 2017 at Sakon.
- Received multiple **Star of the Month's** awards, **Extra-Mile** awards & Appreciations.
- Trainings** – Voice & Accent, Email & Call Etiquettes, Leadership skills, Project Management, etc.
- Won **Gold medal** for power-point presentation and group discussion during commerce week held at Indira College of Commerce and Science.
- Completed Project reports on **360-degree feedback form**, Investment and Financial opportunities for a bank during academics.
- Various **Seminars & Workshops** attended at Various Colleges during the Graduation and/or Post Graduation period.
- English Typing **35 plus** words per minute {passed with 80% of Marks (Accuracy – 95% plus)}.

## Strengths:

- Positive attitude, Ready to learn & Quick learner.
- Adores to construct the team and be involved in the moment.
- Never hesitates in taking initiative & implement ideas.
- Possess an innovative spirit & the drive to take challenges head on.

## Academic Details:

Degree	School/College	Board/University	Year of Passing	Specialization	Score
<b>M. Com</b>	Indira College of Commerce & Science	Pune University	2017	<b>Business Administration</b>	77.38 %
<b>PGDBM</b>	Institute of Business Mgmt. & Research	Pune University	2015	<b>Financial Management</b>	65.55 %
<b>B. Com</b>	Indira College of Commerce & Science	Pune University	2013	<b>Cost and Works Accounting</b>	70.67 %
<b>H.S.C.</b>	Pad. Dr. D.Y. Patil ACS College	Maharashtra Board	2010	<b>I.T. in Commerce</b>	75.83 %
<b>S.S.C.</b>	Kantilal M. Khinwasara English Medium School	Maharashtra Board	2008	<b>English</b>	71.53 %

## Personal Details:

Location : R. No. 632/5, Pragati Colony, Belthikanagar, Thergaon, **Pune** – 411033.  
Gender : **Male**.  
Marital Status : **Married**.  
Date of Birth : **22nd November 1992**.  
Languages : **English, Hindi, and Marathi** (*Read, write, and speak*).  
Hobbies : Enjoying New Stuff, Eating, Cricket, Hiking, Photography, etc.

## Declaration:

I hereby declare that the above information given is true and correct to the best of my knowledge.

Date.: May 12, 2021

Signature

Place.: Pune.

(Amit Kumar Vishwakarma)