RAHUL BEDUA

A seasoned and techno-functional project/program management professional with proven expertise in end-to-end IT Project/Program/Account management, client interaction, service, and support in the Product and services industry. SDLC, Agile Scrum Methodologies, PaaS, SaaS. Service Delivery,Incident/Problem/Change Management, Service Management, System integration and Configuration Management, Project / Transition Management, ITSM, IT Operations, SOW, Finance. BCP/DR plans, Service Improvement Plans, ITIL best practices.

✉ mail.rahul.bedua@gmail.com   📱 +91 8882236772   📍 Mumbai, India   in linkedin.com/in/rahul-bedua

WORK EXPERIENCE

IT Project/Program Manager
DADJ Inc.
Since 10/2021   *India, Mumbai.*

- Account Leadership to IT Project/ Program, Service Delivery & Service Management teams in India and Europe, and Philippines ensuring adequate communication with clients/ stakeholders.
- Defining project scope and objectives, involving all relevant stakeholders, and ensuring technical feasibility with help for technical SMEs
- Delegating work effectively and directing the team to achieve a common goal implementing Scrum methods
- Experience in PMLC and PDLC processes, Quality processes,
- Planning everything from execution to delivery for mobility projects with SDLC methodologies
- Development and delivery of IT projects with Agile methodologies
- Requirement understanding, estimation, resource planning and coordinate internal resources and third parties/vendors for the flawless execution of projects
- Leading the spearheaded multi-functional teams across various geographies in end-to-end Delivery Management, daily IT Operations including subcontractors / third party vendors towards achievement of goals.
- Owned client engagements, contracts, Creation of multiple RFPs, proposal/ MSAs, SOW's
- Manage changes to the project scope, project schedule and project costs using appropriate verification techniques
- Track project performance, specifically to analyze the successful completion of short and long-term Sprint goals
- Develop comprehensive project plans to be shared with clients as well as other project members
- Define and resolve problem situations and evaluate associated risks. Proactively deploy and implement Risk Management plans to mitigate problems.
- Managing the deployment deliverables, continuous progress monitoring and track roadblocks to minimize scope crepes
- Managed contractual cost, schedule, and service /product deliverables.
- Create and maintain comprehensive project documentation
- Secured that client needs are satisfied by constructing partnerships between the Project Office, clients, vendors, and subcontractor organizations, and managing the implementation of these partnerships to ensure positive customer satisfaction

.

SKILLS

English C1   Client Satisfaction   ITIL v3 Foundation
ITSM   IT Operations   Account Management
Account Management   Account Leadership
Project Management   Risk Management   SDLC
SAP Integration Management   Mobility
System Integration
Program Management   Risk Management   IPC
Service delivery Management   Compliance

ORGANIZATIONS

DADJ Inc. (10/2021 – Currently working)
IT Project/Program Manager, Global Service Delivery Manager, Client Support Manager.

Capgemini India (08/2018 - 10/2021)
Service Delivery Lead, Change Manager, Team Leader, Technology Consultant.

Concentrix (Formerly Convergys) (03/2013 - 04/2018)
Project Team Lead

ASK Teleservices Pvt Ltd (Part-Time 06/2010 - 02/2012)
Sr. Technical Lead

PROJECTS
10/2021 - Ongoing)

Maxicare Healthcare, (SFDC-Ameyo CTI Integration) (10/2021 - 08/2022)

Medilink, (Sales Cloud Re-implementation) (10/2021 - 06/2022)

Maxicare Healthcare, (SFDC-PL2 Integration ACVP Movement) (01/2022 - 08/2022)

ValueCare, (PL2 DB Replication and Customization) (04/2022 - ongoing)

Maxicare, (ACVP-CapitalOne SSO Integration and data Migration) (05/2022 - Ongoing)

Tellerex, (Oddo V13 Enhancements) (08/2022 - Ongoing)

Managed implementation and deployment of inhouse new trade monitoring system linked to core banking software

WORK EXPERIENCE

Project & Service Delivery lead
Capgemini India

08/2018 - 10/2021,   *India, Mumbai*

Projects: Nyrstar Corp, Volvo cars, Bayer Pharma, Royal bank of Canada (SAP Implementations and Integration of Mobility apps)

. Achievements/Tasks

- Single point of contact and liaised between Service Delivery and the Client for 4 major European and NAM clients.
- Spearheaded a global, cross-functional Capgemini internal team of over 120+ employees, subcontractors/third party vendors.
- Project End to End planning, Migrate or Develop, Monitor and control, Implement, Identify, and analyze opportunities and make tactical/strategic recommendations and hands-on experience seeing projects through the full life cycle with Agile Methodology. Managing Client, Third-party vendors
- As a Process manager making sure a defined process is followed for Incident and Service management tickets
- Leading team in applying ITIL (Information Technology Infrastructure Library) framework to meet SLA of service management tickets for multiple SAP project
- Managing development & maintenance team with agile methodologies so as to provide services as per the service level agreement and a-SOW.
- Daily / Weekly / Monthly account team meetings to provide inputs and take actions for respective service delivery teams. Drive the Incident / Problem and Change/Problem management process across technical teams. Make sure the SLAs are met as agreed in the contract
- Prepare budget annually, track and manage the expenses on monthly/quarterly basis. Major focus on 3rd Party expenses & FTEs
- Monitoring and handling Effort estimations, Change management, Quality, Budget estimation, Productivity, Risk, Assumptions, Issues, and dependencies on projects (Internal & External).
- Provide technical leadership with the help of technical resource and Architect, create and manage standards according to IT strategic plan and roadmap
- Manage the operational support and oversee remediation activities with designated extended managed service providers

Project Team Lead
Concentrix (Convergys) India

03/2013 - 04/2018,   *India, Gurgaon*

Projects: AT&T, Microsoft Windows 8 and 365, Cisco, SRR Jacksonville, ATT DAC Stream

Achievements/Tasks

- Assisted Global SDM & DPE by driving Service Delivery for 5 Major LATAM & NOAM clients which comprised of 75+ employees.
- Implemented ITIL methodologies for alignment of support processes and holistic management of service delivery.
- Worked towards ascertaining continuous improvement opportunities and monitored SLA achievements.
- Optimized Key Performance Indicators, monitored issues and risks, and escalated the same to the appropriate project sponsors.

LEADERSHIP & COLLABORATION

Project Executive	Global Delivery Project Executive
Global Service Delivery Managers	Architects
Development team	Client Support Managers
Incident Managers	Problem Managers
Change Managers	Project Managers
Compliance Manager	Transition Team
Asset & Configuration Management Team	
First Line Managers	Project Management Office

Accomplishments

ITIL v3 Foundation (10/2013)
EXIN

Lean Six Sigma Trained (04/2013)
Concentrix. (Formerly Convergys).

PMP Trained (2017)
Concentrix. (Formerly Convergys).

Building Enduring Customer Partnerships (2019)
Capgemini India

Agile Scrum Trained and practitioner (08/2022)
LeanMantra

TECHNOLOGIES

Operating Systems
Windows, Unix, MAC, Android

Databases
MS-SQL, MS Access/365

Programming Languages Known
IOS, Objective C, C++, HTML, Java, React Net, Angular JS

Storage
SAN, NAS.

Networking
Data Centers, WAN, LAN, MAN

Other
SAP Basis and Security, Sys Ops Monitoring, Sys Ops Production Support, Backup & Recovery, Anti-Virus, Jira, Confluence, AzureDevops, ServiceNow, WFMNow

LANGUAGES

English   ● ● ● ● ○

Hindi   ● ● ● ● ●

- Drove & reported weekly & monthly account reviews with Global SDM's DPE, in line with internal service delivery reviews.

- Extended support by analyzing the client requirement, business requirements for account planning, and strategy definition.

- Collaborating with Account & Service Delivery Management teams from other geographies for the successful transition of services to IBM India.

- Coordinating with the IT Engagement, Transition & Business team to ensure smoother business transition & operations

- Design Forecasting for capacities available and to raise a flag when headcount and capacities fall below commitments to clients.

- Developing and maintaining short-term and long-term forecasts and analyze forecasting trends with Time series and moving average methodologies factoring seasonality.

- Assist the senior management on initiatives to support new business transitioning, migration & implementation, and overall operations

- Schedules and plot the Resources/FTE in alignment with staff requirements to generate maximum schedule efficiency and assist operations in tracking the performance of key staffing metrics versus the staffing plan.

- Model the impact of business changes with forecast and budget performance. Managing work allocation for preparing maximum efficiency and adherence

WORK EXPERIENCE

Sr. Technical Lead
ASK Pvt Ltd. (Part-Time).

06/2010 - 02/2012,   *India, Jaipur*

. Achievements/Tasks

- Analyzing customer needs, requirements, and strategic plans recommending solutions.

- Designing, integrating, and managing complex IT infrastructure and architecture solutions.

- Handling the resulting incidents or Service Requests, using the incident management and request fulfillment processes, in line with Service Desk objectives

- Develop new prospects and interacts with existing customers to increase sales of an organization's products and/or services

- Formulate detailed plans to add new systems to the existing core infrastructure including logistic plans for conducting physical integration of hardware.

- Provide technical direction and support throughout this process.

- Troubleshooting Hardware/Networking/OS-related queries for our global customers over the phone. This involves working across different time zones

- Experience of peripheral solutions/technologies that are required by archer or works in tandem with like AD, Windows OS, MS SQL Server, Load Balancers

- Developing relationships with clients and prospective client

EDUCATION
Innovation and Information Technology Management
IIM Bangalore *(01/2023- 06/2023)*

Bachelors of Technology (IT)
NIMS University, Rajasthan
08/2008 - 12/2012,   *Jaipur, India*

Interest/Hobbies
Playing Basketball, Off-road unplanned traveling, and exploring new places and different cultures.

REFERENCES

Available on request.

Consent

I agree to the processing of personal data provided in this document for realizing the recruitment process pursuant to the Personal Data Protection Act and verify all the facts mentioned above and I hold the responsibility of their authenticity and correctness.