**Pankaj Kumar**

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# WORK EXPERIENCE

**Times IT Pvt. Ltd** Delhi, India

##  **Consultant** June 2023 – Till date

* Manage report of asset assignment, procurement and tracking, verify invoices & bills, liaising with vendors & with other staff till closure of task
* Reporting of inventory, depreciation & Forecast needs, Contact and Vendor management.
* Accountable for the timely and quality delivery of the projects, including data validation, prioritizing & planning, scheduling, tracking & managing task pipelines & customer expectations.
* Ensure that all delivery partners adhere to the necessary processes & policies and monitor overall progress.
* Update project tracker daily/ weekly basis
* Well versed in defining periodic reports for various customers & stakeholders and management.
* Coordinate with HR, Admin, Facilities, TA, and RMG, of regular &adhoc tasks.
* Create standard documents/ templates, maintaining project related documentations.
* Supports recruitment, staffing, that help business objectives, improve employee and business performance, Coordinate with panels in candidate screening and interviewing
* Meeting with project team members to identify and resolve issues.
* Coordinate with multiple cross-functional stakeholders, consolidate their inputs/feedbacks, resolve the queries, and provide inputs
* Work on ad-hoc tasks as directed by leadership, in a timely manner with high level of accuracy

 **Persistent System**  Noida

##  **Lead PMO** Nov 2021 – Jan 2023

* Expertise in delivery and program management activities including functional requirement, specifications, planning, estimation, scheduling, resource management, execution & controlling, escalation and stakeholder management.
* Accountable for the timely and quality delivery of the projects, including data validation, prioritizing & planning, scheduling, tracking & managing task pipelines & customer expectations.
* Ensure that all delivery partners adhere to the necessary processes & policies and monitor overall progress.
* Resource & talent management.
* Raise PER on JIRA and coordinate with respective stakeholders till closer.
* Update project tracker daily/ weekly basis
* Well versed in defining periodic reports for various customers & stakeholders and organization higher management.
* Active participation in project kick offs, design, demo, UAT acceptance sessions with different clients and team members.
* Update in existing SOW via new CR creation with Onshore and Offshore clients.
* Keep all docs on SharePoint for internal & audit use.
* Create standard documents/ templates, Maintaining project related documentations such as SOW, NDA,

 PO, Timesheets, Status reports and other documents.

* Share best practices & learning come out within the team for future use and documentation for future use & reference.
* Supports recruitment, staffing, that help business objectives, improve employee and business performance, Coordinate with panels in candidate screening and interviewing
* Proficient with Agile & Waterfall methodology.
* Coordinate with multiple cross-functional stakeholders, consolidate their inputs/feedbacks, resolve the queries, and provide inputs for improvement areas

##  **Shree Info soft Pvt. Ltd** Gurgaon

##  **Manager PMO** Nov 2019 – Nov 2021

## Keep SOW tracker Update

## Update CRs, POs & SOWs and adjust TMs as per requirement

## Budget details and forecast preparation.

## Keep all records for TMs on client side i.e. deactivate/activation of their a/c & accesses for onsite & Offshore.

## Prepare dashboard reports and slides for steering deck.

## Share KPI updates with Delivery Head.

## Coordinating with team members (Lead & Managers) & make sure all are on same and correct path with Project requirement, deadlines and schedule.

## Working experience of SharePoint & KP.

## Effective project communication plans and ensures their execution.

## Meeting with project team members to identify and resolve issues.

## Proven experience into Project management.

## Update budget details and share with Delivery Head.

## Monthly reports share with Leadership team.

## Timesheet provisional and actuals gather from various managers and compile for invoicing.

## Keep all reports on share point for business use.

## Communication, cost, quality, time & resource management.

## Update all records of New Joiners, Leavers & Internal movements.

## Take final & actuals approval from clients,Documentation & preservation of artifacts needed for audit & compliance purposes

 **Tech Mahindra** Hyderabad

##  **Sr. Project Co-coordinator** May 2015 – May 2018

## People, process, tools & communication.

## Monthly weekly reports: asset, Resource Request

## Run BCP: Business Continuity Plan biannually

## Joining to retire/ exit ( Initiate RR, Approval from all levels, I/V Schedule, complete status on portal, Joining, Induction, NDA sign, Project & task allocation- offshore & Onsite, supervisor allocation- Offshore Onsite, seat & asset allocation, access, Onsite movement, Release to pool, e-exit etc.)

## Share reports on KP, SharePoint for business use

## Month & quarter timesheet freeze & sheet update

## Coordinate with HR, Admin, Facilities, TA, RMG, of regular &adhoc tasks.

## Manage report of asset assignment, procurement and tracking, verify invoices & bills, liaising with vendors & with other staff till closure of task.

## Regular update in timesheet template, providing services cascade information from proper channel.

## Maintain leaver, joiner, forecast, team movements for SMs.

## Reporting of inventory, depreciation & Forecast needs, Contact and Vendor management

## Work with internal/ external stakeholders to SOWs, Price and term negotiation, reporting of financials and related business metrics.

## Manage on boarding & Off boarding of employees at organizational level.

## Manage the communication strategy for employees.

## Set organization wide policy & directions for IT infrastructure.

## Provide the agreed level of IT support

## Payroll extract, cross check with head count and cost code and share with team HR for offshore staff.

## Timesheet management start to end for Onsite & Offshore ( adjustment in timesheets if required, timesheet chasers to staff leave mark for known cases and also for non-responding staff post discussion with team manager & 100% closing within TAT) & share with managers to check the revenue from filled timesheets.

## Project On boarding & off boarding.

## Identify any special needs for project- IT infra, resources, network, NDA, Security check and implement the needs as needed.

## Work with stakeholders to maintain the desired skill level for the group of staff through training & certifications.

## Forecasting & reporting of utilization, cost recovery

* Work on ad-hoc tasks as directed by leadership, in a timely manner with high level of accuracy.

#  Times IT Services Pvt. Ltd Delhi

#  Project Coordinator Nov 2010-May2015

* Worked as a Project coordinator and was closely working with HR, Providing daily, weekly & monthly reports. Budget forecast, Training assignments to New Joiners and existing TMs. Payment Follow up with customer Provide support to managers with required details. Coordinate with various departments for data gathering. Provide required support and answer daily queries from different departments
* Work on ad-hoc tasks as directed by leadership, in a timely manner with high level of accuracy.

# EDUCATION QUALIFICATION

# Master of Business Administrator from SMU.

# Bachelor of Science with Chemistry (Hon’s) from M.U. Bodhgaya

# Certification

# Prince2 Foundation in Project Management from AXELOS in June’2016

# ITIL Foundation in IT Service Management from AXELOS in Feb ’2016

# Personal Details

 Gender : Male

 Marital Status : Married

 Nationality : Indian

 Language Known : Hindi & English