



Ajay Chauhan



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Career Objective

Quest to work in real professional atmosphere that enables me to cope up with emerging latest trends and scope for widening the spectrum of my knowledge in Project Management & IT Service Management.

Professional Synopsis

- An astute professional with over 9+ year's qualitative experience in Project Management Role and Analytical Profile Technical support.
- Worked with HCLTech as a PMO for US based Health Care Unit (HCSC) to manage resources entire lifecycle management.
- Worked with Microland Ltd for HMCL & UK based client (Unilever) as a Project Management Analyst for managing various Projects (Bandwidth upgrade and Global Network Uplift).
- Previously worked in Infosys for Cisco client as a Service Request Analyst.
- Good interpersonal and communication skills, Good time management and organizational skills, Customer Oriented Attitude and Team Spirit, Proactive & self-motivated and Problem Solving Skill.

Core Competencies

Technical Skills:

- Operating System : Windows
- Office Tools : MS-Office for Windows
- Ticketing Tools : BMC Remedy 8.1, Service Now
- ITIL CERTIFIED : IT Service Management- GR671003941AC
- CCNA CERTIFIED : CCNA R& S CSC013451602

Organizational Experience

HCL (HCSC)

June 2022 – Jan 2024

Role: - Senior Executive (PMO)

- Involved in the process of resources assignment/delimitation in the health care Project.
- Responsible for assigning the resources to their respective Bundles in the Resource Assignment System (RAS) from start date to end date of their billing period based on their current PO.
- Collect and update various Delivery Parameters from Delivery Managers and share it with Senior Management.
- Chased the delivery units to get the resources billed as per the timeline stated in company's deployment policy.
- Been a bridge between Delivery Units and Talent Acquisition Group to fulfill the resource requirements.
- Collect and present the HCL Mandatory compliant trainings of the delivery resources until been completed.
- While Onboarding/Offboarding ensure resources have completed all the mandatory tasks for smooth in/out.
- Ensure to create Client ID and provide access to the assigned resources to the Client environment.

Role: - Portfolio/Service Delivery Analyst

- Design & Implement – Involved in process, proposal transition for Global Network Uplift.
- Analyze and report on the Global Network Uplift portfolio.
- Reporting to Portfolio Manager and senior management to ensure that effective decisions can be taken to realize value from the portfolio in line with portfolio goals and business strategy.
- Monitor changes in the project portfolio. Reassess whether projects continue to meet business objectives and to use funds efficiently, ensuring that the portfolio of projects and programs is managed to realize business benefits.
- Prepare or check the business cases for individual projects and programs within the portfolio.
- Ensuring Network Services demands are maintained by Project and programs Managers in Clarity.
- Responsible for managing performance of Network Services Projects.
- Assist on risk management and ensures that any strategic problems are identified at the earliest opportunity and that solutions are identified and implemented in line with change control processes.
- Support effective business change by building relationships with and between portfolio, programs and project managers within the organization.
- Orderly maintain complex situations and focus on business objectives using analytical and communication skills.
- Coordinate & review with BT on the quality of Project Status Reports (PSR) received by Unilever.
- Identify issues with Projects/ Programs.
- Escalates project/ Program related issues that cannot be resolved to the Service Quality Manager.
- Perform quality analysis on Incident and Change Management. Follow up with technical/non-technical team to update Incidents/Change Requests/Service Requests to maintain response and resolution SLA.

Role: - Demand Analyst

- To be the single point of contact for all types of GDMT & Network Services (NS) engagement globally.
- Responsible for engagement with the requestor as per defined Service Level Agreements (SLAs).
- Responsible for handling escalations from both Unilever and British Telecom (BT) on SR status.
- Proactive monitoring of the Global Portfolio with follow up based on approaching dates throughout the lifecycle.
- Responsible for ensuring that the requirements are captured clearly and completely as per the defined NS templates like NIA, NSR, GDMT Contact forms, etc.
- Responsible for management of demands, i.e. tracking task owners and ensuring delivery as per agreed timelines.
- Responsible for running and coordinating a weekly “Global Ideas forum” with requestors, BT teams and NS representatives.
- Responsible for capturing demand along with BT and requestor for OOM pricing (budgetary price) as part of any Type 0 and 1 requirement in Ideas (Heavy touch)
- Coordinate with BT and SEM for capturing demand from requestor for firm pricing as part of any Type 0 and 1 requirement Feasibility phase. (Light touch)
- Responsible for managing various type of demands from 0 to 5 with BT and requestor.
- Responsible for management of demands, i.e. tracking task owners and ensuring delivery as per agreed timelines
- Responsible for engagement with the requestor & Solutions Team via email/chats/calls as per defined Service Level Agreements (SLAs).
- Delivery of various SR reports in the weekly/monthly/quarterly basis to the Unilever clients.

Role: - Portfolio/Service Delivery Analyst Data Center

- Plan on the schedule for finishing various Projects within the given timeline
- Assign various technical team with the required scope of work to make sure timelines are met
- Report Customer for weekly updates on all Project related activities for daily SRs, Link Testing , device configuration Backups and Bandwidth upgrade.
- Delivery of various SR reports in the weekly basis to the HMCL clients.
- Responsible for engagement with the vendors for smooth working of Links.

Infosys

Aug 2012 - Dec 2014

Role: - Customer Support Executive

- Interacting with Customer through emails/chat/calls and resolving their general queries.
- Creating or editing customer information as per client/customers update.
- Providing discount on product services as per Cisco Policy.
- Verifying statement of work between Cisco and customer.
- Raising SRs in Sales force CRM in behalf of end customer.
- Responsible for solving client/partner/customer query
- Managing registration report on daily basis
- Responsible for handling escalations from customer
- Implemented new SLAs, work procedures to remove non value added work and reduce waiting time and rework. Reports which reduced the overdue and backlogs.
- Dispatching the parts to the service centers and closing the cases at the earliest.
- Floor Support for the New Trainees.

Academic Credentials

- B.Com from Garhwal University in 2010.
- Intermediate from Scholars Home Dehradun with NIOS Board in 2007.
- High School from S.G.R.R Public School Bhaniyawala with C.B.S.E Board.

Professional Credentials

- Course of Certified Network Engineer of 18 months from Global IT, Dehradun (including Computer basics, Office suite, Hardware, Networking)
- Cisco Certified Network Associate (Routing and Switching) CSC013451602
- ITIL foundation certified in IT service management (GR671003941AC).

Personal Details

- Date of Birth: 18th Aug 1988
- Languages Known: English, Hindi
- Father's Name : V.S Chauhan
- Gender – MALE
- Marital Status : Single
- Hobbies – Travelling, Sports Enthusiastic
- Current Address – #1362/FF4, Vasundhra sector 5, Ghaziabad, UP,201012
- Permanent Address - #1, Village and PO Lacchiwala, Doiwala, Dehradun, UK, 248140

Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

AJAY CHAUHAN