



Prashant Wadhwa

Project Associate/Manager

Delivery-focused Project Manager/Associate with proven expertise experience driving large-scale operations, client engagement, and cross-functional team management across ITES, Legal, and Government sectors. Adept at risk mitigation, resource optimization, and promoting a culture of accountability and continuous improvement. Demonstrated strong commercial acumen with entrepreneurial mindset, enabling effective decision-making and value-driven delivery. Experienced in managing projects and product development for Clients, driving continuous improvement, and enhancing client satisfaction.

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Delhi/NCR

WORK EXPERIENCE

Project Associate/Manager (New and Existing)

--- Teleperformance GBS (India) Pvt. Ltd

01/2024 -till date

- Facilitating multiple accounts and their Account Managers
- Overseeing the health of the project from initiation to completion/closure
- Reports on project status, and risk mitigation strategies and costing to stakeholders
- Revenue and Billing Reconciliation
- Proactive communication with the Client/Customer for the progress
- Coordination with cross domain teams to ensure seamless infrastructure readiness and support.
- Managing project closure and handoff to Operations to enable revenue recognition.
- Driving KPIs and Quality and Training & Development

Assistant Manager (License Compliance Project)

--- Jotwani Associates LLP

01/2021 to 09/2021(Associate) -10/2021 to 12/2023(AM)

- Managed a global software license compliance project for a U.S. technology client.
- Supervised monitoring, evaluation, and process optimization for enhanced operational performance.
- Handled customer success relations, escalation calls, and dispute resolutions
- Delivered regular training programs and coordinated invoicing & stakeholder communication.

Key Account Manager (Govt & Pvt Skilling Projects)

--- Karcher Cleaning Systems Pvt. Ltd.

07/2019 - 04/2021

- Managed proposal development, project execution, and reporting for government-funded skilling programs.
- Monitoring & Evaluation, Managing Operational Progress
- Adherence & Optimizing processes/SOPs in the company in line with business and customer delight
- Collaborated with F&A and procurement to align budgets with project goals and cost efficiency.

Officer (Government Skilling Projects)

--- Skill Council for Green Jobs

01/2016 - 02/2019

- Oversaw nationwide skilling projects under NSDC / MSDE, ensuring adherence to timelines and standards.
- Liaised with multiple government departments and industry partners to ensure smooth execution.
- Managed end-to-end project operations including reporting, vendor coordination, and compliance.

SKILLS

- Project Planning | SOW | Delivery
- Scheduling | Prioritization
- Risk Mitigation & Issue Resolution
- Stakeholder | Client Relation Management
- Collaboration (Support/Vendor Teams | Client)
- Commercial Acumen | Resource Allocation
- Quality Assurance | Continuous Improvement
- Familiarity with Agile | Waterfall environments
- Reporting | Documentation | SLA Deliveries (D/W/M)
- Project and Ticket Management Tools
- Communication (Verbal | Written)

CERTIFICATES

SAP SD

(03/2009 - 03/2010)

Order Management or Sales & Distribution

Introduction to Project Management (08/2019 - Present)

PMP Basics (08/2019 - Present)

PERSONAL PROJECTS

Best in Class Employer

(Under Ministry of Skill Development & Entrepreneurship)

(03/2019 - 06/2019)

- Conducted onsite trainings of approx 1500 Candidates
- Maintained integrity and ethics of the Client with proper confidentiality
- Handled Back End and Front End of the process single handed
- Reporting and Documentation

Earlier Experience (2006 – 2015)

Held roles across leading firms including **American Express, HCL Technologies BPO, Steria India, and Vikas Publishing House.**

Developed expertise in client service delivery, process transitions, and reporting, laying the foundation for a strong project management career.

Education

PGDBM - Operations and International Business

Institute of Management & Technology-Ghaziabad

08/2006 - 08/2009

Bachelor of Business Administration - Finance Guru Gobind

Singh Indraprastha University 08/2001 - 08/2004

INTERESTS

Driving

Learning New Culture

Brain Storming upon Business and other Solutions

Web Series on Real Events/History/Drama

Exploring New Scenic Places

Sudoku and other Math/Brain IQ Puzzles

Regards

Prashant Wadhwa