Pallav Patel

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Professional Summary

A professional who is acting as a communicator between multiple projects, clients, stake holder to make sure they are benefiting each other and aligning with overall business goals..

Professional Experience

Capermint Technologies Pvt Ltd – Aug19 to Apr 21

Job Profile - Sr.Delivery Manager/Website, mobile app and game development.

Driving the project team of 50+ people including Project Managers and 6 team leads. Taking care of project creation, project planning, execution and deliveries that involve software development, mobile app development, website development and game development.

- Maintaining relationships & Rapport with clients.
- Identifying client needs and overseeing project delivery within the business requirements.
- People Management responsibilities including hiring, performance management, feedback management and issue resolution.
- Leading the delivery team, managing conflict, and ensuring the team's processes and tasks are carried out efficiently.
- Determining ways to reduce costs without sacrificing client satisfaction.
- Strong control orientation and analytical skills.
- Excellent communication and interpersonal skills required with ability to present complex and sensitive issues to senior management.
- Resource planning and allocation.
- Managing changes in project scope, timeline and quality of deliverables.
- Handling the global clientele and their project portfolio.
- Managing communication with clients to understand and fulfil their expectations with quality deliverable under the agreed time lines.
- Progress monitoring at regular intervals of projects.
- Assessing client feedback and using creativity to establish, improve, and refine services.
- Remaining organized and meeting deadlines
- Risk analysis and risk mitigation.
- Update internal stakeholders on progress as well as problems and solutions.
- Evaluate and assess result of project.
- Managing internal stakeholders and Client stakeholders.
- Align project objectives with company goals, and make sure project team is clear on objectives.
- Resolve and/or escalates issues in a timely fashion.
- Ensure adherence to SLAs and processes.

Commerce Pundit Technologies Pvt Ltd – Jul 18 to April 19

Job Profile - Project Manager

Roles and Responsibilities:

- Project planning and allocation of projects to team for project execution.
- Ensure resource availability and allocation.
- Managing changes in project scope, timeline and quality of deliverables.
- Handling the global clientele and their project portfolio.
- Managing communication with clients to understand and fulfil their expectations with quality deliverables under the agreed time lines.
- Progress monitoring at regular intervals of projects.
- Risk analysis and risk mitigation.
- Update internal stakeholders on progress as well as problems and solutions.
- Implement and manage change when necessary to meet project outputs.
- Evaluate and assess result of project.
- Foster partnership with customers/stakeholders/sponsors.
- Align project objectives with company goals, and make sure project team is clear on objectives.
- Resolve and/or escalates issues in a timely fashion.
- Coordinate internal resources and third parties/vendors for the flawless execution of projects.

Discus Business Solutions – Sep 17 to Jun 18

Job Profile - Project Manager

A client side Project Manager to ensure smooth functioning of projects/Applications and provide on site support.

Primary Responsibilities / Strength:

- Ensure that all Applications/projects are delivered on-time, within scope and budget
- Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility.
- Ensure resource availability and allocation.
- Managing changes in project scope schedule and costs.
- Manage start to end communication with clients to understand and fulfil their expectations with quality deliverables and utmost satisfaction.
- Handling risk management to minimize project risks.
- Participate in project scoping and assisting the Sales head for the client consultation.
- Maintain strong client relations and Cross/Up sell services.
- Educating client on better application of their product in various aspects.
- Provide or recommend proper course of action for projects; clearly communicate issues and thoughts to the development team; project status calls with clients and clearly communicate the proper methodologies to be applied.
- Utilize spreadsheets and other project management tools (MS Project/Jira/Basecamp/Zoho/Kayako) to ensure accurate reporting and quality.
- Manage invoicing for ongoing/completed projects & tasks.
- Educate, motivate and mentor Team leaders and developers of my team.

- ➢ Conducting quarterly review meetings for my team to accelerate work performance.
- ➢ Maintain awareness of technology developments and make recommendations.

Design N Buy Web to Print Pvt Ltd - Oct 14 to Aug 17

Job Profile - Manager Project Development & Support

Primary Responsibilities / Strength:

- ➢ On time completion of tasks and the project per quality goals

- ➢ Maintain development discipline establish necessary processes

- ➢ **Project Management:** -

  - ➢ Developing release specific project plans from the roadmap and from requirements received.
  - ➢ Planning resources required, effort estimates, budgets and schedule.
  - ➢ Task allocation and tracking to completion.
  - ➢ Client/stakeholder interaction
  - ➢ Reviewing of weekly status, consolidation of status, escalation of issues and any re-planning.
  - ➢ Identify risks, prioritize the risks and plan mitigations.
  - ➢ Working with clients on Proposals / requirements based on their business needs.
  - ➢ Interact with stakeholders for the various deployment projects, understand their expectations, plan timelines of delivery.
  - ➢ Validate the deliverables made.
  - ➢ Communicate deliverable status to user/stakeholders, client and drive periodic review meetings.
  - ➢ People Management:
  - ➢ Resolve Team/Individual issues.
  - ➢ Mentoring / appraising team members.

Asite Solutions Pvt Ltd - Dec 09 to Oct 14

Job Profile - Technical Support Analyst

Primary Responsibilities / Strength:

- ➢ Provide L1/L2 issues support reported by via phone, live chat, e-mail in efficient, friendly manner and ensure calls are logged and resolved within SLA.

- ➢ Providing 1 & 2-line technical support, answering support queries via phone, email & live chat.

- ➢ To log and priorities system & user support calls for the third line support team.

- ➢ Carrying out user administration setup.

- ➢ Recording and actioning faults as reported for the software. & devices

- ➢ Determining the nature of faults and the steps required to rectify it

- ➢ Closing the job when the normal service is resumed

- ➢ Using remote control software tool to provide fault resolution and diagnosis

- ➢ Document & maintain Help Desk policies and procedures

- ➢ Train and supervise other support engineering staff

- ➢ Track, monitor and report on all the Help Desk incidents within defined customer service levels.

Apcons Infotech Pvt Ltd - Oct 07 to Oct 09

Job Profile - Customer Relationship Manager

Primary Responsibilities / Strength:

- ➢ Handling a project team and dealing with client inquiries about Real Estate properties in US.

- ➢ Key tasks include identifying and cultivating prospective clients, helping clients to determine financial and investment needs along with being familiar with financial product offerings to suit a variety of objectives and risk levels in buying a property.

- ➢ Also helping with the communication skills and training part for the new team member.

- ➢ Account management of existing clients.

- ➢ Ensure client happiness.

Aegis BPO Services Pvt Ltd – Oct 06 to Oct 07

Job Profile - Team Leader

Primary Responsibilities / Strength:

- ➢ Handing a team of 48 - 50 Representatives / Executives, dealing with clients and their queries on a higher authoritative level, reports, negotiations etc.

- ➢ Also, handling inbound and outbound divisions for the Insurance section.

- ➢ Team management, retention, team motivation, incentive planning and taking care of MIS activities.

I-Serve Systems Pvt Ltd – Oct 04 to Oct 06

Job Profile - Customer Care Representative

Primary Responsibilities / Strength:

- ➢ Responsible for reaching clients back within the due time, responding to their queries, generate revenue for an inbound telecom process (UK).

- ➢ Provide technical help to the customers.

- ➢ Also helping with the communication skills and the training part for the new team members.

- ➢ Providing training on how to use the product.

Education:

- ➢ Bachelor of Commerce in 2001.

- ➢ Masters of Business Administration - IT in 2007.

Certifications:

- ➢ ITIL Foundations v3 Certification

- ➢ SFC Scrum Fundamental Certified