

Vaibhav Jadhav

Contact

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Skill Highlights

- Project management
- Strong decision maker
- Complex problem solver
- Customer oriented
- Service-focused

Tools Knowledge

Ticketing Tools:

- ServiceNow, BMC Remedy

Office Tools:

- MS Office Suite, Microsoft Project, Citrix, Lotus Notes

Computer Language:

- C, C++, SQL (PL/SQL)

Certifications

- PRINCE2 Agile
- PMP and CAPM (Trained)
- ITIL Intermediate Service Operation

Education

Master's in computer application

(Modern College Of Arts, Science And Commerce, Pune) 2006-2010

Interest

Trekking, Exercise and YouTubing

A **PRINCE2 Agile** certified Project Manager with 10 years of experience and a good exposure to an entire gamut of activities across Project management and currently working with **Sungard Availability Services Ltd (India)**.

Effective at multitasking with strong ability to plan, prioritize and manage small to complex projects under aggressive timelines.

Good communicator with exceptional talent for problem solving through analytical thought process.

WORK HISTORY

Sungard Availability Services Ltd (India), Pune

PROJECT MANAGER:

12/2012 – Current

- Define scope and project life-cycle deployment through coordination of project kick-off calls.
- Generate a well-defined project plan, identifying the key milestones and assigning responsibilities/resources.
- Create strategies for risk mitigation and contingency planning.
- Worked with Change Control Board, ensuring any changes to baseline are managed through change request considering business impact.
- Procurement – Working on end to end procurement as per the project needs with the customer and Vendor.
- Collaborated with stakeholder and business partner providing regular updates to resolve high priority issues affecting the project.
- Generated weekly status reports to update client and other stakeholders about the project progress.
- Worked with the Incident and Problem management team on major and critical incidents for multiple clients.
- Work closely with Problem and change teams to complete Major Incident reports.

IBM Global Process Service

Sr. CUSTOMER SERVICE EXECUTIVE

12/2011 – 05/2012

- Worked on providing technical support to enterprise and home users on issues related to hardware, network, software, email and user accounts.

Mphasis an HP Company

CUSTOMER SERVICE EXECUTIVE

04/2009- 10/2011

- Resolving customers internal and external banking queries.
- Submitting Customer Credit check application, filling online Loan, modifying Line of credit/overdraft protection limits and processing credit card applications.
- Processing payments or setting up post-dated payments for customers.
- Disputing, investigation fraudulent activities and unrecognized transactions against customer accounts.
- Setting up Customer Accounts for Web banking, Telephone or interact banking.
- Providing customer's information, rates for international debit and credit transactions. Booking foreign exchange rates for customers with the branch.
- Upgrading customer accounts, selling Loans, informing about new offers/accounts to the customer.