

## KAPIL SACHDEVA

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### Conspectus

- ≈ A dynamic professional **with 11 Years + IT Infrastructure Program & Project Management Experience in MetLife, Hughes, HCL Comnet and IBM Daksh**
- ≈ SAFe Agile Scrum Master Certification completed
- ≈ Project Management Professional (PMP) certification from Project Management Institute (PMI)
- ≈ ITIL® 2011 Foundation Certification from APMG International
- ≈ PGDM (Specialisation in IT & Marketing) from Institute of Management Technology (IMT) Nagpur, BE (Electronics & Telecommunications) from Pune University
- ≈ Six Sigma Green Belt Certification from Asian Institute of Quality Management and IMT Nagpur
- ≈ Experience in handling various ERP tools such as SharePoint, Clarity, SAP SD & PS Module and project management tools such as MS Project

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### Occupational Contour

#### MetLife Global Operations and Support Centre

**From May 15- Till Date**

#### Designation: Unit Manager- Program & Project Management

**Area of Expertise:** IT Program Management/IT Infra Project Management/Project Planning / Project Budgeting & Resource Estimation/Pre-Sales/Team Management

#### Responsibilities:

- ≈ Working as Program Manager in the Global IT Infrastructure Services business unit of MetLife supporting multiple geographies (Asia, Europe, Middle East, Africa and Latin America).
- ≈ Working with engineering teams/Solution architects for initial requirement gathering, briefing the problem statement, understanding and documenting the remediation solution of the project
- ≈ Prepare next stage management action plan (MAP)/ Business case which encompasses the high-level remediation solution, project scope, budget, schedule, assumptions, constraints etc.
- ≈ Prepare project approval request (PAR) document to get the project funding approved from the business/project sponsors, finalize the project resource requirements/utilization (External & Internal resources) no. of Project managers responsible for execution of the project, finalize project milestones and deliverables
- ≈ Identifying and highlighting key project risks and prepare Risk Mitigation Plans and manage project issues
- ≈ Managing a team of Project delivery managers for overall execution & closure of all the projects within specified timelines & budget

#### HCIL Comtel Ltd. (Subsidiary of Hughes Communications India Ltd.)

**From Dec 11 to May 15**

#### Designation: Assistant Manager-Projects & Programs

**Area of Expertise:** Telecom and IT Networking Project Management / Project Planning / Service Delivery/ Project Risk Management/Key Customer Relationship management /Program Management/Project Revenue Assurance

#### Responsibilities:

- ≈ Responsible for end to end delivery & execution of all assigned projects and act as a single point of contact for assigned customers throughout the project life cycle
- ≈ Develop project SOW based on project scope, deliverables, project timelines, constraints and resources required
- ≈ Monitoring and keeping track of all projects and ensure project delivery as per project scope & timelines
- ≈ Ensuring timely revenue billing & collection of the receivables for the project delivered

- ≈ Ensure end to end service delivery as per the SLA signed with customers
- ≈ Conduct service performance review meeting with customers regularly and identify gaps in service delivery
- ≈ Ensure proper operations and maintenance support to all assigned customer post project implementation phase

**Awards & Achievements:**

- ≈ Received Certificate of Team Excellence for Outstanding efforts and valuable contribution to projects for the year 2012

**HCL Comnet Ltd. (subsidiary of HCL Technologies Ltd.)**

**From Jul 08 to Dec 11**

**Position: Assistant Manager**

**Area of Expertise:** IT Infrastructure Project Management /Project Planning /Customer Relationship management/ Vendor Management

**Responsibilities:**

- ≈ Analysing and defining project requirements - highlighting Commercial and Financial exposures of the project
- ≈ Complete Customer front ending from the onset of the Project to post implementation/support phase
- ≈ Preparing Project Status Reports for effective Project Tracking and sharing with the Customer to keep them updated on the progress of the project
- ≈ Co-ordination with all relevant departments including Technical, Logistics, Operations & Finance for smooth project rollout
- ≈ Cross functional project handling across multiple lines of Business of the company
- ≈ To help Sales identify new opportunities in the Existing Accounts through close mapping

**Awards & Achievements:**

- ≈ Received customer appreciation for rescheduling the project as per the defined time lines and ensuring timely delivery for all deliverables
- ≈ Ensured minimum escalations from customer and thereby leading to customer satisfaction and repeat business
- ≈ Awarded Silver club member for the month of June 09 for best performance

**IBM Daksh Business Process Services Pvt. Ltd.**

**From Jan 05 to Sep 05**

**Position: Customer Support Specialist**

**Responsibilities**

- Worked for a UK based internet service provider NTL in resolving broadband internet related problems

**Academia**

- ≈ PGDM - Institute of Management Technology (IMT) Nagpur, 2008, Specialization in IT & Marketing
- ≈ B.E(Electronics & Telecommunications) - SVPM College of Engineering, Pune University, 2004
- ≈ H.S.C - Springdales School, New Delhi, 2000
- ≈ S.S.C - Springdales School, New Delhi, 1998

**Personal Report**

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