Shirish Jawalkar PMP®

Sr. Program Mgt. Professional

Personal details

👤 Shirish Jawalkar

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🏠 Mantri Serenity Apartments

📅 October 22, 1984

📍 Bengaluru

🚗 India & Oman

⚧ Male

🚩 Indian

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Skills

Project Mgt. & BA	●●●●●
Operations & Staff mgt.	●●●●○
Vendor Management	●●●●○
Change Management	●●●●○
Python	●●●○○
Sharepoint	●●●○○
Insurance	●●●○○
ERP & CRM systems	●●●●○
FMCG & Dairy	●●●●○

Profile

PMP - certified experienced professional with 18 yrs. of experience in multiple domains and practices. 10 yrs experience in gulf region. 8 yrs supported and worked for US & UK regions. Lead & managed large Programs with multiple projects in hybrid project mgt. Highly experienced in Change Management & Digital Transformation project mgt. & governance. Performed in both offshore and onshore working models, based on project requirements.

Expertise

In change & communication planning/ execution, managing dev, QA, cross-functional teams to sync, design, configure, build, integrate apps for SCM, FMCG, US Healthcare & Retirement benefits, Middle East Banking, and Insurance clients. Review, plan and strategize project mgt. plan with WBS. Worked on product-based development for Internal Strategy & Mgt. processes, ERP, CRM, Price transparency tool, Forecasting packages, Quality & data migration projects. Catered services providing projects around Sales, Marketing, & Procurement services management to Corporate & Retail sectors as well. Ensuring to provide strong processes for financial systems to be robust and secure. Develop Business Intelligence reports and data analytics to the best utilization.

Competency

- Manage program & project delivery to the clients to various LOB.
- Lead the change management and communications landing to the all stakeholders.
- Strategize and manage project portfolio for business needs, plan resources and budgets accordingly. Ensure smooth rollouts, handle escalations, team management and reviews.
- Responsibly lead end-to-end project planning activities that involved scoping, estimation, tracking, change mgt., delivery mgt., deadlines & post-implementation support.
- Responsible for stage gates and kill point decision - making of projects. Evaluated project risks and made a contingency plan. And getting approvals for the next phases.
- Lead daily review meetings with team internal members, external stakeholders for requirement gathering, solutions, design, & timely completion.
- Maintain risk logs, decision logs and manage various stakeholders at all stages. Ensure audit parameters, logs are adhered and accomplished.
- Guide BA & technical developers for development & project management. Review process flow diagrams and approve business requirements documents, complete requirements analysis, and manage stage gates.
- Budget Management and Change management (CRs) respective changes to the PM plan for the project and work estimates.
- Managed large - scale offshore delivery team for functional & technical deliverables of concurrent projects wrt. design, development, testing, troubleshooting, and debugging of the applications.
- Ensure there is proper utilization and availability at any given time. Set goals & KPIs for subordinates for talent management and timely appraisal.

Certificates

Agile PM+Scrum+Jira (Udemy)	**May 2023**
Project Management Professional (PMI)	**Jun 2021**
Certified ISO - IA & completed(9001, 14001 & 18001)	**Apr 2018**
Oracle EBS suite & Siebel CRM CTI	**Mar 2012**

Education

PG in AI & ML
Dec 2021 - Nov 2022
Purdue University, USA.
For better understanding AI & ML trends and its working.

MBA in Operations & HR Mgt.
Apr 2007 - Apr 2009
National Institute of Business Management, Chennai

Mechanical Engineering
Jun 2003 - Dec 2006
Board of Technical Education, Belgaum

12th Grade
Jun 2001 - Dec 2003
Karnataka University Dharwad, Belgaum

Qualities

- Commitment oriented and always ready to take things head on to resolve any issues.

- Governed and managed teams scattered across regions.

- Extremely enthusiastic with emerging technology and its usage in project implementation.

- Analytical natured and like to plan things ahead of actuals.

- Passionate to work with data and prepare analytical dashboards.

- Go getter attitude given an assignment, without compromising quality.

Tools

Jira, Sharepoint, HPQC, Citrix, Smart Sheets, Bugzilla, Crystal reports, MS-Project, Visio, Excel, PPT & Word.

Languages

English	●●●●●
Hindi	●●●●●
Arabic	●●○○○
Marathi	●●●●●
Kannada	●●●●○

Employment & Roles

Sr. Program Manager   **Apr 2023 - Present**
ThouCentric, Xoriant Company, Bengaluru

- Currently working on managing multiple projects, budget, resources & schedule for large scale FMCG clients. Manage communications and change mgt. activities for the program.
- Worked on Anaplan based price transparency tool and forecasting cost relation tool implementation for a leading global FMCG client, which had several projects like economic assumptions, cost matrix, external comparison models, price transparency, feed cost matrix, incoterms consideration, etc. that complied the data into a single app for user friendly interface.
- Successfully rolled out CRM & for internal Sales and BD team to integrate with finance module and better reporting.
- Implemented Audit Mgt. process & managed two cloud document migration projects to Veeva QualityOne system for leading global FMCG client.
- Responsibly govern, drive change management, resource & budget mgt., program mgt., steer projects with proper schedule, audit work & staff.
- Engaged in Finance, SCM, Manufacturing consulting engagements for both external & internal projects to manage and ensure the SOW is fulfilled.
- Have daily stand-up meetings, technical reviews with the development team, test team, vendors and manage the overall project status.
- Regulate the project and control the entire roll-out. Manage deviations and backlogs that create hinderance to schedule.
- Plan, schedule and manage resources in the project. Bring new resources for projects via shortlisting & interviews.
- Governance of program & projects via RAG reports, RAID logs, RACI matrix and L1, L2, & L3 steering meetings.
- Managed third party implementation partners, contractor staff, fixed staff and scheduled the project to the budgets.

ERP Program Management   **Jun 2013 – Apr 2023**
Dhofar Foods & Investment SAOG, Salalah Oman

- Was responsible for entire phases of SDLC to implement and support for Oracle EBS system for a leading FMCG company in Oman.
- Developed Life & Medical insurance mgt. process and dealt with insurance partners to managing the same.
- Vendor mgt. for technical delivery of Oracle EBS.
- Governed budget & time allocation for each phase of the project through PM.
- Segregated resources to each module based on availability and project needs. Replicated implementation techniques to other LOB.
- Responsibly lead brainstorming sessions, to capture the AS - IS process andforming BRD with stakeholders' involvement.
- Reviewed & approved BRD to begin design phase to dev team followed by CRPs process and approval.
- Managed UAT & hyper-care to conclude the implementation positively and approved for go-live.
- Successfully deployed SCM, Finance, Order Mgt. & HRMS modules.
- Govern projects & manage RAID closures and RACI.
- Managed and set up AMC with the vendor for dev. & support.
- Managed 190 plus vendor contracted staff operations for the company.

CRM Product Mgt.   **Feb 2012 - Dec 2012**
ACS, A Xerox Company, Noida

- Siebel CRM implementation for HRIT insurance services module precisely. Lead requirement gathering, freeze BRD, finalize SRS with dev. team and transfer the SIT scripts to the QC team for UAT finalizing.
- Lead the production support project for several clients of Xerox consulting group that involved bug fixing and its registry mgt., conclude to push the configured app to prod. environment.

References

Aftab Patel
DFI SAOG,Muscat
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Swaroop Sudindra
Deloitte, Hyderabad
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- Prepared and managed PMO plan for the production support module.
- Responsible for manpower allocation for incident/bug resolution and closures.
- Managed bug testing through HPQC and Citrix environment based in Noida remotely.
- Document risk, issues and coordinated with teams to mitigate the impacts.
- Was responsible for collaborating with a team of BA's across the globe.

CRM & ERP Management   Apr 2011 – Feb 2012
Wipro, Riyadh & Hyderabad

- Oracle EBS and Siebel CRM implementation for leading insurance and banking client in Riyadh, Saudi Arabia.
- Implemented Life, Medical, Motor and Co-insurance processes.
- Managed the project go‑live single‑handedly at the client site in KSA with client sign-off.
- Performed in onsite work model, governed, and directed the dev and QC work remotely from KSA.
- Performed BA tasks to freeze BRD & phase closure with client endorsement.
- Lead the developers and QA members to the project & business requirements for design, build & testing.
- Successfully planned, managed, and delivered UAT with the client stakeholders and team.
- Prepared and delivered training material for training key business users.
- Monitored project through PM plan & used Bugzilla for QA activities.
- Planned, managed, and delivered BRD, SRS & UAT documents with proper stage closures and client sign-off for the milestones achieved.

CRM Analysis   May 2010 - Apr 2011
Deloitte, Hyderabad

- Was SPOC for internal CRM support and upgrade project for Deloitte Marketing and Business development operations.
- Conducted requirement gathering sessions to form the requirement document.
- Collaborate with the internal dev team for designing the same needs. Perform unit testing to prepare UAT training material.
- Prepared UAT material and conducted UAT for the client. Delivered application training to respective stakeholders.
- Crystal reports management and contact mgt.
- Upgraded several dashboards and metrics reports for analytics.

CRM & ERP Product Analysis   Jan 2008 - Apr 2010
Oracle, Bangalore

- Oracle EBS and Siebel CRM support project for global marketing operations. Worked extensively for internal product development and support activities.
- Track and report the status of operations for the Sr. management team on weekly basis.
- Program creation, Campaign mgt, Budget allocation for campaigns mgt. for Oracle NA Operations.
- Improvised the work processes and automated several reports using VBA scripts.