SunilKumar Kharatmol

Preferred Location: UAE, Kuwait, Qatar, India |**Mobile: +91-9619911266 | +971-564641007**
Email:kharatmolsunil@gmail.com|**LinkedIn:**https://www.linkedin.com/in/sunil-kharatmol
Certifications: PRINCE2®|APMG®|CSM®|ITIL®

PROJECT MANAGEMENT | BUSINESS ANALYST | SERVICE MANAGEMENT

- Creative, Tech savvy Professional with 15+ years of overall experience with a demonstrated history of working in the Information Technology, Retail, Warehouses, Food, Banking, Insurance, Loyalty and Service domains.
- Diligent project manager offering a proven record of success leading all phases of diverse technology projects.
- Business strategist: Plan and manage multimillion-dollar projects aligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains.
- Excellent communicator: Leverage technical, business and financial acumen to communicate effectively with clients and their respective teams.
- Expert in Agile, Kanban and Waterfall Project Management methodologies. Known for ability to produce high-quality deliverables that meet timeline and budgetary targets.

Digital PROJECT MANAGEMENT:	IT PROJECT LIFECYCLE:	VALUE-ADDED LEADERSHIP:
• Custom Software Development	• Requirements Analysis	• Cross-Functional Support
• Process Automation	• Development & Integrations	• Team Building & Mentoring
• Costing & Budgeting	• Testing/QA/Rollout	• Client Relations & Presentations
• Project Scheduling	• Support & Maintenance	• Business & IT Planning
• Enterprise-wide Implementations	• ROI Analysis	• Vendor Management
• Stake Holder Management	• Risk Management	• Recruitment for Projects

EXPERIENCE

NOVEMBER 2022 – PRESENT
IT PROJECT MANAGER, LOUVRE ABUDHABI | UAE

- Project Manager appointed to manage the Inhouse IT Projects related to digital transformation and customer centric applications along with support for ongoing operational projects. Below is the list of projects currently in my portfolio.
  1. Guest management software
  2. Research Lab
  3. Corporate Performance Tool
  4. Children Museum
  5. Terminology
  6. DAMS (Cloud Migration)
  7. E-Signature
  8. Workflow Automations
  9. AVMM
  10. Climate Control

JANUARY 2022 – AUGUST 2022

IT PROJECT MANAGER, AL TAYER INSIGNIA DUBAI | UAE

- Project Manager appointed to manage the F&B Upgrade program (From Oracle Micros 3700 to Simphony) across different Concepts / Brands with 40+ stores in the UAE region.
- Managed digital project elements for multiple initiatives from initial planning to project rollouts.
- Developed project plans and managed project scope for all projects, using specific methodologies to guide projects from conceptualization to implementation and maintenance.
- Outlined work plans, determined resources, wrote timelines as part of project scope determination for IT projects.
- Collaborated with business users, technical teams, internal-external vendors and testing teams, to analyze, gather, and validate requirements such as kickoff meetings, joint application designing and planning sessions.
- Monitoring delivering the Digital projects integrations for the standalone applications Like loyalty & Cards systems for end customers
- Liaising with internal stake holders for the understanding and requirement gathering. Updating them for project plans and progress.

ACHIEVEMENTS UNDER –AL-TAYER

WENT **LIVE SUCCESSFULLY FOR CAFFE NERO BRAND ACROSS 30 STORES.**

SEPTEMBER 2019 – DECEMBER 2021

IT PROJECT MANAGER, VERNOST MARKETING SOLUTIONS, INDIA-MUMBAI

- Single Point of Contact for Aviation client and managing the entire show as a "Digital IT Project Manager" across all projects & business as usual.
- Communicate project plans and progress to key stakeholders.
- Analyze current agile processes, prioritize areas of improvement, and work alongside key stakeholders to implement improvements and integrations required by the clients
- Interfacing with the Offsite project managers and co-ordination of project related activities
- Understanding client's business and validating user stories / requirements
- Support and execute simultaneous delivery of various e-commerce and mobile application projects.
- Facilitate/participate in key agile ceremonies across Scrum teams
- Monitor and report on key agile performance metrics to leadership team
- Coach team members as needed, including resolving conflicts
- Manage projects in JIRA; providing training to team members as needed
- Communicate project risks

PROJECT DELIVERED UNDER-VERNOST

- **NOOR BANK LOYALTY PROGRAM-UAE**
- **Rebranding of Jet Privilege to Intermiles**
- **INTERMILES PROJECTS (FOR JET PRIVILEGE CUSTOMERS)**
  -HOTELS, SHOP & CHROME, CARDS, INSURANCE, RTO, OTP ENGINE, OPS, PROMOCODE, IOCL & LOUNGE

OCTOBER 2018 – APRIL 2019

DIGITAL-IT PROJECT MANAGER, DICETEK LLC - MAJID AL-FUTTAIM, UAE-DUBAI

- Managed project elements for multiple initiatives from initial planning to project rollouts.
- Developed project plans and managed project scope for all projects, using specific methodologies to guide projects from conceptualization to implementation and maintenance.
- Outlined work plans, determined resources, wrote timelines and generated initial budgets as part of project scope determination for digital IT projects.
- Collaborated with business users, technical teams, internal-external vendors and testing teams, to analyze, gather, and validate requirements such as kickoff meetings, joint application designing and planning sessions.
- Performed detailed assessments of risks to determine constraints and develop mitigation strategies.
- Gathered and analyzed digital IT project requirements through interactions, meetings and periodic walkthroughs with potential application users and to develop business requirements documents (BRD) and functional requirements documents (FRD), "as is" and "to be" processes and user mock-ups.
- Supported and executed simultaneous delivery of various digital IT projects like e-commerce and mobile projects along with the integrations.
- Communicated project plans and progress to key stakeholders, including vendors, project contributors, business, operational, and technical resources.

PROJECT DELIVERED UNDER-MAJID AL-FUTTAIM

- **SHARE LOYALTY PROGRAM**
  -Implementation of Digital IT projects like E-Com Website, Mobile Application (iOS & Android) and CRM application

SEPTEMBER 2012 – OCTOBER 2018

PROJECT OFFICER-IT, M.H. ALSHAYA CO.WLL, KUWAIT

- Created full-fledged implementation plans, accounting for ROI, cost-benefit and other analyses.
- Organized scope, schedule, integrations and assignments for projects.
- Performed detailed assessments of risks to determine constraints and develop mitigation strategies.
- Responded effectively to changes in project requirements, recalculating deliverables as needed.
- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
- Worked with senior case managers to coordinate team development activities and trainings.
- Monitored deadlines and milestones to keep team on track with project schedule.
- Gathered and organized supporting materials for meetings and project updates.
- Investigated and corrected or escalated project problems.
- Analyzed digital projects to determine resource requirements and procured necessary equipment and software.
- Operated under PMO Head and followed Project Management Frameworks to efficiently organize and carry out project tasks.

DIGITAL AND IT PROJECTS DELIVERED UNDER M.H. ALSHAYA CO WLL

- MSR program launch for Starbucks brand (Loyalty Program)
- EIS Lite V2 Application launch for Higher Management
- Food MDM enhancements for Supply Chain
- Automation for Stock-take & Store Cycle Count Process for all Alshaya Retail brands
- Home Delivery business launch for Food brands
- FMS implementation for call center
- POS payment integration for Food brands
- IT Infrastructure implementation for new brands: Veranda, Raising Canes, Shake Shack, Babel, Café Coco, Katsuya, Castania, and PF Chang.

MAY 2008 – MAY 2012

SR. EXECUTIVE-SOLUTIONS & TECHNOLOGY, SHOPPERS STOP LTD, Mumbai

- Oversaw onboarding and mentorship, planned and executed meetings and developed project documentation.
- Kept projects on schedule by managing deadlines and adjusting workflows as needed.
- Coordinated presentations for customers and project members detailing project scope, progress and results, keeping all entities well-informed of milestones and goals.
- Planned and arranged meetings with external organizations and individuals, enabling all parties to meet and discuss project progress.
- Tracked all hours and expenses to keep project on task and within budgetary parameters.
- Supervised multiple projects from project start through delivery by prioritizing needs and delegating assignments.
- Built strong relationships with internal and external stakeholders and devised strategies, initiatives, and events promoting products and services.
- Gathered requirements for ongoing projects and organized details for management use.
- Collaborated with project owners and team members to set ambitious but achievable goals.
- Maintained project schedules by managing timelines and making proactive adjustments.
- Developed and tested models of alternate designs and processing methods to assess feasibility, operating condition effects, possible new applications and necessity of modification.

PROJECTS DELIVERED UNDER SHOPPERS STOP LTD.

- DCMS implementation for Warehouse (Distribution Center Management System)
- Mobile CRM for Loyalty customers (Loyalty Program)
- SMS Gateway for Loyalty customers (Loyalty Program)
- MotherCare Import Process Automation
- B2B Platform for vendors
- POS Payment Gateway integration

MAY 2007 – MAY 2008

PROJECT COORDINATOR-IT, HCL COMNET LTD, Mumbai

- Managing a portfolio of projects, coordinating with the clients, vendors & site engineers
- Provided administrative and operational support for Project Managers
- Coordination between onsite resources both internal and external
- Communicating with third party vendors regarding work requests, scheduling and timelines
- Worked on Citrix CRM Software for generating the invoices.
- Coordinating projects and maintaining records to ensure compliance by suppliers and customers, ensuring that the data in the ERP (Citrix) system meets service and billing commitment.
- Maintained project schedules by managing timelines and making proactive adjustments.

AUGUST 2005 – MARCH 2007

SYSTEM ADMINISTRATOR-IT, DBIT-St. JOSEPH ITI, Mumbai

- Resolved issues and escalated problems with knowledgeable support and quality service.
- Installing, configuring and deploying new PCs & Servers
- Investigating, resolving and closing user reported PC problems and application issues through our ticketing system
- Perform operating system software updates, upgrades and patches
- Performs administration activities such as setting user accounts, roles, access, and privileges
- Performs application monitoring and performance tuning

- Supporting users in the use of computer equipment by providing necessary training and advice
- Maintaining of I.T. Labs for (MSCIT Course) Lectures. Giving support for Hardware and software related calls.
- Maintaining Student's database for MSCIT Course.
- Doing Students counseling for admissions.
- Administrating the admission and examination process at institute level.

EDUCATION

2012
PGDBA (E-BUSINESS – IT), WELLINGKAR INSTITUTE OF MANAGEMENT, Mumbai

2005
BACHOLER OF COMMERCE, SIDDHARTH COLLEGE OF ECONOMICS& COMMERCE Mumbai University