Kartik Namjoshi

Technical Project Manager

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PROFESSIONAL SUMMARY

A seasoned professional with over 11 years of extensive experience in the IT Industry, demonstrating a strong track record of delivering complex projects on time and within budget. Proven expertise in leading cross-functional teams, implementing innovative solutions, and enhancing customer satisfaction through strategic planning and effective stakeholder engagement. Adept at managing multiple projects simultaneously, optimizing processes, and driving continuous improvement in fast-paced environments. Skilled in leveraging industry best practices and emerging technologies to achieve business objectives and ensure successful project outcomes.

JOB SUMMARY

Du Telecom (EITC) - Dubai, U.A.E | Delivery Principle | Jul'23 - Current

- Responsible for adherence to Program Timelines by the Supplier for Integration Domain
- Managing the planning and execution of delivery of Integration components for a Greenfield implementation of BSS stack across multiple release(s)
- Working with the respective Tech Product Owners to prioritize feature sets and major stories as required for the product backlogs and sprint backlogs
- Maintains and reports on pre-agreed level of service level agreement and KPIs for Integration solution
- Regular reporting against Program milestones to the Steering committee and other relevant governance bodies
- Managing partner contracts, escalations and processing milestone payments

Vodafone Shared Services (VOIS) - Pune, India | Delivery Lead | Aug'18 - Jun'23

- Managed a Team of 100+ solution designers and developers through entire SDLC
- Accountable for Integration solutions for OSS and BSS systems across UK IT landscape
- Successfully delivered 20+ projects of varying complexities each month across multiple channels and business stacks
- Proved successful working within tight deadlines and fast-paced atmosphere
- Setup automation framework to enable DevOps practices
- Identified innovative and automated approaches to routine tasks, making suggestions that were widely received

Vodafone Shared Services (VOIS) - Pune, India | Transformation Associate | Apr'16 - Jul'18

- Managed transformation project across multiple vertical
- Setup Target Operating Model for offshore transition of work worth 200+ FTE
- Successfully delivered POCs for Greenfield implementation of PEGA practice
- Engaged in implementing unified testing framework across all Testing practices

- Automated reporting for vertical yearly savings
- Established unified Career Framework for all Shared Services practices

Vodafone Shared Services (VOIS) - Pune, India | Delivery Lead | Mar'14 - Mar'16

- Worked as TIBCO BW Admin handling production and non-production environments
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes
- Performed root cause analysis and general troubleshooting
- Automated repetitive task using shell scripting resulting in 0.5 FTE savings

SKILLS

- Planning and Coordination
- Project Management
- Budget Management
- Stakeholder Management
- Leadership
- Supplier Management
- People Management
- Process Automation

EDUCATION

- Post Graduate Diploma in IT Management | Symbiosis Center for Distance Learning Pune, India | 2014 - 2016
- Bachelor of Technology | Maulana Azad National Institute of Technology Bhopal, India | 2008 - 2012

CERTIFICATIONS

- Python Basics - 2020
- PEGA v7.2 Certified System Architect - 2016
- ISTQB Foundation Level - 2015
- ITIL v3 - 2015

ACHIEVEMENTS

- **Achieved 100% reduction** in documentation errors by personally introducing automation framework for documentation using Microsoft Power Automate
- POC delivered as per primary use cases for greenfield PEGA implementation resulted in securing **business from VF-Germany for 12 FTEs**
- Received **Vodafone Champion award in Jan 2019** for successful transition of Development for Integration solution for VF UK to _VOIS
- **Employee of the Quarter in Jun 2018** for effective project management and securing new business for the organization
- **Employee of the Month in Feb 2016** for automating manual tasks using Unix shell scripting resulting in 0.5 FTE savings for the organization

IMPROVEMENT PROJECTS DELIVERED

DevOps Integration | VF-UK | Apr 2019 - Mar 2020

- The project was aimed at moving away from the incumbent manual process by adapting new tools and methodology for code management, testing , deployment and documentation. The project was aimed to improve overall delivery timelines and enhancing customer satisfaction by reducing delivery errors to higher environment by 50%
- Managed E2E implementation of DevOps tools (GIT, Ansible , Jenkins) from Dev to Production environment by working closely with all the stakeholders, providing timelines updates and projections and ensuring closure as per agreed timelines.
- This implementation **resulted in 3.5 FTE savings** and enhanced working experience for the technical teams adding further to good quality and timely delivery

Kanban Board Setup | VF-UK | Jan 2019 - Mar 2019

- The transition was aimed at breaking down silos of delivery management and making data available to the entire team to ensure ownership and accountability of individual tasks
- Solution design for status workflows and fields in JIRA (and later in Azure DevOps) to capture all relevant information
- Setting up project plan to transition entire team to the new ways of working
- Training development team for optimized usage of JIRA
- Personally migrated all data from JIRA to Azure DevOps ensuring continuity of service and integrity of KPIs
- JIRA implementation **resulted in 2 FTE savings** for the organization and improved customer satisfaction

Service Transition Service from incumbent vendor | VF-UK | May 2018 - Oct 2018

- Project management for transition of service from incumbent vendor to _VOIS for 50+ FTE
- Managing and coordinating discussion with vendor for aligning key resources for transition activities
- Ensuring reviews of transition plan with Vodafone UK making sure all information is made available during transition
- Tracking closure of transition as per agreed timelines