##

SAYYED SARWAR ANWAR

**Career Objective**

## To work in a stimulating and challenging environment that would facilitate the maximum utilization and application of my skills and expertise in making a positive difference to the organization

**Career Synopsis**

* An ITIL V3 Certified with overall 11 years of diverse IT experience in the area of Project Management, IT i­­nfrastructure Management, Team Management, Training & development, and Client Servicing in I T & ITES Industry.
* Currently working as a Project Manager with EMC, Pune.
* A dynamic career of handling projects/processes encompassing planning, proposal, resourcing, implementation and maintenance of IT infrastructure.
* Rich experience in handling onsite infrastructure setup (Hardware/Software deployments). Worked on various end to end projects starting from inception to closure
* Managing teams to work in sync with the corporate set parameters & motivating them for achieving business and individual goals. Possess excellent interpersonal, communication and analytical skills with demonstrated abilities in customer relationship management
* Resourceful at maintaining business relationship with clients to achieve quality product and service norms by resolving their project / service related issues

**Core Competencies**

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| * Communication management
 | * Stakeholder management
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| * Project Coordination
 | * Project Management tool – MS Project
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| * Learning from experience and knowledge enhancement
 | * Training & Development
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| * Team management and leadership
 | * Risk Mitigation & Control
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**Professional Profile – Current**

EMC2 Software and Solutions, Pune (August 2015 – Till Date)

Project Manager- Professional Services

Role: Project Manager- Professional Services and Service Delivery

Description:

* Working as a Project Manager handling storage Infrastructure projects & successfully executing and delivering projects for various products under EMC product portfolio across Americas.
* Provide support to identify possible solutions to changes in processes requested by the customer. Ensure the solutions are developed, documented, communicated and trained to ensure the process continues to work without negative impact
* Partner with customers to provide potential process improvement opportunities or tool changes to improve process efficiency.
* Prepares detailed project plans of an engagement within the standards of project management methodologies. Reviews and validates statement of work (SOW). Categorizes requirements into a project plan detailing schedules, controls, resources, costs and daily tasks. Prepare risk and remediation plan. Responsible for creating one team approach, goals and milestones within a project to ensure EMC's commitments to the customer are achieved. Adheres to established standards, processes, and methods to produce solutions that conform to requirements.
* Extended expertise in Project Management, Documentation, Incident Management and Change Management processes. Reporting process status, quality, compliance, and suggesting improvements to Management to make informed decisions, creating Weekly Reports, Managing Operations and Maintaining Project Status and creating Change Requests.
* Proficient in identifying and communicating the change management responsibilities; Persuasive communicator with exceptional relationship management skills with the ability to relate to people at any level of business and management; adroit at analyzing the organizational requirements; highly ethical, trustworthy and discreet.
* Excellent team player; organized and focuses on deliverables
* Adept at learning new concepts quickly, working well under pressure and communicating ideas clearly and effectively.
* Effective tracking and communication of project status and metrics.
* Get the reports using SAP

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| * Project Planning and implementing the projects as per the Scope and WBS elements.
* Ensures program deliverables are met timely and efficiently. Reporting, Schedule Management, Project Forecasting & Cost Budgeting.
* Training new hires on EMC processes and Project management Methodologies & practices.
* Information Storage & Management (EMCISA) Certified
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**Professional Profile – Past Experience I**

Tech Mahindra Limited (June 2013 – July 2015)

Client : AT&T. End Client IBM [IBM Global Accounts & Shared Networks Infrastructure]

Role : Project Manager

Description

* Manage five project phases as per PMI: Initiating, Planning, Executing, Monitoring & Controlling and Closing for ongoing activities specific to AT&T client.
* Reviewing assigned projects with respect to scope of Data center operations & IT infrastructure support, on various IMAC and MACD projects.
* Develop Project Plans regarding detailed work breakdown, master schedule, escalation, jeopardy procedures, management and monitoring procedures.
* Manage project to implement customer network solution requirements for new business or change to current environment ex: Data center with enterprise network devices, storage devices etc.
* Manage transformation and use Continuous Improvement to drive cost reduction and performance enhancement.
* Responsible to manage complete project co-ordination for the assigned projects to be run from within the Business Unit.
* With the visibility of the various projects handled by the Project Management Support team members, was able to assist in reviewing the benefit cases for the new Assist in building knowledge of internal and external communication & document guidelines to ensure all documents/presentations prepared are in line with global requirements.
* Assist and advise leaders, managers, and teams to the best use of project management disciplines and approaches within a fast-paced Business environment
* Executed projects like Network Refresh, Upgrade or new setup of data and voice networking solutions and Enterprise computing at Data centers and remote client facilities.
* Dealing with virtual clients and teams located globally. Managed North American and European clients.
* Worked with cross functional and cross-cultural teams located at multi-geographical locations.
* Liaised with project stakeholders on an ongoing basis and status reporting to key stakeholders.

**Professional Profile – Past Experience II**

Mphasis an Hp Company (Nov 2007 – June 2013)

* Worked as a Team Leader/ Unit Manager in Mphasis an Hp company since Sept 2007.
* Handled a 2nd level team of 42 members
* Successful transition of Level 3 team from US (2nd Level Team) to Pune team (Client Team).
* Worked on switch movements and Installations.
* Facilitated meetings with Clients, technical staff, and leadership on a regular basis.
* Maintained and updated project information.
* Participated in the Account meetings and advised on status of projects.
* Setup and Configure Switches and Routers.
* Managed team support schedule to ensure customer service levels are achieved.
* Controlled over CSI and SLA

**Professional Profile – Past Experience III**

Getronics Solution - Singapore (Nov 2006 – Feb 2007)

* Worked as an Application Support Engineer in Getronics Solutions (IT Firm), Singapore
* The work duration was from Nov 2006 to Feb 2007
* Major Responsibilities as an Application Engineer was to verify the required information and accordingly package the software.
* Worked on Wise Packaging Tool to package the software’s as per the Client requirement

**Professional Certifications**

* ITILV3 Foundation ®
* Cloud Computing Foundation®
* EMC Information Storage and Management
* PMP PDU 35 Certified & MSP Training Certified
* Scrum Master Certified

**Administrative and Operational Activities**

* Process Audit: Leading team which takes care of Quarterly ISO Audits[Live and Onetime Documents]
* Recruiting and Training Activities: Responsible for first round of Ops Interviews, Responsible for process training, Assessments , Shadowing and Reverse shadowing

**Software Skills**

Operating Systems : Windows 98, XP, Vista, Windows 7, Windows 8

CRM Tools : BMC Remedy

Software : Microsoft Project (MSP), BMC Remedy 7.0

Methodology : Agile, Waterfall

**Academic Credentials**

Bachelor of Computer Science (BSc) from University of Pune, India 2004

Masters in Computer Science

**Certifications**

* ITIL v3 Foundation
* CCNA Course Completed
* PMP Course completed and earned 35 PDU
* ISM (Information Storage and Management)
* ITIL Intermediate

**Personal Details**

Date of Birth : 6th December 1982

Languages known: English, Hindi, Marathi, French

**Job Seeker First Name / CV No: 1815468**

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