

PANKAJ BHARTI

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IT PROJECT DEVELOPMENT & MANAGEMENT PROFESSIONAL

Offering 14+ years of sterling experience; seeking challenging assignments across the industry

PROFILE

- Dynamic, organized, meticulous Project Management professional, with an experience of over **14 years** in **Project Development, Project Management, Technical Support, Quality Assurance and Delivery Management**
- Equipped with the knack of functional management along with the practical experience in the **analysis, development and implementation** of **Strategic Business Plans** and Policies to ensure organizational growth, targeting maximum profitability & cost effectively within given SLAs-TAT
- Expertise in maintaining high standards of customer service, with quality & service norms to achieve customer satisfaction and business retention
- Thrive in a deadline intensive environment, **multi-task, perform under pressure and meet deadlines**. Ability to use sound judgment & decision-making skills and effectively perform in a self-directed environment
- Adroit in **E-commerce application, and good command over inventory system and affiliate management applications**

Core Competencies

Project Management ⌘ Quality Assurance ⌘ Software Development Life Cycle ⌘ Technical Support ⌘ Servicing Management ⌘ Online & Onsite customer Support ⌘ Service Promotion ⌘ Delivery Management ⌘ Team Management ⌘ Coordination ⌘ Customer Relations Management

PROFESSIONAL EXPERIENCE

Project Manager/ASP.NET Development/Scripting (C#, VB, Angular JS, Node.js, jQuery, tSQL)

- Successfully handling the operations for technical associates, taking care of work allocation, monitoring quality and appraisals for the team
- Analyzing the process performance and implementing action plans to improvise the same. Take process briefings on a daily basis to communicate the process targets and discuss action plans around meeting the same
- Establishing & using service level and response time objectives while planning and managing the service-level quality using the real-time management skills. Oversee the performance & results as per the quality parameters
- Adroit in handling backend operations for minimizing error level and enhancing productivity and implementing service strategies according to the set targets & actively involved in controlling service deliverable as per given SLAs-TAT
- Addressing queries regarding the Information System / Software & extending onsite support to the clients
- Build and maintain healthy business relations with customers, thereby enhanced customer satisfaction matrices by achieving delivery & service quality norms
- Accountable for interfacing with onsite/ offsite teams for business requirements gathering, conducting system analysis and finalizing techno-functional specifications
- Coordinating with Development team and Geography Infra for QC related activities
- Managing the updation of PMO related database – Resource database, PID database
- Deftly maintaining Aries documentation and all the papers according to the QMS documentation standards
- Handled the Orion Project consisting of manufacturing, warehousing and human resource portal
- Delivering timesheet exception report every week
- Organizing process training, analyzing and consolidating feedback forms

EDUCATIONAL & PROFESSIONAL CREDENTIALS

PMP© Certification (2015-2018);

EXECUTIVE-MBA (Marketing); 2010; Vinayaka Mission University, Tamilnadu, India

PG DIPLOMA (TELECOM TECHNOLOGY); 2002; Manipal Academy of Higher Education, Karnataka, India

MASTERS DIPLOMA IN WEB MANAGEMENT; 2001; UPTEC, Kanpur, India

M.Sc (Physics); 2001; Kanpur University, India

B.Sc (MATHS); 1999; Kanpur University, India