

Vivek Sharma

5 Selhurst Street, Marsden Park, NSW 2765

(468) 343-448

Vivek.sharma4@outlook.com

A keen, motivated, and qualified project manager having experience in managing variety of IT Infrastructure and Application development, deployment and Transformation projects. Expertise in implementing critical solutions and ability to lead medium to large development & migration projects within a defined framework. Currently, looking for an opportunity with challenging projects, professional development, and skill enhancement.

SKILLS

- **Project Management:** Agile, Scrum, Lean, Waterfall, Kanban.
- **Project Management Tools:** Microsoft Project, JIRA, Confluence, SharePoint, Service Now, MS office suite.
- **Project Management** – Planning, execution, monitoring of projects, project governance, business improvements and delivering complex initiative.
- **Communication** – Drafting reports, presentations, and liaising with stakeholders.
- **Stakeholder Management** – Building relationships with internal and external parties.
- **Risk Management-** RAID Log, RACI.

CERTIFICATIONS

- Certified PRINCE2 Practitioner
- Certified SCRUM Master (CSM)
- ITIL V3
- ITSM
- Certified in Windows 7&10 Administration
- Six Sigma Green Belt

EDUCATION

Bachelor of Engineering – Electrical & Electronics

June 2011

Maharshi Dayanand University, India

PROFESSIONAL EXPERIENCE

Mosaic Brands Ltd (Australia) | Sydney CBD

Feb 2024 – Jan 2025

IT Manager

Leadership & Team Management

- Spearheaded the leadership of a team of 10 IT Engineers and Technicians, overseeing service delivery across 700 retail stores with a focus on proactive monitoring of POS systems and network infrastructure.
- Provided mentorship, training, and guidance to ensure continuous professional growth, high performance, and adherence to best practices.
- Fostered a culture of collaboration and efficiency by streamlining service desk operations and reducing ticket resolution time, improving customer satisfaction.

Strategic IT Operations & Service Management

- Directed end-to-end IT Service Management (ITSM) lifecycle, ensuring the effective delivery and continual improvement of IT services aligned with business objectives.

- Developed incident management strategies, leading cross-functional coordination to resolve critical incidents promptly while minimizing downtime and operational impact.
- Led governance forums, including service reviews and executive steering committees, establishing transparent performance metrics and driving service excellence.
- Optimized reporting processes through automation, eliminating manual inefficiencies and enhancing data accuracy in service performance analysis.

Financial & Vendor Management

- Managed IT budgets, ensuring financial efficiency while maintaining high-quality service delivery.
- Negotiated and oversaw contracts with leading IT vendors, securing favourable agreements to maximize asset value and ensure compliance with business needs.
- Facilitated renewal and management of contracts, ensuring alignment with industry standards and operational requirements.

Continuous Improvement & IT Strategy

- Led strategic IT initiatives, including IT process management improvements and ITSM tool migrations, contributing to enhanced operational efficiencies.
- Championed continuous improvement methodologies, identifying areas for process optimization and service enhancements.
- Developed and implemented service delivery strategies, shifting from traditional SLA models to a more customer-centric approach to enhance user experience.
- Enforced adherence to SLAs and KPIs, maintaining service availability, performance benchmarks, and enhanced customer satisfaction.

Stakeholder Engagement & Compliance

- Managed relationships across internal business units and external partners, ensuring seamless communication and collaboration in service delivery.
- Ensured policies and procedures were understood and followed by direct reports, stakeholders, and executive teams.

Capgemini

Project Manager

2020 – 2023

Project Manager for Cyber Portfolio:

- Defined the project specifications, scope, goals that are aligned with portfolio goals and complement company objectives.
- Managed cybersecurity portfolio including budgeting and resource allocation.
- Monitor and report on portfolio performance, identifying areas for improvement and developed project portfolio dashboard.
- Partner with client-side Project leadership on project management approach
- Develop and maintain artefacts such as Project Charters, Project Schedules, RAID Logs, RACI, Project Financials.
- Develop and maintain cybersecurity metrics and KPIs.
- Engagement manager for cybersecurity zero trust projects.
- Lead Portfolio meeting with Cyber managers and Delivery excellence team.
- Develop and manage individual cybersecurity projects and created project plans and roadmaps.
- Identify and mitigate project risks, and implement solutions to address challenges as they arise
- Monitor project progress and performance, and provide regular updates to stakeholders
- Foster a collaborative and positive work environment, promoting teamwork and accountability
- Ensure compliance with all regulatory requirements and company policies
- Facilitated weekly project and steering- committee meetings.

- Coordinated the tracking and reporting of deliverables including escalation for critical deliverable timelines impacting the project.
- Identified and resolved roadblocks, fostering collaboration and clear communication within the team and stakeholders.
- Participate in and contribute to opportunity management initiatives such as creating proposals.
- Point of contact for all the internal and external client for any project related queries and status.
- Bridged the gap between business stakeholders and technical teams, ensuring clear understanding of requirements and user needs.

Project Manager for leading US insurance company:

- Collaborated with IT & business stakeholders to understand their needs.
- Conduct thorough analysis of existing business processes and systems, identifying areas for improvement and optimization.
- Created roadmaps with Product Owner and Architect.
- Lead Scrum Ceremonies for setting the sprint goal, to analyse what went well and area of improvement.
- Assisted PO with product backlog
- Created and prioritised features and user stories by interacting and understanding the requirement from the stakeholders like Product Owner, Solution Architect, Development team and Scrum Master.
- Provided Training, knowledge transfer and learning principles and practices.
- Knowledge of JIRA tool- Experience in creating user stories or tasks in the backlog, creating, and starting the Sprints in JIRA.
- Prepared RAID logs, RACI matrix with client and internal Management.

PMO for Digital Security Improvement Program:

- Identify the group requirements for different program streams namely (Operating model, assets and configuration management and patching and vulnerability management) and supported to initiate the work.
- Coordinate with group and individual stream stakeholders to ensure project meets its defined goals in the stipulated timeframe.
- Support project team to deliver on requirements and creates a forum for issue resolution to occur in a timely manner.
- Communicate within the program and outside the program according to the defined communication and escalation plan.
- Reported the progress of streams to the program managers.
- Coordinated to implement the major activities and low hanging fruits.
- Tracking and maintaining Risk register for all the projects.
- Managed and facilitated recurring project review board meetings.

PMO for Zero trust project- Oceania Region:

- Coordinated with different ZT pillar leads and created and executed project plans, resource allocation, and schedules.
- Helped in creating a roadmap for zero trust strategy and managed financials.
- Gathered requirements during the assessment phase including technical and business requirements.
- Monitor and report on project progress, identifying and resolving issues.
- Assisted team in creating Zero trust strategy for clients where did assessment work by preparing questionnaires for the client's current environment.

Analec Infotech

IT – PMO

2019–2020

- Managed IT Infrastructure projects.
- Managed and facilitated recurring project review board meetings and enterprise governance board meetings.
- Leadership reporting: Responsible for tracking and managing key decisions/actions and approvals.

- Responsible for reviewing and integrating multiple work streams of projects into a structured project plan.
- Implemented Project Governance Framework.
- Perform operational readiness review with various process owners.
- Responsible for identifying problems area before they impact the project timelines, also identify matters requiring escalation or special attention.
- Act as a Liaison with different functional teams.
- Tracking and maintaining Risk register for all the projects.
- Accountable for publishing RACI Matrix, RAID Logs, Status reports, Executive Summary and OMM reports.

Capgemini

IT Consultant

2014-2019

- Manage the help desk call logging system and ensure it is fit for purpose.
- Oversee maintenance and troubleshooting call out requirements.
- Escalating complex problems and making users aware of the impact of this.
- Act as a senior agent who will drive customer satisfaction through customer support.
- Provide direct supervision of the technical support staff which may include recruitment, evaluations, and disciplinary actions
- Act as a mentor and provide oversight, coaching, and training to technical support staff.
- Managing HW & SW rollout projects ensuring minimum or no disruption for end users.
- Assist in maintaining a framework of policies to ensure that standardized methods and best practices are utilized
- Works with the Major Incident Manager to facilitates the resolution of high-severity outages, impacting IT infrastructure