

VIVEK THORAT

PMO Analyst

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ABOUT ME

I am an energetic, ambitious person who has developed a mature and responsible approach to any work I undertake. Having 7+ years experienced in Business operations, Customer service and Project management and operations in multiple domain and result-oriented person with a proven track record of managing business operations. I have work experience in Certified Lean Six Sigma Green Belt with experience implementing process improvement techniques in many projects. I urge you to acquire as much knowledge as possible that will allow me to give my carrier aspect and allow me to deliver the desired output of my education and skills



Work Experience

TATA Consultancy Service (Dec 2015 – Current)

Job Role: - Business Process Lead

❖ **PMO Analyst (Dec 2015- Present)**

Roles and Responsibility:

- Owning PMO processes and tools (e. g, project charter, ticket management system, issue management, communication and reporting, knowledge management, etc.).
- Providing support to legal team for contract validation.
- Preparing checklists and other documents for contract validation and legal review.
- Managing and maintaining the contract review tracker from the beginning until it is signed by both parties.
- Coordinating with key stakeholders for timely renewal of legal documents and current and upcoming billing milestone.
- Regular follow ups with customer procurement team for PO's.
- Keep track of actual revenue and report to delivery partners and senior management.
- Providing executive visibility to project, program, portfolio and functional level status, issues, risks, costs, etc.
- Managing and maintaining the project profitability, weekly/monthly reports, invoicing and revenue.
- Prepare invoices as per work order (Time and materials/Fixed price) and complete the billing process on time.
- Review those invoices from Program manager and deliver them to customer.
- Managing Software Development Lifecycle (SDLC) and coordinate with the team to manage project plan, RAID log, RTM, etc.
- Coordination with Program Manager on resourcing requirements, and working closely with RMG teams to fulfil all open requirements.
- Managing onboarding/off boarding of resources and team compliance.
- Managing asset (client and TCS Laptops/Desktop) record-keeping.
- Manage PMO assets and be a single point of contact for the team on any queries on relevant topics.
- Maintaining and up keep of the Project Repository (SharePoint site), manage access requests and folder structure.
- Giving Support to Program and Project Manager to prepare reports/dashboards, ppts, etc.
- Coordinating with team members to track the adherence on project processes and ensure 100% compliance on all the program SLAs.
- Need to work on associate utilization as per project request and manage their allocation and resolving issues related to their timesheet.
- Facilitate regular updating of project performance summaries (e.g., financials, utilization, SLA metrics).
- Follow up with customer PMO team on any issue with PMO tool/processes.
- Improve communications, content and transparency of information with key customers.
- Involved in account Internal audit and PMR related things.
- Preparing risk management reports and statuses, performing reviews of various project activities to identify and highlight risks and develops appropriate contingency plans.
- Coordinating regular cross-office team meetings between offshore and onshore team
- Prepare and update iQMS audit related documentation for Projects.

In addition, I hold the position of **Internal Auditor** as well, where I participate in quarterly audits.

- Handle all TCS internal audit iQMS and customer audits.
- I have to validate and evaluate all relevant artifacts shared by auditee before audit meeting.
- After the audit meeting, the audit report has to be prepared and submitted to the system within the defined time.
- Raise NCR (Non-Conformity Report) against Project\Engagement if I find non-compliances in project.

Neeyamo Enterprise Solution (Sep 2014- July 2015) **Job Role: - Process Executive**

- Verify that the same information is taken in the system as mentioned in the data.
- Cross checking capture data on multiple parameters.
- If agent not processed data as per requirement, then I have to share feedback to agent and need to correct.
- Basis wrong transaction error capture against that agent and weekly error report publish to Internal team



Achievements and Award

- **Special Initiative Award** in Feb 2022
- **Service & Commitment Award** in Dec 2020
- **Customer Champion Award** in Jul 2019
- **Back Office Star Award** in May 2019
- **Service & Commitment Award** in Dec 2018
- **On the Spot Award** in Mar 2018
- **BPS Star Performer Award** in Oct 2016



Skills

- I am having
 - Good Analytical, Strategic & Problem-solving Skill
 - Excellent listening, presentation, written & verbal communication skills
 - Good interpersonal skill
 - Business Analytical skill
 - Process Improvement skill
 - Internal Auditing
- Expert in MS Excel, PowerPoint and Word.
- End to end understanding of IT life cycle (pipeline, resource, demand, project delivery, financial)
- Project & Portfolio Management knowledge (e.g., Contract Management, Resource Management, Stakeholder Management, Project Billing, Financial Management, Asset Management).
- Good understanding of Lean Six Sigma.
- Ability to work with cross-functional teams.
- Highly Customer orientation and responsiveness.
- Extremely high on initiative, proactive.
- Excellent leadership, management, facilitation, and problem-solving skills.
- Flexibility to adjust to multiple demands, shifting priorities, ambiguity and rapid change.
- Ability to deal efficiently with escalations and difficult situations/people under pressure.



Certifications

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| • Email Essentials | 18-Mar-20 |
| • Certificate in Project Management | 16-Mar-20 |
| • Lean Six Sigma Green Belt Certification | 25-Feb-20 |
| • Problem Solving Skills | 30-Jan-20 |
| • iQMS for PLs Training (Internal Auditing) | 24-Aug-19 |
| • Agile Way of Working Foundation | 24-Nov-18 |



Educational Details

B.Sc(Agri-Biotech)

College of Agriculture Biotechnology, Loni
Mahatma Phule Krishi Vidyapeeth, Rahuri

Year: - 2014

Marks: - 70%

H.S.C

Shri Jani Fattechand Junior College

Year: - 2010

Marks: - 54%

S.S.C

M.S.S High School

Year: - 2008

Marks: - 79%



Personal Details

Father's Name	Mr. Ramdas	Marital Status	Married
Birthday	August 16, 1992	Nationality	India
Gender	Male	Known Language	English\Hindi\Marathi
Address:	Kakade Park H-1/4, Chinchwadgaon, Pune - 411033		

Declaration

I, Vivek Thorat, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Vivek Thorat