

# POONAM SAWANT

Dynamic and detail-oriented Leader with over 20 years of experience in program management and strategic planning. Expert in strategic IT planning and team leadership, as demonstrated by leading a team of IT professionals and managing multiple large-scale IT projects. Instrumental in improving system efficiency by 30% through IT strategic plans. Managed budgets of up to \$2M, resulting in a 20% cost reduction.

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## Expertise

Strategic IT Planning, Team Leadership, Project Management, IT Budget Management, Enterprise Information Systems, IT Service Management, Agile / Scrum Methodologies, Risk Management, Vendor Management, Stakeholder Management.

## Technical Skills

Data Analysis and Migration, Win runner 7.0/Load runner 8.0, Selenium, Jira, Azure DevOps, IBM Rational Tools, OSS/BSS, CRM, Siebel, Core, Voice, Data, BSS, ICS, OSS, Middleware, CRM, SAP, IN, BI, VAS Services, IoT, AWS, Cloud Computing, POWERBI, TABLEAU, Microsoft SharePoint, AI, LLM, MI.

## Awards and Recognitions

- Awarded by Executive Management for Excellent Performance and successful Product launches by DU Telecom-Dubai for The International and National Business Plan, iPhone (Smartphone) Product Launch, No Bundle No Browsing (National & International Roaming Product Launch), MNP and NFC (Mobile Wallet).
- Awarded by Executive Management for Excellent Performance and successful Product launches by Etisalat Dubai for Managed WAN Service, Xpressconnect, eService and Managed Service and Solutions implementations.
- Awarded by Executive Management for successful implementation of Juniper/ Cisco Managed Service & Solution implementation by Etisalat, Dubai.
- Appreciation Certificate by Client Dubai Islamic Bank for successful implementation and testing of IBM tools for Power CARD System from HPS
- Appreciation Certificate by Client BT on Market Watch in MBT for Best performance for Data Migration, Nevis STB and Project Leader S&IT for Year 2005

## Certifications

- Microsoft Certified Product Specialist training in MicroUniv, A Division of Microland Education Service, Bangalore.
- Diploma in Web Development, Zap InfoTech, Mumbai.
- Advance Diploma in Dbase III plus at Kanara Welfare trust, Divekar College of Commerce, Karwar. Course in Oracle7.3, 8.0 and Developer 2000 at L.C.C., Karwar
- Course in Quality Assurance & Software Testing (Manual & Automated Tools) from ATS technology Certificate in Project Management Professional – Cambridge Institute –Dubai.
- Certificate in Power BI.

## EDUCATION

- Bachelors in Computer Application –Madurai Kamaraj University
- Master in Computer Application – Sikkim Manipal University
- Pursuing Executive Professional Course in Machine Learning and Artificial Intelligence from IIM – Visakhapatnam - 2024
- Diploma in Special Needs Education from Cambridge, UK 2018-2019
- Certified Parenting, Teenager Coach and DMIT Specialist. Cambridge University.
- Diploma in Child Psychology (Level 1, Level 2 and Level 3) – American psychological association and International Association of Applied psychology March 2023.

## Work experience

### **C3IT Software Solutions Pvt. Ltd, Pune –India Oct '23 to Present**

#### Senior Project Manager - PMO/ Projects

- Collaborate with cross-functional teams, including software developers and project stakeholders, to facilitate smooth project implementation.
- Assist in preparing governance materials for regular project meetings to update and communicate project progress.
- Work closely with the PMO team to implement existing procedures and templates, promoting consistency and efficiency in project management practices.
- Collaborates with stakeholders to document project scope, deliverables, goals, risks, blockers, success measures, and estimated resources needed.
- Ensures that projects remain in-scope and meet budgetary, scheduling, and quality requirements.
- Creates, manages, and distributes project communications artifacts like charters, schedules, and budgets.
- Provides project status updates at predetermined time intervals to all stakeholders.
- Communicates routinely to management, customers, project team members, and other stakeholders, actively soliciting and addressing customer and project team feedback.
- Assists in business development efforts to create project proposals, RFPs, estimates, and schedules.
- Sets and monitors project budgets and staffing requirements.
- Ensures adherence to legally binding requirements.
- Plan, schedule, monitor, and report on activities related to the project, including subcontractor monitoring
- Establishes key project criteria metrics.
- Develop project control and reporting procedures and manage changes in operational plan
- Plans and leads status review meetings, which may include internal team members, vendors, and customers.
- Responsible for training, managing, and motivating the project team, as well as resolving team conflicts.
- Resolves technical and operational issues as required.

### **Track IT Solutions LLC, Dubai - UAE**

**Nov '16 – Mar'22**

#### Delivery Head

- Successfully managed multiple projects with concurrent deadlines and budgets ranging from \$500,000 to \$2.5 million.
- Demonstrated extensive knowledge of project management methodologies and processes.
- Coordinated with stakeholders, vendors and other project team members to ensure projects are delivered on time and within budget.
- Direct, lead and inspire other members of the Business Management Team. Contract Management to ensure that tasks are completed in a timely and accurate manner.
- Worked with the [Program Director and Head of Managed Services] to deliver Management and project/program level reporting
- Ensuring the provision of a safe and secure service to the business by assisting with ensuring that internal controls related to the provision of services are adequate, monitored and understood and that risks and breaches are escalated appropriately.
- Ensure service providers operate in line with agreed SLA's and quality service is provided to all internal stakeholders.
- Support the broader Managed Services Team with the leadership of the Business Management Team to ensure the effective delivery of the CIO Europe outsourcing strategy.
- Effectively work with Internal and External stakeholders acting as an SME. Drive a culture of honest feedback, the sharing of issues and continuous improvement.
- Work with relevant stakeholders to ensure suitable transparency of financial, service and risk performance levels and the impacts of the agreed contract terms. Avoid operational loss from failure to implement the contract correctly.
- Be aware of and track operational risks, internal and external, taking account of changing economic and market conditions, legal and regulatory requirements, operating procedures and practices and the impact of new technology. To adhere to and be able to demonstrate adherence to internal controls.
- Ensure all Audit, Budgetary, Compliance and Contractual requirements are effectively managed and controlled.
- Ensure procedures are maintained and up to date.
- Systems access controls: Carrying out monthly audits and reviews in line with our control framework.
- Onboarding and Exit Management processes: Supporting with IT and HR processes related to third party provider staff joining / leaving SBC account
- Monthly billing activities: Supporting Financial lead on invoicing and associated financial procedures.
- Incident Management support: Following up on operational and IT incidents.
- Change Log Reviews: ensure that changes are appropriate, have followed appropriate processes and control measures have been completed.
- Review of project/program level RAIDS

**DU (EITC), Dubai – UAE**

**Apr'12 – Jun'15**

**Product Launch Specialist**

- Functional and Technical Consultant for Product Delivery and Launch & Customer Operations Management Systems.
- Manage end-to-end product requirements, design, development, UAT & post launch validation
- Assess commercial propositions to optimize design based on du ecosystem & technical feasibility
- Manage design framework, development & deployment of ENT managed services across vendors Lead, drive & deliver cross functional strategic ENT commercial projects (VAS, VAT Omni Channel & SFA, NFC, Mobile Wallet).

**Etisalat – DUBAI, UAE**

**Nov'06 – May'12**

**Project Lead:**

- Develop business requirements for launching new products with optimum design & consistent Product Development and Marketing for Enterprise and Consumer products across Core, Voice, Data, BSS, ICS, OSS, Middleware, CRM, IN, DWH, BI, Portals & CC domains, VAS Services, Mobile, Data, Managed Service, home services and eService, Marketing promotions, Roaming products, Mobile Number Portability, Digital Services (NFC & Mobile Wallet) and Strategic Projects.
- Conduct commercial post-production validation according to pre-defined user acceptance criteria for Responsible for setting offshore testing team & leading the ramp up phase.

**Exclusive Strategic Project Handled:**

- Juniper/ Cisco integration for Managed Router and Managed Services with the MSS team to provide comprehensive vulnerability scanning solution to help ensure that its infrastructure is patched, compliant with internal policies and international security standards, free from security vulnerabilities and protected against web-borne threats.

**Tech Mahindra , Pune – India**

**Oct'04 - May'06**

**Senior Technical Associate – Project Lead**

- Leading the British Telecom Projects like NEVIS STB, Mobility, Data Migration and Siebel Release 5,7 & 9.
- Mentored and developed team of high-performing Quality Engineers and manual testers, Business Analysts a team strength of 65members.
- Responsible for Pre-sales & solutions sourcing, RFP activities, Agile product development, UAT user acceptance testing, SIT System Integration Testing,
- Worked to set up test team, allocation of task, design testing programs
- Experience in defining, preparing and implementing Project Charter, Project Plan, WBS, Release level testing and E2E test methodologies.
- Responsible for driving QA/QC activities and standards necessary for ensuring products and policies meet end-user business requirements

**ABN AMRO Bank - Mumbai –Netherland-Germany**

**Dec'02 to**

**July'04**

**Senior Software Consultant:**

- For retail & corporate banking portals, expertise in Branch Banking Applications, TDS, SVS, Imaging, Scanning & Receivable app. Worked on IBM Web-sphere Server for deployment of Files in Client Server 3- Tier Architecture using Java & SQL.
- Specialized in the UAT & SIT testing of large-scale project including Internet Banking for retail & corporate banking portals, expertise in Branch Banking Applications, TDS, SVS, Imaging, Scanning & Receivable app
- Provide second line support for PRM including handling faults by users & carrying out various proactive maintenance activity to minimize fault levels
- Experience in performing Black box testing, User interface testing, Regression Testing, Performance testing, Load and functionality testing

**Sun Info ways – Mumbai**

**Mar'99 to Nov'02**

**WAP Developer & Co-operator Trainer:**

- WAP developer and Cooperate Trainer for imparting Wireless Application Protocol Development in Mumbai. Worked on project with Motorola and Nokia for the first ever Specialized skills in WAP Development.