

Nishant Tiwari

IT Project Coordinator

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Professional Summary

Certified Project Coordinator with 4 years of experience managing IT and infrastructure projects using Agile, Scrum, and ITIL frameworks. Skilled in ServiceNow, JIRA, and stakeholder collaboration. Proven ability to meet SLAs and improve service delivery KPIs.

Experience

Intersoft KK – IT Project Coordinator

Mar 2024 – Present | New Delhi

- **Challenge:** Managed high-priority IT projects (PepsiCo, RBI, P&G) with strict SLA compliance.
- **Action:** Led Agile teams, coordinated sprints, managed ServiceNow tickets, and streamlined backlog processes using JIRA and Confluence.
- **Result:** Achieved 95%+ SLA adherence, reduced ticket resolution time by 20%, and improved project reporting efficiency.
- Developed and maintained detailed project plans, including timelines, milestones, and resource allocation.
- Having hands on experience on Sprint analysis, budgeting, team management and confluence reports
- Conducted proactive checks and reviewed service reports, ensuring the workplace environment met high standards of cleanliness and organization.
- Handling Projects like PepsiCo, RBI, Procter & Gamble which includes application and website support.

Total IT Global – Senior Executive, Project Management

Oct 2022 – Feb 2024 | New Delhi

- **Challenge:** Ensure 24/7 IT support for 100+ global sites and manage 50+ engineers.
- **Action:** Implemented incident management protocols, streamlined vendor coordination, and improved client reporting.
- **Result:** Boosted customer satisfaction by 20%, retained 100% of business accounts, and minimized critical incident response time.
- Implemented service tasks, procedures, and policies, continuously improving operations to drive cost savings and value.
- Experience in conducting L1 EUC desktop interviews regarding Software and Hardware issues which includes BSOD, Active Directory, Outlook repair, Routers, Switches, Printer troubleshooting, VIP user handling etc.

Total IT Global – Graduate Engineer Trainee

Jun 2021 – Sep 2022 | New Delhi

- **Challenge:** Support multi-site project operations with limited resources.
- **Action:** Created risk assessments, drafted SOWs, and used Excel for cost and resource tracking.
- **Result:** Delivered 100% of projects on-time, improved vendor negotiation efficiency, and cut support delays by 30%.
- Supported project management activities across multiple sites, focusing on operational control and service excellence.
- Assisted in the preparation of risk assessments and managed the change control process.
- Supported Projects Like Dover, Serco, J&J, Chevron, BD and Nestle.
- Handled FTE and dispatch sites globally.
- Drafting Technical documentations (SOW) and negotiating with vendor for effective gross margins.

Education

Vidya College of engineering

Bachelor of Technology in Computer Science and Engineering

Meerut, Uttar Pradesh

07/2017 - 07/2021

Bhagat Public senior Secondary school

HSC/Intermediate

Kota, Rajasthan

04/2016 - 04/2017

Kendriya Vidyalaya

Matriculation/SSC

Mohanbari, Assam

03/2014 - 03/2015

Skills

- Agile and Scrum Methodologies
- ITIL Process
- Incident Management
- JAVA
- ServiceNow SPM
- Salesforce PSA
- Burndown charts
- ARIBA
- Confluence
- JIRA

Certifications

- PMP® – Project Management Professional- PMI, April 2025
- ITIL® V4 Foundation – Axelos, Sep 2023