

Devesh Pramanik

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SUMMARY

Certified ITIL v4, Scrum Master (CSM) and CAPM Professional with 8+ years of extensive multi-domain exp in the fields of Change Management, IT Operations, Technical sales operations, Technical Support, and Customer Relationship Management, along with Auditing & Business Analysis, Stakeholder engagement, and project coordination.

CERTIFICATIONS

CSM(Certified Scrum Master), CAPM, ITIL : Completed
PMP training : Completed

SKILLS

CSM • ITIL v4 • Agile Methodologies • Quality assurance • Business process improvement • CAPM • PMP Training • Project planning • Incident management • Project Management • Communications • Change Management • Stakeholder management

Tools experience

Service Now • JIRA • AZURE DevOps Ticketing • SFDC Lightning • SAP Concur • Abacus • Delta • Jet Case • OFS • OEP • GOV • GCM

EXPERIENCE

*Arrise Solutions Pvt Ltd_Pragmatic Play, **Technical Project Coordinator***

May 2024 - June 2024

- Responsible for developing and executing end-to-end project management activities of an assigned program, project, or contracted service within a globally sourced delivery model.
- To over project timelines, budgets, and resources to ensure successful project delivery.
- Contribute in providing solutions to work related problems.
- Identify and mitigate project risks to ensure successful project delivery. - Collaborate with cross-functional teams to drive project success.
- Provide regular project status updates to stakeholders.
- Implement project management methodologies and tools for proper tracking and visibility with managing project budgets and resources effectively.
- To assess the risk and manage with mitigation strategies.
- Supports the implementation of ways to improve working processes within the area of Project/Programme Management & PMO.

*Dell Technologies & Dell EMC, **Analyst - Project / Business Operation***

Aug 2017 - Feb 2024

- Supports the implementation of ways to improve working processes within the area of Project/Programme Management & PMO.
- To oversee and coordinate the successful deployment of Risk Management & Compliance activities.
- Performing the full audit cycle including Risk management and Control management over operation effectiveness.
- Obtaining, analyzing and evaluating accounting documentation ,reports ,data,flow chart etc.
- Financial Fraud Risk Assessment and suggesting on analytics around business and investigating outliers.
- Ensure compliance with internal policies (audit methodology and risk management) and regulatory requirements.
- Provide timely and accurate reporting and documentation to management on all key parameters as needed..
- To manage the support function in a multi-stakeholder environment, ensuring all stakeholders are informed, involved and appropriately supportive of initiatives and projects.
- To ensure all required controls are implemented, documented and monitored so as to ensure full audit compliance.
- Regular interaction with project teams to close dependencies.
- Regular interaction with stakeholders and to demonstrate a practical approach to the task in hand and to promote and implement best practices.
- To ensure an effective communication process is in place with line management and team members.
- Internal Controls effectiveness analysis and ensuring regulatory compliance, financial analysis and contractual review.
- Financial Forensic investigation and analysis • Developing ideas around Fraud Analytics and reviewing outliers and GAPS.

*WIPRO, **Technical Project Coordinator***

Feb 2016 - June 2017

- To deliver business and technology outcomes for assigned program, project, or contracted service.
- Leverage standard tools, methodologies, and processes to deliver, monitor, and control service level agreements.
- To achieve successful project outcomes and ensure client satisfaction.
- As SME. initiate and participate in team discussions.
- Contribute in providing solutions to work-related problems.Lead project planning, execution, and closure activities effectively from operations end engaging IT PM.
- To ensure adherence to project timelines and budget constraints.
- Collaborate with cross-functional teams to drive project success.
- Identify and mitigate project risks proactively.
- Provide regular project status updates to stakeholders.

*HCL Technologies, **Junior Engineer***

Aug 2015 - Feb 2016

- Work with the Service Delivery Team to understand their portfolio, business strategy, prioritization, etc. to facilitate quality service delivery.
- Work with IT Global Program Management Office and cross functional PMOs to define the approach
- Provide executive visibility to project, program, portfolio and functional level status, issues, risks, costs, etc.
- Provide information to IT Global Program Management Office so demand, financials, service and project delivery can be aggregated to the enterprise level
- Assist with FY Plan and Outlook activities
- Monitor and report on actual and projected spend to demonstrate function operates within FY Plan/Outlook – function, portfolio and program/project levels.
- Assist in the implementation and embedding of process, methods and best practice into service delivery activities for the function, including project management, financial management, resource management, etc.
- Improve communications, content and transparency of information with key customers

EDUCATION

HIERANK BUSINESS SCHOOL

Bachelor Of ComputerApplications