VISHAL JAIN

A-802, Mahindra Aura, Sector 110A, Gurgaon – 122017, Haryana
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Project, Product, Client Servicing, Operations & Delivery Head – Websites, Web Solutions, Mobile Apps & Product Development in an IT Sector & Media Agencies or any other industry

Over 18 years of experience in managing high level Projects, Product, Client servicing, Operations & Delivery within IT Sector and big digital & Media agencies; Certified Scrum Master (CSM)

PROFILE

- ✓ Focused leader & recognized for Operations & delivering superior results.
- ✓ Areas of expertise include Product Management & Process Optimisation, Project Management, Business Operation, Contract Negotiation, Pitching, Sales Presentation, Client Servicing, Strategic Alliances, Team Management, P&L Management, Delivery Management, Team Management, Vendor Management, project initiation, Estimate & Planning, project implementation, quality assurance, project monitoring and controlling, project release & delivery and employee development.
- ✓ Well versed in presentations, accustomed to addressing clients, vendors, partners, shareholders and board of directors.
- ✓ Control costs and maintain profitability by ensuring that the projects are completed on time and within defined budgets.
- ✓ Proven ability to multi-task in high-stress, dynamic environments while driving growth and providing excellent customer service.
- ✓ Possessing experience to serve world's most well-known brands and corporates including PVR Cinemas, Fresh Start Bakeries, Jaquar Lightings, Khelo India, Chevrolet, Nishkarsh, DLF Brands, Southern Travels, Skoda, Max Healthcare, Safexpress, Whosthat, Hindware, NK Realtors, Yahoo, Apollo Munich Health Insurance, Honda, Eureka Forbes, Perfetti, MakeMyTrip, LT Insurance, Hero Honda, Maruti Suzuki, Eros, Oberoi Hotels, Kingfisher, ITC Hotel - Agra, The Lalit, Microsoft, Satyam Cineplex's, LG, Motorola, Game-on India, Dish TV, Siesta Group, Beetel, Bajaj Allianz, Ministry of Tourism - Atithidevo Bhava, Bharatiya Janata Party (**BJP**), BPTP, Lodha Place, Englishmate and many more.

ACADEMIC CREDENTIALS

- ✓ **Bachelor of Commerce,** University of Rajasthan, Udaipur (2000-2002)
- ✓ **12th,** Rajasthan Board, Udaipur (1999)

CRETIFICATIONS

- ✓ **Certified Scrum Master (CSM)** from Scrum Study (2014)
- ✓ **Quick Pro Certificate** in Multimedia from Arena (2000 – 2001)
- ✓ **Diploma** in Multimedia from Arena Multimedia (1998 - 1999)

WORK EXPERIENCE

RKJ Solutions, Gurgaon   Sep'19 - till now
Head of Projects, Product, Operations & Delivery

- ✓ Design & Managed the product for production Units (Production Performance Monitoring Tool (PPM)).
- ✓ Conceptualize & Strategies the new Product Development.
- ✓ New Process development.
- ✓ New vendor development and vendor relationship management.
- ✓ Prepare the work flow of project.
- ✓ Do Pitching & Make Sales Presentations.
- ✓ Prepare estimates and proposals for a pitch & new projects.
- ✓ Managing the P&L, Invoicing & Billing.
- ✓ Track project milestones and deliverables.
- ✓ Control costs and maintain profitability by ensuring that the projects are completed on time and within defined budgets.

Wemonde Private Limited, Gurgaon   May'18 – August'19
Head of Projects, Product, Client Servicing & Delivery

- ✓ Managing the operations of all projects in mobile and web development & Digital Media.
- ✓ Conceptualize & Strategies the new Product Development.
- ✓ Process optimization (navigational flow & integration).
- ✓ New Process development.
- ✓ New vendor development and vendor relationship management.
- ✓ Prepare the work flow of project.
- ✓ Do Pitching & Make Sales Presentations.
- ✓ Prepare estimates and proposals for a pitch & new projects.
- ✓ Managing the P&L, Invoicing & Billing.
- ✓ Track project milestones and deliverables.
- ✓ Control costs and maintain profitability by ensuring that the projects are completed on time and within defined budgets.
- ✓ Handled the 35-40 people team of PHP & Java developers, Mobile APP developers (Android & iOS) and designers.

Sirez Limited, New Delhi   Aug'17 – April'18
Head of Projects, Operations, Client Servicing & Delivery

- ✓ Managing the operations of all projects in mobile and web development.
- ✓ Do Pitching & Make Sales Presentations.
- ✓ Full stack Product launches including Consumer flows, Integrations & Merchant Flows
- ✓ Process optimization (navigational flow, integration, operation grids)
- ✓ Prepare estimates and proposals for a pitch & new projects.
- ✓ Track project milestones and deliverables.
- ✓ Control costs and maintain profitability by ensuring that the projects are completed on time and within defined budgets.
- ✓ Handled the 35-40 people team of PHP & dotnet developers, Mobile APP developers (Android & iOS) and designers.

HT Mobile Solutions LTD, Gurgaon   Feb'15 – July'17
Project Manager

- ✓ Expertise in project life cycles – Analysis, planning & estimate, execution, quality & controlling and closing projects delivering business value and delighting stakeholder.
- ✓ Involved in creating wireframes for project and freezing the requirement based on the wireframe.
- ✓ Track project milestones and deliverables.
- ✓ Track the changes requested by the client after signup of the wireframe & thereafter assigned that task to team.
- ✓ Implemented SLA's (Service Level Agreement) and know how to achieve and improve SLA's.
- ✓ Handled the team of java developers, Mobile APP developers (Android & iOS) and designers.

RKJ Solutions, Gurgaon   May'14 – Dec'14
Project Manager

- ✓ Designed & managed the development of PPM (Production Performance Monitoring) tool.
- ✓ Involved in creating graphical dashboards & reports for production lines based on the business requirement, which is the USP of PPM tool.
- ✓ Handled the team of dot net developers and designers.

Quasar Media Pvt Ltd., Gurgaon   Oct'07 – Apr'14
Project Manager

- ✓ Expertise in project life cycles – Analysis, planning & estimate, executing, quality & controlling and closing projects delivering business value and delighting stakeholder.
- ✓ Define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders.
- ✓ Involved in creating wireframes for project and freezing the requirement based on the wireframe.
- ✓ Track the changes requested by the client after signup of the wireframe & thereafter assigned that task to team.
- ✓ Putting in creative intelligence across new product development & existing product improvements.

- ✓ Track project milestones and deliverables.
- ✓ Providing guidance on the projects and its requirements to the clients over the technology, processes and applications while updating them on the regular project related developments.
- ✓ Analyzing the quality of web sites being developed using defect analysis, code reviews and take corrective measures to improve the quality during the development phases.
- ✓ Carrying out detailed planning and scheduling and coordinating with internal & external partners to ensure execution of projects as per the defined technical & functional specifications.
- ✓ Participating in pre- sales discussions & also boosting the company sales through online creative marketing & online branding to bring in resonance in the desired market.
- ✓ Implemented SLA's (Service Level Agreement) and know how to achieve and improve SLA's.
- ✓ Worked with other cross functional groups (HR, Admin, Sales, Quality, etc.) in ensuring they are able to deliver to the requirements of the projects.

Smile Multimedia Pvt Ltd.
Career Path
Project Manager (Creative)   Nov'06 - Sep'07
Sr. Flash Developer   Apr'05 - Oct'06

- ✓ Project Management and Visualisation
- ✓ Handled the team of flash & Web developer.
- ✓ Designed & developed flash microsites & games.
- ✓ Designed & developed flash banners, animations & applications.

Super Infosoft Pvt Ltd.
Career Path
Project Leader   Jan'04 - Mar'05
Multimedia Developer   Jul'01 - Dec'03

- ✓ Project Analysis & Visualisation
- ✓ Designed and developing Soft skilled e-Learning courses for Public & Govt. Schools based CBSE & ICSE syllabi.
- ✓ Developed interfaces guidelines and specifications.
- ✓ Review and monitor the e-learning modules developed by team as per guidelines.

S.G. Informatics Pvt Ltd.   Dec'00 - Jun'01
Graphic Designer

PERSONAL DETAILS

Date of Birth 2nd October, 1976
PAN No.   ADRPJ5287A
Languages Proficiency English & Hindi
Reference   Available on Request
Passport No   L8751709