Dr. Pratul Sharma, Ph.D. I.I.T. Delhi

Chief Mentor Vedang Software

International Trainer, Mentor, Coach & Consultant

For More than 2 decades in

Project Management PMP® & PRINCE2®, PMI-ACP®, PRINCE2 Agile®, Scrum)

Business Process Management Six Sigma, COBIT® 5.0 Framework etc

IT Service Management (Information Technology Infrastructure Library®) **&**

Human Resource Management Balanced Scorecards, Performance Mgmt, Competency Analysis and Development, Training and Recruitment etc)

About

Dr Sharma has been working as an International Trainer, Mentor, Coach & Consultant for past 10+ years now after having a successful career in the Industry contributing in all important functions of Global Business Organizations (i.e. sales, presales, delivery, support and consulting etc) during his **professional career** of **more than 2 decades**. Dr Sharma possess the **ability to empathize** and be the **true process culture builder / enabler** of any organization, his hands on experience of working as a practitioner enables him to enlighten the audiences with **real life examples** and **case studies** during his training & consulting assignments. His professional experience of working on industry movers and best practices of **Project Management, Business Process Management, IT service management & Human Resource Management** has enabled him to think and work closest to the minds of knowledge workers of today's industry.

Educational Qualifications:

Bachelors (Electrical Engineering), R.E.C. (NIT) Surat, 1992

Masters (Behavioral Sciences), IIT Delhi, 1995

Doctorate (Use of Computers in Education), IIT Delhi, 2003

Industry Domains Expertise In: Education, Telecom, BFSI, Retail, Ecommerce, Manufacturing, Aviation, Supply Chain Management and Media

Global Consulting Partner / Service Provider for: EaglesEye Solutions Ltd **Mauritius**, ThinkSmart LLC **Bahrain**, National Capacity Building Secretariat, **Rwanda,** Corporate **India** and professionals located **across the globe**

PROFESSIONAL CERTIFICATIONS / ASSOCIATIONS

MCP® Windows 95 / MCSD®	:	1997 / 1998
ITIL® Foundation Certificate in ITSM	:	2006/2010
IT Service Management Professional	:	2007
ITIL® Intermediate LifeCycle	:	2011
ITIL® Expert	:	2011
PRINCE2® Foundation & Practitioner Certificate	:	2011/12
PRINCE2Agile® Certificate	:	2015
Certified Scrum Master	:	2013
Six Sigma Yellow, Green & Black Belt	:	2013
Project Management Professional (PMP®)	:	2014
COBIT® 5.0 Foundation	:	2015
Axelos® Approved Trainer	:	Since 2011
Content Review (Brandon Hall Inc)	:	Judge, International E-learning Awards
Educational Affiliations	:	Chitkara University, LBSIM Delhi
Faculty / Director	:	Maharaja Agrasain Inst of Tech, Ghaziabad
Chief Mentor	:	Vedang Software www.vedangsoftware.com
Technology Consultant	:	Vedang Jyotish www.vedangjyotish.com
Training Partner	:	Eagle's Eye Solutions, Mauritius, ThinkSmart Bahrain Ecademy Bangladesh

Important Assignments Completed Successfully:

- Project Management & IT Service Management Training and Consulting approved by Ministry of Quality Assurance (MQA) Mauritius on PMP**®**, PRINCE2**®**, PMI-ACP**®**, ITIL**®**

- Project Management, IT Service Management, Business Process Training & Consulting approved by Ministry of Labour, Kingdom of Bahrain on CAPM**®**, ITIL**®**, SOA**®**, COBIT**®**

- Project Management & Human Resource Management Training & Consulting approved by National Capacity Building Secretariat, Rwanda on PRINCE2**®**, Balanced Score Cards

- Project Management Training and Consulting to the Govt of Malawi

- Accredited Training, Consulting and Examination Services to India and Global Organizations on Project Management and IT Service Management, Software Development and Testing

Books Authored:

- **Campus, Fresher, Walk-in Interview Preparation** for Engg and Mgmt Graduates
- **Introduction to Object Oriented Programming**

- **RDBMS Concepts for IT professionals** &
- **Career Nirdheshan (in Hindi)**

Areas of Expertise:

Industry Best Practices:

- **Project Management based on PMBOK (PMP & CAPM),PMI-ACP, PRINCE2, Agile**
- **Software Development & Testing:** (Development and Testing Best Practices)
- **IT Service Management**: (ITIL Best Practices Training and Certifications)
- **IT Governance**: (Based on ISACA's COBIT 5.0 Framework)
- **Process Management and Excellence** Six Sigma & Total Quality Management (TQM)
- **International Regulations & Compliance i.e.** Sarbanes Oxley Act 2002, HIPAA
- **Software Development / Test Management Life Cycle**
- **SOA (Service Oriented Architecture)**
- **Banking and Finance for Non-Finance**
- **Recent Technologies & Challenges i.e.** Cloud Computing, Cyber Security

Software Delivery Processes and Tools:

- **Software Testing –** Inline with International Software Testing Qualification Board **(ISTQB)**
- **Statistical Research** – Using Microsoft Excel Analysis ToolPak
- **Decision making** – Using Capabilities of Microsoft Excel (e.g. Functions, Charts and PivotTable options)
- **Effective Presentations** – Using Microsoft Power Point
- **Productivity at workplace** – Effective usage of MS Office including Macros
- **Managing Projects** – MS Project
- **Database Driven websites** – Using ASPMaker / ASP Runner, WordPress

Behavioral / Human Resource Management

- **Balanced Score Card** – linked to performance management system
- **Competency Analysis** –Creating Organization Competency Handbook and Indexes (OCH & OCI) Based on **Bloom's Taxonomy** and In line with PCMM Standards
- **The Right Hiring** – Creating Job Descriptions (JDs) and Interviewing Skills
- **Reward the Deserving** – Conducting effective appraisals
- **Train the Trainer**: Build training skills
- **Working in teams**: Team Building
- **Customer Relationship Management** - The Art of **Customer Service**
- **Communicate with Confidence** – Communication Skills workshop
- **Leading by Example** – Growing leaders
- **Capability & Productivity** – Improving capability & productivity

Academics (Student & Faculty Mentoring)

√ **Fresher Induction and Technology Orientation**

√ **Faculty Development Workshops** in partnership with NASSCOM under the umbrella of IT Workforce Development program

KEY RESPONSIBILITES IN VARIOUS ROLES

Business Management: (Chief Mentor Vedang Software)

√   Delivering Training & Consulting Programs to international audiences

√   Consulting on Best Practices of IT Service Management and Project Management

√   Mentoring young entrepreneurs

√   Academic Guidance to selected educational institutes in India

Technology Management: (VP – Technology – Training Major)

√ Technology Alignment for IT training business

√ Software Development Profit Center Management

√ Organizational Academy

Human Resource Management: (GM – HR – Software Services Company)

√ Strategic Competency Development

√ Campus Branding, Hiring & Training

√ Organization Academy

PREVIOUS ROLES & RESPONSIBILITIES

√ Software Delivery Head

√ Training and Knowledge Management

√ Program & Project Management

√ Software Development

√ IT Courseware Development

Contact Details

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