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

Chief Mentor & Founder 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, Lean etc

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

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

Software Development and Software Testing (DevOps, ISTQB etc)

About

Dr Pratul Sharma has been working as an International Trainer, Mentor, Coach & Consultant for past many years 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, Software Development and Software Testing** 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/ITIL4	:	2006/2010/2019
IT Service Management Professional	:	2007
ITIL® Intermediate LifeCycle	:	2011
ITIL® Expert	:	2011
PRINCE2® Foundation & Practitioner Certificate	:	2011/12
ISTQB	:	2013
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
Adjunct Professor	:	Mewat Engineering College, MDU, Rohtak
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®, SDA, 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 based on **PRINCE2®** 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)**
- **ITIL 2011 Story (BPB Publication, New Delhi)**

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)**
- **SDM (Service Desk Management Best Practices)**
- **Banking and Finance for Non-Finance**
- **Recent Technologies & Challenges i.e.** Cloud Computing, Cyber Security

Software Delivery Processes and Tools:

- **Software Testing –** In line with International Software Testing Qualification Board **(ISTQB)**
- **Statistical Research** – Using Microsoft Excel Analysis ToolPak
- **Decision making** – Using Capabilities of Excel (e.g. Functions, Charts, PivotTable etc)
- **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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Passport No	:	Z4091047

ITIL
TRAINING ORGANIZATION ACCREDITED BY
PEOPLECERT ON BEHALF OF AXELOS

Vedang Software
Inspired by Indian Intellectual Heritage

PRINCE2
TRAINING ORGANIZATION ACCREDITED BY
PEOPLECERT ON BEHALF OF AXELOS

About the organization:

Vedang Software is an accredited training and certification organization for Industry Best Practices in the areas of Project Management and IT Service Management.

Accredited by Peoplecert on behalf of Axelos to deliver training and examination services on Global best practices across the globe.

We have been delivering world class training and examination services on Industry Best Practices based on ITIL®, PRINCE2®, PMBOK®, Six Sigma, Agile etc to professionals and organizations across the globe.

List of programs successfully delivered:

Industry Best Practices (Project and IT Service Management):

- **Project Management based on** PMBOK (PMP® & CAPM®), PMI-ACP®, PRINCE2®, SCRUM

- **Software Development & Testing:** (Best Practices i.e. DevOps, ISTQB)

- **IT Service Management based on:** (ITIL Best Practices Training and Certifications)

- **Service Desk:** (Service Desk Analyst/Manager -SDA/M accredited by Service Desk Institute)

- **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

- **Recent Technologies & Challenges i.e.** Cloud Computing, Cyber Security

Software Tools:

- **Statistical Research & Decision Making** – Using Microsoft Excel (e.g. Functions, Charts and PivotTable)

- **Effective Presentations** – Using Microsoft Power Point

- **Productivity at workplace** – Effective usage of MS Office including Macros

Behavioral / Human Resource Management

- **Balanced Score Card** – linked to performance management system

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Capability & Productivity – Improving capability & productivity