

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, Employability Skills for Job Seekers)

Service Desk Institutes' (Service Desk Analyst and Service Desk Manager)

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: 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 |
| Service Desk Analyst Approved Trainer | : | 2020 |
| Content Review (Brandon Hall Inc) | : | Judge, International E-learning Awards |
| Educational Affiliations | : | Chitkara University, LBSIM Delhi |
| Visiting Faculty | : | Lal Bahadura Shastri Institute of Management (Artificial Intelligence in Supply Chain Mgmt) |
| 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 |

Books Authored:

- ITIL 2011 Story (BPB Publication, New Delhi)
- Career Nirdheshan (in Hindi)
- Campus, Fresher, Walk-in Interview Preparation for Engg and Mgmt Graduates
- Introduction to Object Oriented Programming
- RDBMS Concepts for IT professionals

Programs Delivered:

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, AI in SCM

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

- **Employability Skills** – as a part of FORSATI program for students of Bahrain
- **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 RESPONSIBILITIES 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

About Vedang Software

An accredited training and certification organization for Industry Best Practices in the areas of Project Management & IT Service Management. We are accredited by the following international organizations to provide training, examination and advisory services across the globe:

- **Peoplecert on behalf of Axelos** to provide training and examination on ITIL® PRINCE2®
- **Global Association for Quality Management (www.GAQM.org)** to provide training and examination services on best practice knowledge offered by them specially **Scrum Master**
- **Peoplecert on behalf of Service Desk Institute (SDI)** to provide training and examination services on Service Desk Analyst and Manager Best Practices

We have been delivering world class training, examination and advisory services globally on Industry Best Practices based on:

- **Project Management** (PMP® & PRINCE2®, PMI-ACP®, PRINCE2 Agile®, Scrum)
- **Business Process Management** Six Sigma, COBIT® 5.0 Framework, Lean etc
- **IT Service Management** (ITIL®)
- **Human Resource Management** (Balanced Scorecards, Performance Mgmt, Competency Analysis and Development, Training and Recruitment etc)
- **Service Desk Institutes'** (Service Desk Analyst and Service Desk Manager)
- **Software Development and Software Testing** (DevOps, ISTQB etc)

Few of our 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 and IT Service Management, Business Process Training & Consulting, Employability Skills for Forsati Learners approved by **Ministry of Labour, Kingdom of Bahrain** on **CAPM®, ITIL®, SDA, SOA®, COBIT®, Employability Skills for Job Seekers**
- Project & Human Resource Management Training & Consulting approved by National Capacity Building Secretariat (**NCBS 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