

Sunil Kumar Kharatmol

IT Project Manager

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Certifications: **PRINCE2®** | **APMG®** | **CSM®** | **ITIL®**

PROFESSIONAL SUMMARY

Results-driven IT Project Manager with 15+ years of experience leading end-to-end digital transformation projects across Retail, Logistics, Banking, Insurance, FMCG, and E-Commerce industries. Proven track record of delivering projects on time and within budget, optimizing IT operations, and driving business growth through technology solutions. Managed IT projects valued at multi million dollars, ensuring successful execution and ROI.

Expert in ERP systems (Oracle, Microsoft Dynamics), CRM platforms (Salesforce, Magento), and Agile, Kanban, and Waterfall methodologies. Adept at stakeholder management, cross-functional team leadership, and resource allocation, ensuring seamless collaboration between technical and business teams.

Successfully led global teams, implemented B2C platforms for top-tier clients, and improved project efficiencies by 20-30% through process automation and strategic planning. Passionate about driving innovation and aligning IT initiatives with organizational goals. Seeking to leverage expertise in IT strategy, project execution, and digital innovation to drive impactful results for your organization.

SKILLS

Project Management & Leadership:

- ✓ Digital Transformation & IT Strategy Execution
- ✓ End-to-End Project Lifecycle Management
- ✓ Agile, Scrum, Waterfall & Kanban Methodologies
- ✓ Stakeholder & Vendor Management (Retailers, Banks, 3PL, Distributors)
- ✓ Risk Assessment, Mitigation & Compliance (PCI-DSS, GDPR, ISO)
- ✓ Budgeting, Cost Control & ROI Optimization
- ✓ Cross-Functional Team Leadership & Global Coordination
- ✓ PMO, IT Governance, Regulatory Compliance & Change Management

Technical Expertise:

- ✓ Retail & E-Commerce: POS Systems (Oracle Symphony, NCR, Micros), Omnichannel Strategy, CRM (Loyalty & Rewards Programs)
- ✓ Banking & Finance: Core Banking Systems, Digital Payments, FinTech, Fraud Detection, IT Security & Compliance
- ✓ Logistics & Warehouse: WMS (Warehouse Management Systems), Supply Chain Optimization, Last-Mile Delivery, RFID, IoT Integration
- ✓ FMCG & Distribution: ERP (Oracle, Microsoft Dynamics), Demand Forecasting, Inventory Management, Business Intelligence

IT Systems & Digital Solutions:

- ✓ ERP Systems: Oracle ERP, MS Dynamics, PeopleSoft
- ✓ CRM & Loyalty: Salesforce, LJI Gravity, SAP CRM, Magento

- ✓ Cloud Computing: AWS, Azure, Google Cloud
- ✓ Cybersecurity & Compliance: PCI-DSS
- ✓ Data Analytics & BI: Power BI, Tableau

Project Tools & Software:

- ✓ Project Management: Jira, Confluence, MS Projects, Smartsheet, Monday.com
- ✓ Collaboration & Documentation: SharePoint, Microsoft 365, Google Workspace

Business & Communication Skills:

- ✓ Strong Negotiation & Vendor Management (Retailers, Banks, 3PL, FMCG Suppliers)
- ✓ Effective Communication & Executive-Level Presentations
- ✓ Customer Experience & Digital CX Strategy
- ✓ IT Service Management (ITIL) & Operations Support
- ✓ Process Improvement & Cost Optimization
- ✓ Leadership & Global Team Management

WORK EXPERIENCE

AL KHAYYAT INVESTMENTS | UAE - Dubai

April 2024 - November 2024

IT Project Manager

Managed the E-Commerce B2C and B2B (Magento, D365, Oracle, Office 365) Projects related to Pharmacy, Retail Fashion and implementation of CRM and Loyalty applications. Below is the list of projects currently in my portfolio.

- ✓ CRM & Loyalty application (Swan System)
- ✓ Shark and Ninja website (B2C Magento Platform)
- ✓ MedLab department (B2B website Magento Platform)
- ✓ Field service management software for MedLab (SAAS Platform)
- ✓ Salesforce application implementation for MedLab Department (CRM)

LOUVRE MUSEUM - DCT | UAE - Abu Dhabi

November 2022 - January 2024

IT Project Manager

Managed the Inhouse IT Projects related to digital transformation and customer centric applications along with support for ongoing operational projects. Below is the list of projects currently in my portfolio.

- ✓ Guest management software
- ✓ Corporate Performance Tool
- ✓ Children Museum B2C website
- ✓ DAMS (Cloud Migration)
- ✓ E-Signature (DocuSign)
- ✓ Workflow Automations implemented on Share point Application
- ✓ AVMM (IT Infrastructure)

AL TAYER INSIGNIA | UAE - Abu Dhabi

January 2022 - August 2022

IT Project Manager

Appointed to managed the F&B Upgrade program (From Oracle Micros 3700 to Symphony) across different Concepts / Brands with 40+ stores in the UAE region.

- ✓ Managed digital project elements for multiple initiatives from initial planning to project rollouts.
- ✓ Developed project plans and managed project scope for all projects, using specific methodologies to guide

- ✓ projects from conceptualization to implementation and maintenance.
- ✓ Outlined work plans, determined resources, wrote timelines as part of project scope determination for IT projects.
- ✓ Collaborated with business users, technical teams, internal-external vendors and testing teams, to analyze, gather,
- ✓ and validate requirements such as kickoff meetings, joint application designing and planning sessions.
- ✓ Monitoring delivering the Digital projects integrations for the standalone applications Like loyalty & Cards systems for end customers
- ✓ Liaising with internal stake holders for understanding and requirement gathering. Updating them for project plans and progress.
- ✓ ACHIEVEMENTS UNDER –AL-TAYER: Successfully went live with 30 stores of Caffè Nero Brand.

VERNOST MARKETING SOLUTIONS | India - Mumbai

September 2019 - December 2021

IT Project Manager

Appointed as IT Project Manager, overseeing aviation client projects across all verticals and ongoing business operations. Successfully managed Noor Bank's projects remotely within the UAE market.

- ✓ Communicate project plans and progress to key stakeholders.
- ✓ Analyze current agile processes, prioritize areas of improvement, and work alongside key stakeholders to implement improvements and integrations required by the clients
- ✓ Interfacing with the Offsite project managers and co-ordination of project related activities
- ✓ Understanding client's business and validating user stories / requirements
- ✓ Support and execute simultaneous delivery of various e-commerce and mobile application projects.
- ✓ Facilitate/participate in key agile ceremonies across Scrum teams
- ✓ Monitor and report on key agile performance metrics to leadership team
- ✓ Led a team of 10 to 12 members.
- ✓ Manage projects in JIRA and Azure DevOps; providing training to team members as needed
- ✓ Communicate project risks
- ✓ PROJECT DELIVERED UNDER-VERNOST
- ✓ Noor Bank loyalty Program-UAE
- ✓ Rebranding of Jet Privilege to Intermiles (B2C Websites on Magento and Dot net)
- ✓ Intermiles Projects (for Jet Privilege customers) - Hotels, Shop (SAP Hybris) & Chrome, Cards, Insurance, RTO, OTP Engine, OPS, Promocode, IOCL & Lounge

MAJID AL FUTTAIM | UAE - Dubai

October 2018 - April 2019

Digital IT Project Manager

Led multiple project initiatives from initial planning to successful rollout. Project Delivered: Majid Al-Futtaim – SHARE Loyalty Program

- ✓ Spearheaded the implementation of Digital IT projects, including E-Commerce Website, Mobile Applications (iOS & Android), and CRM (LJI-Gravity) solutions. Developed project plans and managed project scope for all projects, using specific methodologies to guide projects from conceptualization to implementation and maintenance.
- ✓ Outlined work plans, determined resources, wrote timelines and generated initial budgets as part of project scope determination for digital IT projects.
- ✓ Collaborated with business users, technical teams, internal-external vendors and testing teams, to analyze, gather, and validate requirements such as kickoff meetings, joint application designing and planning sessions.
- ✓ Performed detailed assessments of risks to determine constraints and develop mitigation strategies.
- ✓ Gathered and analyzed digital IT project requirements through interactions, meetings and periodic walkthroughs with potential application users and to develop business requirements documents (BRD) and functional requirements documents (FRD), "as is" and "to be" processes and user mock-ups.
- ✓ Supported and executed simultaneous delivery of various digital IT projects like e-commerce and mobile projects along with integration.
- ✓ Communicated project plans and progress to key stakeholders, including vendors, project contributors, business, operational, and technical resources.

Successfully led multiple project initiatives from inception to deployment, including E-Commerce implementation, warehouse process optimization, fashion brand setup, and the establishment of international FMCG brands in the Kuwait region.

- ✓ Created full-fledged implementation plans, accounting for ROI, cost-benefit and other analyses.
- ✓ Organized scope, schedule, integrations and assignments for projects.
- ✓ Performed detailed assessments of risks to determine constraints and develop mitigation strategies.
- ✓ Responded effectively to changes in project requirements, recalculating deliverables as needed.
- ✓ Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
- ✓ Worked with senior case managers to coordinate team development activities and training.
- ✓ Monitored deadlines and milestones to keep team on track with project schedule.
- ✓ Gathered and organized supporting materials for meetings and project updates.
- ✓ Investigated and corrected or escalated project problems.
- ✓ Analyzed digital projects to determine resource requirements and procured necessary equipment and software.
- ✓ Operated under PMO Head and followed Project Management Frameworks to efficiently organize and carry out project tasks.

PROJECTS DELIVERED UNDER M.H. ALSHAYA CO WLL.

- ✓ MSR program launch for Starbucks brand (Loyalty Program) which includes CRM integration
- ✓ EIS Lite V2 Application launch for Higher Management
- ✓ Food MDM enhancements for Supply Chain (Logistics)
- ✓ Automation for Stock-take & Store Cycle Count Process for all Alshaya Retail brands (WMS)
- ✓ Home Delivery E-Com business launch for Food brands
- ✓ FMS implementation for call center
- ✓ POS Payment Integration for Food brands (ERP)
- ✓ IT Infrastructure and B2C websites implementation for new brands: Veranda, Raising Canes, Shake Shack, Babel, Café Coco, Katsuya, Castania, and PF Chang for Kuwait market.

Led multiple project initiatives from inception to deployment, including E-Commerce implementation, warehouse process optimization, fashion brand setup, and the establishment of international FMCG brands in the Kuwait region.

- ✓ Oversaw onboarding and mentorship, planned and executed meetings and developed project documentation.
- ✓ Kept projects on schedule by managing deadlines and adjusting workflows as needed.
- ✓ Coordinated presentations for customers and project members detailing project scope, progress and results, keeping all entities well-informed of milestones and goals.
- ✓ Planned and arranged meetings with external organizations and individuals, enabling all parties to meet and discuss project progress.
- ✓ Tracked all hours and expenses to keep project on task and within budgetary parameters.
- ✓ Supervised multiple projects from project start through delivery by prioritizing needs and delegating assignments.
- ✓ Built strong relationships with internal and external stakeholders and devised strategies, initiatives, and events promoting products and services.
- ✓ Gathered requirements for ongoing projects and organized details for management use.
- ✓ Collaborated with project owners and team members to set ambitious but achievable goals.
- ✓ Maintained project schedules by managing timelines and making proactive adjustments.
- ✓ Developed and tested models of alternate designs and processing methods to assess feasibility, operating condition effects, possible new applications and necessity of modification.

PROJECTS DELIVERED UNDER Shoppers Stop Ltd.

- ✓ DCMS implementation for Warehouse (Distribution Center Management System)
- ✓ Mobile CRM for Loyalty customers (Loyalty Program)
- ✓ SMS Gateway for Loyalty customers (Loyalty Program)
- ✓ MotherCare Import Process Automation
- ✓ B2B Platform for vendors
- ✓ POS Payment Gateway integration

HCL COMNET LTD | India - Mumbai

May 2007 - May 2008

IT Project Coordinator

Managed a portfolio of projects for banking, retail, and stock exchange clients, coordinating with clients, vendors, and site engineers. Skilled in project administration, scheduling, and compliance management., with a strong focus on streamlining operations and maintaining project timelines.

- ✓ Provided administrative and operational support for Project Managers
- ✓ Coordination between onsite resources both internal and external
- ✓ Communicating with third party vendors regarding work requests, scheduling and timelines
- ✓ Worked on Citrix CRM Software for generating invoices.
- ✓ Coordinating projects and maintaining records to ensure compliance by suppliers and customers, ensuring that the data in the ERP (Citrix) system meets service and billing commitment.
- ✓ Maintained project schedules by managing timelines and making proactive adjustments.

DBIT- ST. JOSEPH ITI | India - Mumbai

August 2005 - March 2007

IT Project Coordinator

Worked as an IT support and system administrator, resolving technical issues, deploying and configuring PCs & servers, and managing user access and privileges.

Additionally, handled student counseling, admissions, and examination administration at the institute level. Resolved issues and escalated problems with knowledgeable support and quality service.

- ✓ Installing, configuring and deploying new PCs & Servers
- ✓ Investigating, resolving and closing user reported PC problems and application issues through our ticketing system
- ✓ Perform operating system software updates, upgrades and patches
- ✓ Performs administration activities such as setting user accounts, roles, access, and privileges
- ✓ Performs application monitoring and performance tuning
- ✓ Supporting users in the use of computer equipment by providing necessary training and advice
- ✓ Maintaining of I.T. Labs for (MSCIT Course) Lectures. Giving support for Hardware and software related calls.
- ✓ Maintaining Student's database for MSCIT Course.
- ✓ Doing Students counseling for admissions.
- ✓ Administrating the admission and examination process at institute level.

EDUCATION

Masters in E-Business – PGDBA | Welingkar Institute of Management

India-Mumbai, July 2012

Bachelors in Commerce | Siddharth College of Economics & Commerce

India-Mumbai, October 2005