

Transition Manager

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Company: Wipro

Location: gurugram

Category: other-general

· Manage active transitions as assigned· Be the customer's SPOC for all questions, decisions, actions and updates as applicable. · Support the project as the first escalation point for internal and customer issues. · Drive governance calls and meetings for internal and customer updates. · Plan for, conduct and manage relevant trainings to be delivered to transitions team. · Participate in / conduct assessments to gauge the training needs of the team. · Understanding strategic business objectives of the customer and facilitating the definition of project scope, goals and deliverables. · Participate in creation and review of transition solutions for RFPs / RFIs and any other pre sales support as needed.· Identifying and defining business case; defining project tasks and resource requirements; developing detailed project charter, project plan and transition plan depending on solution complexity, priorities and deliverables. · Combining process migration activities along with IT implementation · Gives customer distinct advantage as vendor manages both IT as well as the operations · Optimization of the transition methodology – reduce time, reduce costs, reduce risks, retain/ improve quality· Responsible for risk management – understand the business and operational risks and develop and execute mitigation plans. Responsible for driving process specific business continuity planning. · Responsible for the creation and/or maintenance of project management documents including status reports, project plans, knowledge transfer documentation, requisite approvals on Clarity. · Participate in opportunity analysis / due diligence of potential projects. Support solutioning of new bids / RFP-RFI responses/Client Presentations and sales cycle Certifications and AssessmentsPMP (Preferred); PMCP - Mandatory (Wipro Internal), Certification in ITF (Wipro Internal) and ITIL

Awareness Certification Knowledge Must Have : Graduate or equivalent. Good to have : PMP / PMCP preferred

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