

GIRISH SHARMA

TRANSITION PROJECT MANAGER

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 **PMP** |  **Certified Scrum Master** |  **Lean Six Sigma Green Belt** |  **LOMA FLMI Level 1**

PROFESSIONAL SUMMARY

Transition Project Manager with 18+ years of experience leading end-to-end transition programs in the Insurance and Finance & Accounting domains. Consistent record of delivering complex, multi-workstream programs for Fortune 500 clients across the USA, EMEA, and APAC regions.

Deep expertise spanning due diligence, knowledge transfer, risk management, stakeholder governance, change control, and SLA adherence.

Holds PMP and Certified Scrum Master certifications. Equally proficient in Waterfall and Agile delivery. Known for structured planning, transparent communication, and hands-on execution that keeps programs on time and within scope.

Passionate about AI Enablement in modern project delivery actively integrates AI tools into program workflows and helps teams build confidence using them, bridging the gap between technology and practical execution.

CORE COMPETENCIES

✓ End-to-End Transition Management	✓ AI Enablement & PM Productivity
✓ Due Diligence & Scoping	✓ Risk Identification & Mitigation
✓ Knowledge Transfer & Ramp-Up Planning	✓ SLA & Performance Management
✓ Go/No-Go Governance & Tollgate Reviews	✓ Change Control Management
✓ Resource Planning & FTE Estimation	✓ Program Reporting & Dashboards
✓ Stakeholder & Client Engagement	✓ Process Mapping & Optimization
✓ Agile (Scrum/Kanban) & Waterfall Delivery	✓ BRD / FRD Documentation
✓ Global Client Management (USA, EMEA, APAC)	✓ Compliance & Regulatory Adherence

TOOLS & TECHNOLOGY

 **Project Management:** MS Project, JIRA, Notion, Confluence

 **Data & Reporting:** Power BI, MS Excel (Advanced), MS PowerPoint, Visio, Lucid Pro

 **Methodologies:** Agile (Scrum, Kanban), Waterfall, Lean Six Sigma

 **Platforms:** SharePoint, Microsoft 365 Suite

■ CERTIFICATIONS & EDUCATION

🎓 Executive MBA (PGDM) – Project & Operations Management	IMT Ghaziabad
🎓 BCA – Computer Applications	CCS University, Meerut
🎓 Project Management Professional (PMP)	Project Management Institute May 2023
🎓 Certified Scrum Master (CSM)	Scrum Alliance April 2023
🎓 Lean Six Sigma Green Belt	Active
🎓 LOMA FLMI Level 1	Insurance Domain Certification

■ PROFESSIONAL EXPERIENCE

Transition Manager | **DXC Technology** | *March 2019 – Present*

🏢 *Domain: Insurance | Finance & Accounting*

▶ Pre-Transition Engagement & RFP Support

Participated in client workshops, supported RFI/RFP responses, and conducted due diligence to assess current-state processes, risks, resource requirements, and compliance obligations, shaping well-aligned solutions before program kick-off.

▶ Due Diligence

Led comprehensive assessments of client business processes, identified transition risks, evaluated resource feasibility, and ensured alignment with legal, regulatory, and contractual compliance requirements.

▶ Transition Planning & Program Delivery

Led end-to-end transition programs for Fortune 500 clients using structured Transition Methodology with Tollgate governance across Knowledge Transfer, IT Solutions, Quality Management, and Change Control workstreams. Developed detailed plans including Gantt charts, RACI matrices, milestone tracking, scope documents, and FTE calculations for pre- and post-implementation phases.

▶ Risk & Resource Management

Built and maintained a risk management framework to identify, assess, and mitigate transition risks throughout the program lifecycle — maintaining a live risk register reviewed at every governance touchpoint. Confirmed resource assignments for each phase and assessed technology and operational proposals to ensure feasibility and alignment.

▶ Stakeholder Governance

Facilitated governance reviews and Go/No-Go meetings with senior client and internal leadership, validating readiness criteria before each program milestone and ensuring transparent, structured communication across all levels.

▶ Knowledge Transfer Management

Managed full KT programs including training schedules, documentation development, shadowing cycles, and reverse KT, ensuring receiving teams were fully operational before handoff.

▶ Change Control Management

Led change control reviews, assessed scope change impact on timelines and resources, maintained complete records of all requests and approvals, and ensured no unapproved changes entered the program.

▶ Reporting & Dashboards

Created and maintained weekly and monthly program dashboards and executive status reports, translating transition data into clear, decision-ready updates for senior leadership.

▶ Project Closure & Lessons Learned

Delivered formal project handoff to operations leadership post-warranty, including project closure reports, lessons learned documentation, and recommendations register for future engagements.

▶ Team Leadership & Collaboration

Mentored cross-functional team members and drove collaboration across operations, IT, and quality functions. Supported global operating model deployment with service leaders and regional leads across USA, EMEA, and APAC.

Associate Manager – Transition & Operations | **CSC India Pvt. Ltd.** | *March 2009 – April 2019*

 *Domain: Insurance | Finance & Accounting Operations*

- Managed end-to-end transition of operational functions across multiple teams, ensuring minimal business disruption and smooth integration of new processes, systems, and workflows.
- Designed comprehensive transition plans covering scope definition, risk assessments, resource planning, stakeholder communication strategies, and milestone-based timeline management for multi-team program deliveries.
- Identified and implemented workflow improvements using Lean Six Sigma methodologies, improving team productivity, reducing average handling time, and enhancing client satisfaction scores across process lines.
- Defined, implemented, and tracked KPIs and operational metrics to measure process effectiveness, enabling data-driven decisions and continuous improvement across all assigned workstreams.
- Led a team of operations professionals, conducting regular one-on-ones, performance reviews, and structured coaching sessions to improve individual capability and sustain high team output.
- Designed and delivered training programs for new joiners and cross-trained team members on updated procedures, tools, and client-specific requirements to reduce ramp-up time.
- Managed day-to-day SLA adherence across multiple process lines, coordinating with quality teams to identify root causes of misses and implement corrective actions.
- Collaborated with IT, finance, HR, and quality teams to align operational goals with broader business objectives — ensuring seamless execution of cross-functional initiatives.
- Contributed to transition tollgate reviews by preparing status updates, risk summaries, and readiness assessments for leadership sign-off at each phase gate.
- Maintained detailed records of transition activities, supporting program evaluations, audit responses, and lessons-learned sessions for continuous improvement of the transition methodology.

Sr. Transaction Processing Officer | **Mphasis – an EDS Company** | *Feb 2007 – Dec 2008*

 *Domain: Data Analytics & Business Presentation*

- Conducted comprehensive data analysis across multiple operational functions, identifying patterns and trends that informed management decisions and process improvements.
- Developed structured dashboards for governance and leadership reporting, consolidating data from multiple sources into a single, consistent view for weekly and monthly review cycles.
- Built Excel macros and small utility tools for data extraction, transformation, and loading reducing manual effort on recurring reporting tasks by a significant margin.
- Prepared, reviewed, and published operational and customer-centric metrics for senior leadership, ensuring data accuracy, completeness, and on-time delivery for every reporting cycle.
- Supported business presentation preparation for client reviews and internal leadership meetings, structuring content, creating charts, and formatting decks to a high standard of quality and consistency.