



Posting Title: Sr. Project Manager
Location: Trivandrum/Pune, India
Duration: Full Time

Description: Senior Project Manager

Job Purpose:

A Senior Project Manager needs to accomplish project objectives by planning and evaluating project activities. The Senior Project Manager will have overall project responsibility and accountability in terms of Budget/Revenue, Planning, Tracking, Monitoring, Controlling and Execution. Comprehend and implement organizational project policies and procedures. Establish and maintain project quality.

Responsibilities:

- Leading and managing a cross-functional team on e-learning and mobile training/apps.
- Supervising team and Project Managers for project delivery and practice improvement.
- Monitoring the allocation of resources across projects.
- Ensuring compliance to standards (ISO, CMMi & Practice).
- Tracking and controlling client and team metrics.
- Ensuring client delight and building working relationships with the clients.
- Enhancing profitability, revenue, margins, and utilization across projects.

Key Task Assignments:

Operations:

- Manage the day-to-day operational and tactical aspects of multiple projects.
- Prepare SOW's/ RFP's and budgets.
- Create and maintain project plans in Aptara's ERP – Celoxis
- Allocate resources and track resource utilization with Aptara's ERP – Celoxis.
- Identify projects to be outsourced, identify appropriate vendors and manage all activities for the completion of the project.
- Identify, track, manage and mitigate project risks/issues.
- Define and collect metrics.
- Manage scope and follow the change management process.
- To maintain the targeted Gross Profit Margins across all projects.
- Determine appropriate revenue recognition and ensure accurate invoicing.
- Planning, monitoring, appraising, and reviewing job contributions, implementing policies and procedures.
- Ensure quality and accuracy of technical approach, complying with the company's standards – and that the projects are delivered on time and in budget.

Client Engagement:

- Client engagement on regular basis on the status of the multiple projects.
- Ensure effective client communication.



- Establish specific customer satisfaction standards and actively monitor client satisfaction.
- Plan and act on customer feedback activities.
- Facilitate the definition of service levels and customer requirements. Interact regularly with existing or potential clients to determine their needs and to develop plans for improving delivery. Advocate on behalf of clients and represent clients' needs as appropriate to senior management. Work cross-functionally to solve problems and implement changes.
- Client and account management: Manage existing clients and mine for new accounts.

Quality, Testing and Excellence:

- Participate in the design and/or testing phases.
- Review deliverables across all projects.
- Determine, rectify and verify actions to control non-conforming products.
- Plan and implement corrective/preventive measures for improvement.

Organizational:

- Conduct team appraisals, one-to-one meetings, identify training needs, and motivate the team to perform well.
- Prepare and review MIS reports for discussion with the senior management.
- To share project learnings/best practices through knowledge sharing sessions or trainings.
- Create Project Management templates, and implement process improvement initiatives.

Qualifications:

Candidate must:

- Be a Post Graduate in Management or equivalent and have at least 7 years experience of which at least 4 years should be in e-learning project management, handling multiple assignments simultaneously.
- Be proficient in MS Office and Microsoft Projects.
- Have excellent business analysis skills, negotiation skills, communication skills, and people management skills.
- Have hands-on knowledge on technical aspects of software used in e-learning like Flash, HTML, HTML5, Authoring Tools and mobile development.
- Have strong leadership and practical organizing skills.
- Have strong interpersonal and consultative and management skills required in managing critical internal and external relationships and activities.