





# NILESH PATIL

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## PROFESSIONAL SUMMARY

Results-driven Project Manager with over 7 years of experience leading cross-functional teams, managing full project lifecycles, and delivering results in fast-paced, high-pressure environments. Expertise in project planning, execution, risk mitigation, stakeholder communication, and optimizing resource utilization. Adept at using PM tools and agile methodologies to drive business outcomes within time and budget constraints.

## COMPANY BACKGROUND

Agami Tech, Mumbai

Agami Tech is a digital solutions and IT services firm specializing in cloud-based service management, digital transformation, and automation. It supports enterprises across sectors such as BFSI, healthcare, and logistics by delivering scalable IT support, project implementation, and compliance-focused solutions.

## PROFESSIONAL EXPERIENCE

### Agami Tech, Mumbai

- Project Manager (2023 – Present)
- Lead cross-functional teams through the full project lifecycle using Agile and Waterfall methodologies.
- Defined project scope, goals, deliverables, and timelines in collaboration with stakeholders.
- Managed budgets and schedules to ensure project completion within set parameters.
- Optimized resource allocation, improved team productivity, and enhanced client satisfaction.
- Delivered multiple high-impact projects, maintaining SLA compliance and quality benchmarks.
- Team Lead – Projects (2022 – 2023)
- Supervised a team of support engineers and project associates, assigning tasks and monitoring progress.
- Facilitated team meetings, tracked deliverables, and ensured milestone completion.
- Supported escalation handling, stakeholder reporting, and operational improvements.
- Support Engineer (2018 – 2022)



- Handled technical support tickets and ensured timely resolution in coordination with L3 teams.
- Identified and escalated critical issues while ensuring SLA compliance.
- Maintained regular communication with customers, logged issues, and provided reports.

## **EDUCATION**

Bachelor of Science (B.Sc.) in Information Technology  
Mumbai University (2014 – 2017)

## **CORE COMPETENCIES**

- Project Lifecycle Management
- Team Leadership & Development
- Budgeting & Financial Planning
- Risk & Issue Management
- Client Communication & Stakeholder Engagement
- Agile, Scrum & Waterfall Methodologies
- Resource Allocation & Optimization
- Time & Task Management

## **FUNCTIONAL EXPERTISE**

- IT Service Management & Technical Support
- End-to-End Project Delivery
- Cross-Functional Team Coordination
- SLA & Compliance Management
- Incident, Problem & Change Management
- Continuous Improvement & Process Optimization
- Client Onboarding & Relationship Management
- Training & Knowledge Transfer

## **TECHNICAL SKILLS**

- Project Management Tools (e.g., JIRA, MS Project)
- Ticketing Systems (e.g., Freshdesk, Zendesk, Helpinbox)
- Knowledge of Agile, Scrum, Waterfall
- MS Office Suite (Excel, PowerPoint, Word)

## **SOFT SKILLS**

- Communication & Collaboration
- Adaptability
- Negotiation
- Problem-Solving



- Emotional Intelligence

## **LANGUAGES**

- English: Fluent
- Marathi: Fluent
- Hindi: Intermediate
- Gujarati: Basic