



# AGASIA JUSTIN SELAS



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## PROFESSIONAL SUMMARY

Highly skilled IT Project Management professional with 9.5 years of experience in leading diverse projects within Multi-National Companies. Proven track record in managing projects from initiation to completion, ensuring timely delivery and optimal resource utilization. Adept at working in fast-paced environments, excelling in cross-functional team leadership, and implementing innovative solutions. Seeking to leverage expertise in a challenging Project Management role within a large organization, offering opportunities for specialization and professional growth.

## COURSES, CERTIFICATIONS & AWARDS

- ITIL v4 Foundation certified
- ServiceNow **Project Portfolio Management (PPM)** Implementation course
- Received **Best Performer Award** for Project Handling in May 2018
- Received **Certificate of Appreciation Award** for Preparing and presenting project in the **Business Plan Competition**
- **PURSuing – PMP at EDUREKA INSTITUTE, PMP Trained & Practitioner**

## EDUCATION

Higher Secondary  
Balakrishna Matric. Hr. Sec. School, Vadakankulam, Tamil Nadu

April 2009

B.Sc. (Comp. Science)  
Pioneer Kumaraswamy College, Nagercoil, Tamil Nadu

April 2012

## PROFESSIONAL SKILLS

### Project Management:

- Project Planning & Execution
- Milestone Management
- Scope & Resource Management
- Risk & Change Management

### Technical Expertise:

- **ServiceNow**(ITSM, ITOM, CMDB, HRSD)
- **Oracle Fusion PPM** Implementation
- MS Office Suite Proficiency
- Data Analysis & Reporting

### Methodologies:

- Agile & Scrum
- ITIL Processes

### Communication & Leadership:

- Team Collaboration
- Stakeholder Management
- Training & Development
- Clear & Effective Communication

### Problem Solving:

- Risk Identification & Mitigation
- Facilitating Discussions
- Root Cause Analysis

## WORK EXPERIENCE

### Lead Consultant – PM

Feb 2023 – April 2024

#### VertexOne Process Solutions Private Ltd | Gurugram, Haryana (WFH)

- Managed Data Migration and SaaS Product Development projects
- Led a 25-member team including PMs, BAs, Developers, and Data Analysts
- Developed project plans, conducted Gap Analysis, and facilitated Scrum meetings
- Monitored project and resource utilization using Microsoft Projects
- Organized weekly project status, RAID, and Scrum meetings
- Implemented the **DCW Kubra replacement project** as Implementation Lead

### Lead Analyst – Project Management

Dec 2021 – Dec 2022

#### Fidelity Information Services India Private Ltd | Bangalore, Karnataka

- Led TechNext initiative for Automation, Migration, and Decommission projects
- Implemented **ServiceNow** (ITSM, ITOM) modules & **Oracle Cloud PPM** solutions
- Managed three teams including SCRUM teams, BAs, QAs, and developers
- Provided daily project status updates and monitored progress via JIRA and Clarity
- Conducted weekly project ops meetings and sprint meetings

### Sr. Consultant – Project Management

April 2021 – Dec 2021

#### KPMG Global Services Pvt. Ltd | Bangalore, Karnataka

- Worked with external clients as an Individual Contributor as part of IT PMO
- Developed comprehensive project plans aligning with Project Management methodologies, encompassing schedules, resource allocation, cost management, and daily schedules, while establishing robust project governance frameworks
- Led teams through project lifecycles, conducting weekly meetings with stakeholders
- Managed financial oversight including handling the Finance Dashboard and invoices for engagements
- Led and implemented **ServiceNow (ITSM, ITOM) modules & Oracle Cloud PPM** solutions for clients
- Provided leadership throughout project lifecycles, ensuring alignment with stakeholder expectations

### Technical Specialist – Project Management

Dec 2016 - Feb 2019

#### Navigant India Pvt. Ltd | Thiruvananthapuram, Kerala

- Experience in Project planning, milestone management, scope management, resource forecasting; monetary management, **Risk Management, Stakeholder Management, Change management across the project portfolio**
- **Implemented ServiceNow & Oracle Fusion** - worked as **Implementation Lead – ServiceNow (ITSM, ITOM, CMDB & HRSD)** modules
- Handled the end-to-end activities related to implementation planning including project management, Incident management, Service catalog and Change management
- Coordinated with business, design, engineering, and product teams for digital transformation initiatives
- **WinMagicSecureDoc** - Enterprise class Disk Encryption Solution Implementation
- **Security project**, coordinated with team for implementation
- Coordinated with Implementation vendor and stake holders to analyze the challenges and risks
- **Office Relocation & Data Center migration** to new Facility
- Coordinated with multiple Implementation vendors and stake holders for the timely completion
- Produced detailed weekly project status reports for executive review and ensured compliance with company policies and ISO standards

### Senior Analyst – Project Management

Jun 2015 - Dec 2016

#### HCL Technologies | Bengaluru, Karnataka

- Managed **ServiceNow project** – implementation for the clients

- Collaborated closely with project teams to identify and mitigate risks, ensuring project success
- Conducted daily stand-up calls and utilized ticketing tools like Oracle Fusion and ServiceNow (ITSM, ITOM, HRSD) modules

#### **Customer Support Representative**

**Jun 2014 – May 2015**

#### **INFOBLOX [ASM Technologies] | Thiruvananthapuram, Kerala**

- Supported Oracle Fusion and ServiceNow (ITSM) modules, specializing in Level 2 Incident and Problem management
- Conducted root cause analysis to resolve complex technical issues and optimize system performance
- Provided tailored enterprise user support, ensuring prompt and effective resolution of customer escalations

#### **Process Associate**

**July 2012 - Dec 2013**

#### **RR Donnelley outsourcing ltd | Thiruvananthapuram, Kerala**

- Provided specialized enterprise user support tailored to meet client-specific requirements
- Conducted in-depth root cause analysis on incidents and customer escalations, ensuring swift resolution and client satisfaction
- Maintained rigorous standards in service delivery, contributing to high levels of client retention and satisfaction

### **PERSONAL DETAILS**

|                      |   |                                |
|----------------------|---|--------------------------------|
| Marital Status       | : | Single                         |
| Passport No          | : | M8860921                       |
| Passport Expiry Date | : | 11/05/2025                     |
| Languages            | : | Tamil, Tamil, Malayalam, Hindi |
| Date of Birth        | : | 8 <sup>th</sup> Jan 1992       |