

RANJIT TAMHANKAR

SENIOR PROJECT MANAGER | BUSINESS AND TECHNOLOGY

Driving Enterprise Transformation Across Government, Telecommunications & Regulated Industries | Portfolio & Program Governance

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PROFESSIONAL SUMMARY

Accomplished and senior-level Project Manager with 25+ years of progressive success delivering complex, high-value technology and business transformation initiatives across multi-domain environments, telecommunications, insurance, retail, and public-sector organizations. Brings deep expertise in leading enterprise projects across Agile, Waterfall, and hybrid delivery models while ensuring strict adherence to governance, compliance, risk, and regulatory requirements.

Known for a pragmatic, execution-driven leadership style combined with strong strategic insight, consistently translating project objectives into structured delivery roadmaps, measurable outcomes, and sustainable operational improvements. Demonstrated success across infrastructure modernization, cybersecurity uplift programs, ServiceNow (ITSM) implementations, regulatory-driven initiatives, and large-scale digital transformation.

Trusted advisor to senior stakeholders, and vendor partners, recognized for building high-performing cross-functional teams, influencing complex stakeholder ecosystems, and delivering programs on time, within scope, and within budget in highly regulated and mission-critical environments.

CORE COMPETENCIES

- Enterprise Project & Program Management
- Project Development & Delivery Leadership
- Governance, Risk & Compliance (GRC)
- Regulated Industry Alignment
- Agile, Waterfall & Hybrid Methodologies
- PMO Establishment & Maturity Uplift
- Stakeholder Engagement
- Vendor, Contract & Financial Management
- Change Management (Prosci ADKAR)
- ServiceNow ITSM Implementations

WORK EXPERIENCE

SENIOR CONSULTANT – PROJECT AND PROGRAM MANAGEMENT

02/2020 to 07/2025

CGI

Melbourne, Australia

Directed large-scale enterprise projects supporting infrastructure modernization, cybersecurity operations, regulatory compliance, and digital service transformation initiatives for public and private sector clients. Served as senior engagement lead, accountable for end-to-end project delivery, governance, and stakeholder alignment.

- Led multi-stream projects/initiatives across infrastructure upgrades, cybersecurity uplift, audit remediation, and ServiceNow ITSM implementation
- Orchestrated Australia Business Unit (BU) migration from BMC Helix to ServiceNow ITSM across multiple business divisions, reducing tool sprawl and operational costs
- Delivered regulatory initiatives including AEMO Five-Minute Settlement programs with zero critical defect findings
- Established and adhered to project governance frameworks including steering committees, RAID logs, executive dashboards, and financial tracking
- Managed senior stakeholder relationships, setting realistic expectations and mitigating delivery risks proactively
- Improved customer satisfaction and delivery confidence through transparent reporting and disciplined execution
- Actively contributed to CGI's Diversity, Equity & Inclusion (DE&I) council, as an active member, supporting inclusive leadership and team engagement

CONSULTING AND ADVISORY – PROJECT AND PROGRAM MANAGEMENT, USER EXPERIENCE, MENTOR

03/2016 to 01/2020

Freelance Management Consultant

Australia

Provided independent consulting, advisory, and mentoring services to organizations seeking to improve delivery capability, governance maturity, and change adoption across technology-driven initiatives.

Partnered closely with executives and delivery teams to design pragmatic frameworks that balanced compliance, agility, and business outcomes.

- Conducted capability assessments and provided targeted recommendations for delivery maturity uplift
- Selected as a judge for the National Center for Women & Information Technology (NCWIT), USA
- Acted as process and policy advisor for a top-tier educational institution, ensuring compliance with governance, safety, and regulatory standards
- Provided strategic advisory services to software development organizations to improve market alignment and customer experience
- Mentored Business Analysts and aspiring Project Managers through the Australian Computer Society (ACS) Mentoring Program

ASSOCIATE DIRECTOR (PROGRAM MANAGEMENT CONSULTING)

02/2015 to 02/2016

Cognizant Technology Solutions

Australia

Engaged as a senior program management consultant within a large telecommunications environment to establish delivery discipline, governance standards, and stakeholder alignment across BPM operations.

Played a critical role in transforming fragmented delivery practices into structured, repeatable, and auditable project management frameworks.

- Governed a diversified portfolio of programs valued at approximately \$5M
- Introduced standardized project intake, prioritization, and portfolio reporting mechanisms
- Reviewed and optimized Statements of Work (SOWs) to reduce commercial and delivery risk
- Provided advisory support to both Agile and Waterfall delivery teams
- Resolved communication and governance gaps across large-scale Agile programs
- Acted as senior liaison between executives, delivery teams, and external vendors
- Implemented governance models covering scope control, financial oversight, risk management, and change control

SENIOR MANAGER (PROJECT AND CHANGE) AND SCRUM MASTER

02/2005 to 11/2014

Cognizant Technology Solutions

USA

Led complex, multi-million-dollar enterprise transformation programs across insurance, retail, and healthcare sectors, directing globally distributed teams and managing complex vendor ecosystems.

Accountable for full lifecycle delivery including program initiation, planning, execution, governance, financial management, change leadership, and executive reporting.

- Directed enterprise transformation programs ranging from \$1M to \$30M across multiple divisions
- Managed a \$6M+ outsourcing (BPO) and business transformation program aligning technology delivery with business objectives
- Managed a \$500K+ Disaster Recovery (DR) initiative aligning with the DR strategy of the Information Management division
- Led a \$2M enterprise data integration initiative supporting the client's patient data unification strategic vision
- Delivered a \$1M HR Continuing Education system as part of a broader talent suite migration
- Established PMO functions, portfolio governance frameworks, and delivery standards across business units
- Led Lean and Six Sigma initiatives to automate reporting and improve operational efficiency
- Served as Scrum Master for Agile programs including Ariba procurement workflow implementations
- Acted as trusted advisor to executive stakeholders, securing buy-in and resolving delivery risks
- Mentored junior Project Managers and Business Analysts, strengthening organizational delivery capability

PRIOR ENGAGEMENTS

- HTC Global Services, Australia, India, Malaysia – **Oracle SME and Manager Development** (2000 – 2004)
- BIPS Infotech Ltd., India, UK - **Oracle Application Programmer/ Project Lead/ System Analyst** (1998 – 2000)
- Vibrant Systems and Securities, India - **Systems Analyst/Oracle Application Programmer** (1997 – 1998)
- DDE ORG Systems, India - **Project Assistant/ Team Leader** (1994 – 1997)
- ACOMP Consultancy Services - **Programmer Analyst** (1991 – 1993)

CERTIFICATIONS

- **ServiceNow** – Professional Change Adoption Specialist, Flow Designer, Predictive Intelligence
- **Prince2** – Axelos, Australia (License: GR633076647RT)
- **Certified Scrum Master (CSM)** – Scrum Alliance, USA (License: 000249566)
- **Certificate IV – Training and Assessment** – The Gordon TAFE, Australia (Award number: 57722)
- **HLTAID009/010/011 Provide first aid** – CPR First Aid (1810418)

AWARDS

- **All Hands Award** – CGI, Australia
- **Team Award** – CGI, Australia
- **Peer-to-Peer Recognition** – 'The Hartford' (Cognizant), USA
- **Achievement Award** – Cognizant, USA
- **Excellence Service Award** – Cognizant, USA
- **Service Award** – HTC Global Services, Australia, India, Malaysia
- **Creative Buddy Award** – HTC Global Services, India

METHODOLOGIES, FRAMEWORKS & TOOLS

- **Service Management** - ServiceNow ITSM, JIRA, Confluence, Azure DevOps
- **Project Management** - Waterfall SDLC, Lean Six Sigma, DMAIC, Agile (Scrum)
- **Change Management** - ADKAR (Prosci), CMM
- **Maturity Models** – CMM Level 5, ISO9000

REFERENCES

References available upon request.