Jatin Durgapal
Delivering High-Impact IT & Business Transformation Across UK and Global Markets
Email: durgapal@gmail.com | Phone: +44 77 1476 4065

Professional Summary
Results-driven **Project & Program Manager** with 14+ years leading transformative projects across public services, retail, and automotive sectors in the UK. Certified in **PRINCE2** and **ISEB**, with expertise in **Agile & Waterfall methodologies**. Adept at delivering **IT transformation, ERP implementations, risk management, and business process optimization**, aligning technology with strategic goals to drive measurable business impact.

Professional Experience
SameIT | Project & Program Manager | January 2014 – Present
Key Achievements & Responsibilities:
IT Security, Risk & Compliance Management

- **Led a £1M global Audit & Security Risk Remediation program** for **Jaguar Land Rover**, identifying and addressing security vulnerabilities across IT infrastructure and governance. Implemented robust **risk mitigation strategies**, reducing lead times by **15%** and strengthening compliance with regulatory frameworks.
- Ensured full adherence to **GDPR and UK data protection laws**, implementing a **proactive compliance training program** that resulted in a **40% reduction in support requests**.
- Conducted **enterprise-wide security audits** to enhance risk detection, working closely with **C-suite executives and security teams** to improve IT governance.

Cloud & Infrastructure Modernization

- Spearheaded a **SharePoint and Azure transformation project** at **Central Bedfordshire Council**, achieving a **£1M reduction in licensing costs** through **strategic vendor negotiations** and **enhanced cloud adoption**. Successfully onboarded **95% of users within three months**, surpassing industry adoption benchmarks.
- Seamlessly migrated **180,000 users** to a **scalable, future-proof IT infrastructure**, minimizing disruption and ensuring business continuity.
- Delivered **IT infrastructure modernization and ERP system upgrades**, reducing **technical debt** and improving operational resilience.

Digital Transformation & Business Process Optimization

- Successfully implemented **Microsoft Dynamics, SharePoint, and SaaS solutions**, optimizing business processes, increasing automation, and enhancing compliance.
- Designed and deployed a **real-time issue tracking system** during a cloud migration project, reducing **system downtime by 30%** and significantly improving user satisfaction.
- Led a series of **concurrent digital innovation projects** for **retail, optician, and pharmacy businesses**, enhancing customer experiences and driving **100% stakeholder satisfaction**.
- Transformed **IT demand and change management processes**, ensuring alignment with business needs while minimizing disruption to operations.

Cost Optimization & Strategic Vendor Management
- Negotiated **multi-million-pound savings** in **Azure, SharePoint, and Dynamics 365 licensing** through **strategic contract management and vendor negotiations**.
- Managed **multimillion-pound project budgets**, ensuring **efficient resource allocation** while maximizing return on investment.
- Implemented **cost-effective IT governance frameworks**, reducing unnecessary expenditures while improving overall system efficiency.

ERP & Large-Scale IT Migrations
- Delivered **ERP modernization and infrastructure enhancement projects**, significantly reducing operational inefficiencies and enhancing data integrity.
- Optimized **enterprise-wide IT service management**, improving scalability and enabling **seamless integration with existing legacy systems**.
- Led the implementation of **cloud-based CRM and ERP solutions**, increasing organizational agility and supporting digital transformation efforts.

Leadership, Stakeholder Engagement & Change Management
- Built and managed **high-performing, geographically dispersed teams**, fostering collaboration and ensuring **on-time, on-budget project delivery**.
- Effectively collaborated with **C-suite executives, key stakeholders, and third-party vendors** to align IT strategies with business objectives.
- Designed and executed **cross-functional stakeholder engagement plans**, ensuring seamless adoption of new technologies while **minimizing resistance to change**.
- Established a **fully operational offshore team** for a UK-based law firm, achieving **95% SLA compliance** and enhancing service delivery.

Core Competencies
- **Strategic Project & Program Leadership** – Successfully managing complex, end-to-end IT transformation projects.
- **Stakeholder Engagement** – Collaborating with C-suite executives, business units, and third-party vendors to align objectives.
- **Governance & Compliance** – Ensuring adherence to regulatory and industry standards, including GDPR and risk remediation.
- **Cost & Budget Optimization** – Managing multimillion-pound budgets, achieving cost savings through strategic negotiations.
- **IT Demand & Change Management** – Aligning IT services with business objectives to maximize value delivery.
- **ERP & Cloud Solutions** – Implementing and optimizing **Microsoft Dynamics, SaaS, SharePoint, and AZURE** solutions.
- **Risk & Issue Management** – Proactively identifying, analysing, and mitigating risks across project lifecycles.
- **Agile & Waterfall Methodologies** – Hands-on experience with **Scrum, Kanban, and traditional project frameworks**.

Industry Experience

Successfully delivered IT and business transformation projects for leading organizations, including:

- **Finance:** Experian, HBOS, Barclaycard, Capital One, Northern Rock, Norwich Union
- **Public Sector (UK):** Skills Funding Agency, HMRC, Transport for London, DWP, CBC
- **Retail:** Waitrose, Primark, Boots UK
- **Media & Telecom:** Sony BPRL, Discovery Channel India, Virgin Media
- **Education & Aviation:** University of Nottingham, Babcock International (Airport Division)
- **Technology & IT Support:** IBM Global Services India
- **Automobiles:** Nissan, Jaguar LandRover
- **Construction:** SATEBA, Barratts Homes

Education & Certifications

- B.Sc. in Computer Science, Mathematics & Statistics
- PRINCE2 Project Management Certification
- ISEB Software Quality Assurance
- IBM Certified Server & PC Specialist

Key Capabilities

- **Technical Expertise** – Deep knowledge of both **legacy & modern programming technologies**.
- **Leadership & Team Management** – Proven ability to drive cross-functional teams and deliver results.
- **Sector Agility** – Successfully adapting methodologies across industries to meet unique challenges.