

MARIO NORONHA

PROJECT MANAGER - Relationship Management, Change Management & Delivery Management

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SKILLS

- **Project Management:** IT Service Delivery, Operations Management, Agile and Waterfall SDLC
- **Technical Tools:** Salesforce, Oracle Service, UiPath, JIRA, ServiceNow, Confluence, Azure DevOps, SharePoint
- **Dev & Automation:** Angular, React & Node JS, .NET, ASP.NET, Web & Mobile Platforms, Test Automation
- **IT Service & ITIL:** Incident Problem Change Management, ITSM Practices, Security, Accessibility Standards
- **Reporting & Stakeholders:** Executive Dashboards, KPI Tracking, Vendor Management, and Documentation

WORK EXPERIENCE

Technical Delivery Manager

August 2023 - Current

Speridian Technologies Canada Inc.

Toronto

- Orchestrated enterprise service operations, applying SLA & KPI controls, integrating Jira ITSM structures for 35+ global projects, & enhancing metric traceability via standardized dashboards supporting system governance.
- Directed delivery across Salesforce, Oracle Service Cloud, & UiPath ecosystems, aligning distributed engineering unit, enforcing transition controls, & maintaining 98% schedule accuracy across regulated implementation tracks.

Delivery Manager

March 2019 - August 2023

Speridian India Private Limited

India

- Supervised delivery & project execution for enterprise-scale web, mobile, & CRM platforms (Salesforce, Oracle Service Cloud), meeting 95–100% SLA targets & maintaining operational excellence across client environments.
- Monitored daily support operations, maintained compliance with contractual SLAs, provided performance reports and served as primary client liaison to ensure transparency and continuous service improvement.

Senior Consultant

June 2018 - February 2019

ProThoughts Solutions LLP

India

- Conducted process gap analysis across five enterprise projects, implementing corrective frameworks that elevated milestone adherence by 22% and enhanced audit readiness through standardized documentation protocols.
- Liaised with 5 organizations to evaluate project management maturity, delivering adoption strategies that increased compliance alignment by 18% and optimized governance structures for consistent operational execution.

Development Manager

September 2005 - May 2018

Venturelabour Inc.

India

- Supervised development of 14 enterprise-grade applications, integrating cross-functional teams & frameworks that elevated release cycle efficiency by 20% & enhanced defect resolution tracking via standardized repositories.
- Established project baselines & enforced monitoring controls across 25 initiatives, reducing schedule variance by 18% & ensuring quality compliance through validated coding standards & audit-ready documentation protocols.

PROJECT EXPERIENCE

Palm Desert - Clariti Licensing & Permitting

Project Manager

USA

- Directed Salesforce rollout with 80+ permit types & 6 integrations, achieving 95% adoption & 40% defect drop.
- Revamped QA processes & enforced change controls, ensuring 95% on-time delivery & reducing rework by 35%.

ICTC - Salesforce Implementation

Project Manager

Canada

- Administered RFP cycles, pre-sales analysis, improving operational efficiency 25% & cut process delays 30%.
- Delivered Salesforce build with 2 vendor integrations, enabling secure dashboards & raised precise workflow 28%.

Alberta Securities Commission - UiPath Process Automation

Project Manager

Canada

- Engineered UiPath automation for CRM test cases, reducing manual effort 45% and boosting execution by 38%.
- Deployed automation components across QA cycles, improving regression coverage 40%; raising release cadence.

Managed Services ITSM Framework - Jira Service Mgmt

Service Delivery Manager

Global

- Implemented ITSM workflows in Jira, enforcing SLA compliance and reducing incident resolution time by 32%.
- Programmed dashboards with live metrics, enabling 90% faster reporting and improving decision accuracy 25%.

Husqvarna SalesPro

Delivery Manager

USA & Canada

- Directed CRM revamp for 10,000+ users, achieving 94% adoption and reducing post-deployment defects by 37%.
- Coordinated cross-team delivery, resolving 95% conflicts & sustaining 97% uptime across US & Canada rollout.

New York Insurance Fund Mobile App

Delivery Manager

NYSIF, USA

- Created mobile app for insurance compliance, achieving 100% regulatory adherence; reduced audit findings 40%.
- Maintained delivery within 5-10% variance, sustaining 95% schedule and minimizing scope deviations 30%.

LA Fitness Gym Booking & PMS

Delivery Manager

USA

- Migrated booking system to cloud, sustaining 99% data integrity and reducing downtime incidents by 34%.
- Engineered iPad app for equipment tracking, improving preventive maintenance scheduling accuracy by 29%.

Druce Real Estate (DX FutureTech)

Delivery Manager

UK & Singapore

- Directed React JS and Salesforce rollout, ensuring compliance and boosting user adoption by 31%.
- Controlled budgets with 5-7% variance, sustaining 94% delivery accuracy across transformation phases.

Aditya Birla Capital

Principal Consultant

India

- Standardized lifecycle templates, reducing documentation deviations by 18% across four departments.
- Established compliance tracking, improving milestone adherence 22% and enhancing audit readiness.

BIOTrack

Development Lead

Ontario

- Constructed ASP.NET livestock modules, boosting adoption 35% and enabling secure health record integration.
- Designed benchmarking reports across twelve cities, improving livestock selection accuracy by 28%.

Farms.com

Development Lead

Ontario

- Automated feed ingestion with DotNetNuke, reducing manual updates 40% and improving uptime reliability.
- Developed sub-portals and SEO architecture, increasing indexed pages 32% and boosting visibility.

EDUCATION

Diploma in Computer Science

1996 - 1999

NIIT, Mumbai, India

Bachelor's in Physics & Electronics

June 1992 - May 1996

Mumbai University, Mumbai, India

CERTIFICATIONS

- **PMP – Project Management Professional**, Project Management Institute (PMI)
- **ITIL® 4 Foundation Certificate in IT Service Management**
- **Certified Scrum Master (CSM)**