

Sr. Associate – Projects Jobs In Abu Dhabi | Cognizant

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Company: Cognizant

Location: , Abu Dhabi Emirate, United Arab Emirates

Category: business-and-financial-operations

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About the job

Responsible for liaising between project teams across locations and the Customer.

Service Management.

Participate and provide inputs for release planning.

Act as the Cognizant Delivery team point of contact for the portfolio.

Support Service Management/process-related activities performed by the SMO with relevant delivery data.

Responsible for end-to-end services for the application cluster/portfolio being managed.

Coordinate with onsite and offshore teams as necessary during project delivery, including daily connect calls.

Service Tracking.

Requirement

Prepare performance dash boards & management reports.

Ensure schedule adherence for release requests and notify stakeholders in case of deviations.

Service Execution.

Conduct periodic data analysis, perform RCA for any targets missed and customer escalations.

Report the findings to the Service Manager.

Implement all Corrective and Preventive actions.

Deploy process as defined in the process handbook.

#J-18808-Ljbffr

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