

Date: 07-June-2025

TO WHOM IT MAY CONCERN

Subject: Testimonial for Dr. Pratul Sharma – Trainer for Certified Professional Business Analyst (CPBA)

This is to formally acknowledge and appreciate the professional services rendered by **Dr. Pratul Sharma**, Ph.D. (IIT Delhi), during a **one-week training program** on the topic **"Certified Professional Business Analyst (CPBA)"**, accredited by GAQM, held in **January 2019** in Mauritius as an in-house training for one of our corporate clients.

The training was organized and coordinated by **Eagle's Eye Solutions Ltd**, Mauritius, under my leadership as the Director. Dr. Sharma was engaged as the **lead trainer**, and he delivered the workshop with exceptional professionalism, subject knowledge, and practical insights.

I am pleased to share with you that all participants who attended the training have successfully passed the GAQM certification exam and are now Certified as Professional Business Analysts.

We take this opportunity to recommend Dr. Pratul Sharma for any similar training engagements. We are confident in his capabilities to deliver high-quality learning outcomes.

We wish him all the best in his future assignments and would be happy to work with him again.

Yours sincerely



Raveesh Nobeen
Managing Director

Eagle's Eye Solutions Ltd.
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Tel: 91 (124) 4713500
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Date: 27th July 2013

To

Dr. Pratul Sharma, ITIL Expert

Chief Mentor Vedang Software

Dear Sir,

I, Indra Bhushan Singh, Director, Global Technology Solutions group, Convergys India Pvt Ltd, would like to express my heartiest gratitude toward your efforts put in with respect to the Business Analyst training and advisory for exam preparation in GTS group of Convergys India.

I am overwhelmed to share with you that all the 18 participants are now Certified Business Analyst and I am witnessing a significant improvement in their knowledge and motivation.

Overall we have witnessed improvement in various organizational metrics in the past year and we do realized the same can be contributed to our endeavour toward adoption of Best practices taught by you during the training.

I would like to formally thank you and document through this letter, your contribution and value add toward the same.

Thanking You

A handwritten signature in black ink that reads "IB Singh". The signature is fluid and cursive, with the first letters of the first and last names being capitalized.

Indra Bhushan Singh

Director, Global Technology Solutions

Convergys India Services Pvt Ltd

Date: 07-June-2025

TO WHOM IT MAY CONCERN

Subject: Testimonial for Dr. Pratul Sharma – Trainer for Balanced Scorecard Implementation Workshop

This is to formally acknowledge and appreciate the professional services rendered by **Dr. Pratul Sharma, Ph.D. (IIT Delhi)**, during a **one-week training program** on the topic **"Balanced Scorecard Implementation"** held in **March 2016** for the **Development Bank of Rwanda (BRD)**.


The training was organized and coordinated by **Eagle's Eye Solutions Ltd**, Mauritius, under my leadership as the Director. Dr. Sharma was engaged as the **lead trainer and Subject Matter Expert**, and he delivered the workshop with exceptional professionalism, subject knowledge, and practical insights. The training was attended by Senior Executives and managers from the Development Bank of Rwanda (BRD), and the feedback from participants was overwhelmingly positive.

His expertise in strategic performance management, coupled with his clear communication and interactive training approach, significantly contributed to the success of the program. Dr. Sharma demonstrated a deep understanding of both theoretical frameworks and real-world applications of the Balanced Scorecard methodology.

We take this opportunity to recommend Dr. Pratul Sharma for any similar training engagements in the field of business analysis, strategy implementation, or performance management. We are confident in his capabilities to deliver high-quality learning outcomes.

We wish him all the best in his future assignments and would be happy to work with him again.

Yours sincerely



Raveesh Nobeem
Managing Director



Eagle's Eye Solutions

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Formal Summary Report

PRINCE2® Training and Certification

Summary Report

Monday 14th November 2016

To

Friday 18th November 2016

Submitted by:

Dr Pratul Sharma, Ph.D. IIT Delhi, Chief Mentor Vedang Software

<p>PEOPLECERT</p> <p>PRINCE2® APPROVED TRAINER</p> <p>This is to confirm that</p> <p>Pratul Sharma</p> <p>is an Approved Trainer for the following programs</p> <p>PRINCE2® Foundation PRINCE2® Practitioner</p> <p>Valid From: 29/07/2015 Valid Until: 29/07/2018 People's Trainer: [Signature] Co-ordinating Trainer: [Signature]</p> <p>VEDANG SOFTWARE Sponsoring ATO PRINCE2® Group Manager</p> <p>Valid From: 29/07/2015 Valid Until: 29/07/2018 People's Trainer: [Signature] Co-ordinating Trainer: [Signature]</p> <p>www.peoplecert.org</p>	<p>PEOPLECERT</p> <p>ACCREDITED TRAINING ORGANIZATION</p> <p>This Training Organization</p> <p>VEDANG SOFTWARE 306 Vardhman Shrenik Plaza Floor 3, Mayur Vihar II, Delhi Mayur Vihar, 110091, Delhi, India</p> <p>Fulfills the requirements of PEOPLECERT's regulation and is accredited to offer the following programs</p> <p>PRINCE2® Foundation PRINCE2® Practitioner</p> <p>Valid From: 29/07/2015 Valid Until: 29/07/2018 People's Trainer: [Signature] Co-ordinating Trainer: [Signature]</p> <p>www.peoplecert.org</p>	<p>PEOPLECERT</p> <p>APPROVED EXAMINATION ORGANIZATION</p> <p>This Examination Organization</p> <p>VEDANG SOFTWARE 306 Vardhman Shrenik Plaza Floor 3, Mayur Vihar II, Delhi Mayur Vihar, 110091, Delhi, India</p> <p>Fulfills the requirements of PEOPLECERT's regulation and is accredited to offer the following programs</p> <p>PRINCE2® Foundation PRINCE2® Practitioner</p> <p>Valid From: 29/07/2015 Valid Until: 29/07/2018 People's Trainer: [Signature] Co-ordinating Trainer: [Signature]</p> <p>www.peoplecert.org</p>
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Vedang Software

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PRINCE2[®] Training and Certification

Formal Summary Report

Submitted in fulfillment of the requirement –

Consulting Firm's Reporting Obligations

Monday 14th November 2016 to Monday 18th November 2016

Submitted On: 18th November 2016

Thank You Note

I, Dr. Pratul Sharma would like to express my deep gratitude to the NCBS team for providing this opportunity to work with the team for the PRINCE2® training and certification assignment and be able to learn and understand the organization, its business processes and a bit of culture.

I would specially like to Thank *Mr. Richard Niwenshuti, Mr. Maurice Phabian Kanamugire, Mr. Cassian Mugume and Mr Ndori Patrick* and for lending a helping hand throughout the process and making this training happen in the shortest possible time.

The participating members *Mr. Peter Malinga, Ms. Shema Murangira, Ms. Judith Katarwa, Mr. Maurice Phabian Kanamugire, Mr. Richard Niwenshuti, Mr. Stephen Mugabi, Mr. Mark Mupenzi, Mr. Nicholas Muneza, Mr. Gerard Murasira, Mr. Pierre Kalinda, Mr. Jean Pierre Rutayisire, Mr. Gatete Aimable, Mr. Hilary Butera, Mr. Kazenga Sentibo Diogene and Mr. Cassian Mugume* constantly encouraged throughout the training and contributed a lot in making this training an enjoyable memory for all of us. I appreciate the hard work put in by them for preparing themselves for a global project management best practice i.e. PRINCE2® and **congratulate** them for successfully getting certified for Foundation Levels of PRINCE2® examination. The result for Practitioner are still awaited, however I am confident that the results will be favourable for most of them.

I am highly obliged to the *Executive Secretary, Ms. Antonio Mutoro*, for providing her valuable executive team to us for such a long period and I am assured of the senior management's commitment toward PRINCE2® best practices implementation across the NCBS and associated organizations.

I wish a very good luck to all the team and also wish to be in touch all the time and be a part of the journey ahead. Last but not the least, **RWANDA** is a beautiful country of great people, I wish to see the country progressing and growing.

With Lots of Best Wishes and Profound Regards

Dr Pratul Sharma (Email: ceo@vedangsoftware.com Phone: +91 98994 26283)

Chief Mentor Vedang Software (www.vedangsoftware.com)

Dr Pratul Sharma

From: PEOPLECERT [passport@peoplecert.org]
Sent: 17 November 2016 00:01
To: ceo@vedangsoftware.com; drpratuls@gmail.com
Subject: Your preliminary candidate results are ready!
Importance: High



Dear Pratul,

Please find below the preliminary exam results for candidates of Exam Session ID 282038.

Candidate Name	Candidate Number	Result Status
Mugume Cassian	9980070254192274	PASS
Aimable Galeta	9980019250655047	PASS
Murasira Gerard	9980032094754222	PASS
Bulera Hilary	9980027792140993	PASS
Rutayisire Jean Pierre	9980047044472654	PASS
Katabarwa Judith	9980085106138503	PASS
DIOGENE KAZENGA SENTIBO	9980097948789751	PASS
Mupenzi Mark	9980094965777433	PASS
Kanamugire Maurice Phabian	9980024543029831	PASS
Muneza Nicholas	9980017432565065	PASS
Malinga Peter	9980040171749448	PASS
Kalinda Pierre	9980055903857933	PASS
Niwenshuti Richard	9980076458420546	PASS
MURANGIRA SHEMA	9980085297331489	PASS
Mugabi Stephen	9980037778759753	PASS

For candidates whose preliminary exam result is still pending, please [contact our Customer Support team](#)

Kind regards,

PEOPLECERT

Day 4 PRINCE2® Practitioner Training and Mock Exam

Intended Deliverables:

1. PRINCE2® Practitioner Mock Exam Facilitation
2. Practitioner Mock Exam
3. Group Work for applying PRINCE2®

Day 4 started with showing the results of PRINCE2® Foundation exam to all the participants, this helped in bringing up the morale of the group.

A brief of PRINCE2® Practitioner examination scheme was done and the participants were grouped to try out the Mock exam. Each group found secluded place for themselves and started working on the mock exam provided to them in the course slides.

The result improved to significant extent as it is evident from the picture below...

Question # 2 and # 3					
10/24 13/24 14/24 14/24					
Correct Ans	Q. NO.	Peter & Team	Shema and Team	Judith & Team	Mark & Team
C D	2.A.1	C, D ✓	C, D ✓	C, D ✓	B, D ✗
DE	2.A.2	D, E ✓	D, E ✓	D, E ✓	D, E ✓
AC	2.A.3	A, C ✓	B, C ✗	C, E ✗	A, C ✓
CE	2.A.4	C, E ✓	B, E ✓	C, E ✓	C, E ✓
AB	2.A.5	A, D ✗	A, B ✓	A, B ✓	A, D ✗
BC	2.A.6	A, C ✗	B, C ✗	C, E ✗	B, C ✓
AE	2.A.7	A, E ✓	A, E ✓	A, E ✓	A, E ✓
D	2.B.1	D ✓	B ✗	D ✓	E ✗
E	2.B.2	E ✓	A ✗	D ✗	E ✓
A	2.B.3	A ✓	A ✓	A ✓	A ✓
A	2.B.4	A ✓	A ✓	A ✓	A ✓
B	2.B.5	D ✗	A ✗	D ✗	D ✗
C	3.A.1	C ✓	B ✗	C ✓	B ✗
B	3.A.2	A ✗	A ✗	A ✗	C ✗
A	3.A.3	B ✗	A ✓	B ✗	A ✓
B	3.B.1	B ✓	B ✓	B ✓	B ✓
A	3.B.2	E ✗	B ✗	E ✗	A ✓
E	3.B.3	C ✗	E ✓	E ✓	E ✓
C	3.B.4	B ✗	C ✓	C ✓	B, C ✓
AB	3.C.1	A, B ✓	A, B ✓	A, C ✗	A, C ✗
CD	3.C.2	C, D ✓	C, E ✗	C, D ✓	C, E ✗
DE	3.C.3	D, E ✓	B, D ✗	B, E ✗	A, C ✗
BE	3.C.4	B, E ✓	D, E ✗	B, E ✓	B, E ✓
AC	3.C.5	A, C ✓	A, B ✗	A, E ✗	A, B ✗

Post lunch the participants were given tips for preparing for the PRINCE2® Practitioner exam and everyone got set to preparing for the exam.

The above is just a few suggested most common list of mandatory trainings for customer oriented organizations. However **a structured training needs analysis will help** this refine further.

4. Generic Training Programs for Staff Effectiveness

Few of the below mentioned training programs have been of utmost importance from the perspective of inter department coordination and organizational team effectiveness:

- Basic Finance Training for non-Finance Staff
- Basic IT / Technology Training for non-IT Staff
- Common Behavioral Techniques for Engineering Staff
- Interviewing skills for Managers

Appendix A – Feedback received and compiled

Feedback from Participants (Compiled and Summarized)

Description	Average Rating*	PARTICIPANTS														
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1. Course Materials	4.51	5.00	4.33	4.33	4.00	5.00	5.00	4.00	5.00	5.00	4.33	4.00	3.67	4.33	4.67	5.00
2. The Instructor(s)	4.73	4.40	4.60	4.60	4.60	5.00	5.00	4.60	5.00	4.60	5.00	4.20	4.40	5.00	5.00	5.00
3. The Facility	4.40	3.50	4.50	5.00	5.00	5.00	4.50	4.00	4.50	5.00	4.00	3.50	4.50	4.00	4.00	5.00
4. General Comments	4.55	5.00	4.50	5.00	4.00	5.00	4.50	3.50	5.00	5.00	4.00	4.00	4.50	4.00	5.00	5.00

* On a scale of 5 where 5 is the best and 1 is the worst

A. Comments received from participants which made them like the course program:

- The course was very practical, the practicability of PRINCE2,
- Considers all forms of projects, addresses my work related concerns
- Enhanced my knowledge and skills, Relevance of the content to project management,
- Simplicity of PRINCE2, the templates provided in the course
- Can be immediately customized in my PMO work, Tailoring
- Prince2 Principles, The Process Model and Product Map, Clarity on project management
- Reality of the usual bad practice against the PRINCE2 good practice
- Easy to use with a changing environment, management by exception, 7 processes
- The materials were very useful, course materials are user friendly
- PRINCE2 is flexible and can be applied to any project, focuses on making a successful project
- It's a simplified approach towards project management

- *it covers all entities for project management i.e. stakeholders, roles etc*
- *Characteristics of a project, the integrated PRINCE2 elements*
- *Practical examples of a project, even what we thought its simple*
- *Its more practice than theory, materials well summarized*
- *Satisfactory knowledge gained in few days*
- ***Awesome facilitator***

B. Some suggestions for improvements with respect to the training have been noted as:

- *More time for mock exam practice*
- *Bigger tables for ease of using docs and manual*
- *The exam should be a mix of structured questions and multiple choice*
- *Send materials for reading earlier for us to familiarize ourselves*
- *Need more time for the training, Increase the training period*
- *Need more training material*
- *The software related to this training*

C. Some other courses in particular which participants have shown interest to attend:

All the participants have willfully said “YES” to the question asked in the feedback form if they would like to share the usefulness of this course program with your colleagues, superiors, and subordinates in bringing improvements in day-to-day work.

All the participants have also willfully said “YES” to the question asked in the feedback form if they would like to recommend them to participate in the future instances of this training program.

9 out of 15 participants have shown a keen interest in attending the PMP i.e. Project Management Professional training and attempt the exam there after.

Few participants have written down their willingness for further session on the ability to apply PRINCE2® in their work by hand holding them and helping them with the PRINCE2® management products and templates directly related to their projects. Few participants have also mentioned their interest in Project Evaluation and Audit Control training and one participant has shown interest in specific training on ‘Training and Knowledge Management’, ‘Delivery Management’ and ‘Process Unification’

My company, Vedang Software and its partners (i.e. Eagle’s Eye Solutions Ltd, Mauritius), look forward to further associating with NCBS and other wider organizations for delivering more such value adding programs.

Thank You and Good Luck & With Profound Regards

Dr. Pratul Sharma, Chief Mentor Vedang Software (www.vedangsoftware.com)

Email: ceo@vedangsoftware.com, drpratuls@gmail.com, Phone: +91 98994 26283

April 2020

To Whom So Ever It May Concern

Subject: Appreciation Letter: Ms. Pallavi Sharma

For: Agile Business Analysis & Product Ownership Training Workshop

I, Dr. Pratul Sharma, Chief Mentor Vedang Software, do hereby formally acknowledge and express my heartiest gratitude toward the efforts put by Ms. Pallavi Sharma with respect to the Agile Business Analyst & Product Ownership Training Workshop delivered by her in the month of April 2020.

We have received an excellent feedback from the participants on the workshop delivery and Ms. Pallavi's style of facilitating the workshop, handling questions from the participants and overall contribution to the skill enhancement and knowledge transfer.

I would like to formally thank her and document through this letter, her contribution and value add toward our organization's capabilities.

Sincerely,



Dr. PRATUL SHARMA
Chief Mentor Vedang Software
306, Vardhman Shrenik Plaza,
Mayur Vihar, Phase-2, Delhi-110091
Email-ceo@vedangsoftware.com
Phone - 91-9989428293

Dr Pratul Sharma

Chief Mentor Vedang Software