

14 Years' experience in Project Management/SM/PMO

Rita Rani Mahanto

Mobile: +91 7008078763, 9937188222; Email Id – r_mahanto@rediffmail.com

Career Summary

- 14 years of IT experience in multiple roles **with Agile & Waterfall Projects** as **PM / SM/ PMO/Change Mgr** which includes hands on exposure to various functions in Project & Program mgmt., Scrum Master, Agile Coach, Vendor Management, Service Delivery, Forecasting, Capacity Planning, Resource Management, Engagement Management, , BCP, Business Operations & Administration.
- Worked with **Accenture Solution** as a PPSM Senior Analyst managing the RES capabilities accounts with multiple portfolios/clients mapped. At **HPE** as PMO Lead managing activities for the two of the largest projects of DMS in India (LIC & UIDAI) & with **ICICI bank** managed, various key roles in Retail/Branch banking/Wealth Management & Sales support to SME Clients.
- Inclusive, servant leader who exhibits a greater openness to ideas and innovations with a passion for learning, a focus on developing people, and a strong ability to define & communicate a desired vision. Knowledge of Project Life Cycle, with skills in project planning, workflow, execution, control and resource balancing as well as having ability to support multiple simultaneous short-term projects.
- Experience and Expertise in handling multiple partners, large employee base & setting up several operational processes & policies for smooth operational flow. Efficient in working independently & in a team on multiple tasks, dealing with sensitive and confidential information, interacting with senior management, Cross function leaders, employees across the organization, Grievance handling & timely query resolution.

Organizational Experience

Present Organization – CompuCom Systems Inc [Jan 2020 – till date]

Scrum Master: Team size handled-9

- Requirement Gathering, Business use case creation and documentation, Risk Mitigation and handling Customer Escalations
- Responsible for creating Requirement specification document, gap analysis, understand pain points and propose solutions to meet the business requirements
- Agile Transformation, Performance Improvements, and Process Optimization
- Removing impediments/ guiding the team to remove impediments towards achieving the team/program goal.
- Facilitating & getting the work done without coercion, assigning, or dictating the work, along with discussion, decision making, and conflict resolution
- Providing all support to the team using a servant leadership style whenever possible, and leading by example
- Facilitating meetings with key business users from various departments to interrogate and interpret their reporting needs, preparing all functional documents and providing them the best developed solutions
- Coordinating Daily Scrum, Sprint Planning, and all other Scrum events (Product Backlog Refinement, Sprint Retrospectives, Squad Health Checks, etc.).
- Working with the Development Team and Product Owner to maintain the Product Backlog and prioritize the sprint backlog also facilitate decision-making, issue resolution and consensus among the team members and dependent team
- Coach teams daily on Scrum principles and monitor Sprint Burndown Charts and maintain other productivity metrics
- Act as liaison between stakeholders and teams to negotiate Sprint scope and facilitate Sprint Reviews, using outcome to work with product management in updating the Product Backlog

Accenture Solution Private Limited, Mumbai [June 2017- Dec 19] as Senior Analyst

Scrum Master: Team size handled-6

- Act as Scrum Master for scrum teams with a focus on guiding the teams towards improving the way they work
- Coordinate Daily Scrum, Sprint Planning, and all other Scrum events (Product Backlog Refinement, Sprint Retrospectives, Squad Health Checks, etc.).
- Work with the Development Team and Product Owner to maintain the Product Backlog and prioritize the sprint backlog also facilitate decision-making, issue resolution and consensus among the team members and dependent team
- Coach teams daily on Scrum principles and monitor Sprint Burndown Charts and maintain other productivity metrics

- Act as liaison between stakeholders and teams to negotiate Sprint scope and facilitate Sprint Reviews, using outcome to work with product management in updating the Product Back log.
- Facilitate Sprint Retrospectives and expedite plans for improvement and use Scrum, Kanban and XP practices where applicable.
- Experience in leading cross-functional projects with multiple stakeholders and exhibits personal accountability for successful completion of projects and tasks assigned.

Change Manager: Team size handled-8

- **Develops periodic reports** on incident created & resolved. **Change Reporting/ Process alignment** with ServiceNow.
- **CAB** process set up and Process Improvement. Chair Global CAB call & post Implementation review on Failed Changes.
- Identification of improvement measures and execution of improvement activities approved by Client (Governance Board) with regards to Client's requirements.
- **Change Auditing**, Responsible to perform a compliance check for all the incidents before presenting them to the client, get them approved, provide the signoffs in SAP CHARM, and co-ordinate for the production movement.
- Review changes to ensure Implementation, Test and Back out plans with appropriate levels are provided with every change.
- **Review change** for the upcoming week, **updating status** on preliminary **change scheduled**, pending approval, providing implementer name and description. Ensure that all changes submitted for review have required approvals. Closure of CR post implementation.
- Change Audits to ensure quality standards are met and mitigation of risk associated with high risk changes
- Controlling **Unauthorized and Expedited change**. Monitoring Change dispute and escalation handling.
- Ensuring that documentation and standardized processes, methods, and toolkits are developed and used for efficient execution of the **Service Operations** aspects of the defined process. Develop, maintain and distribute change control checklists which save users time and effort by defining requirements for changes, with lead times and contact points for each activity.
- Preparing the different reports such as Monthly metrics, DSR, CAB & other management related reports.
- Managing critical incidents by analyzing the impact and initiating a bridge line for engaging Technical resources and thriving to get a satisfactory workaround and a solution within the set SLA's.
- Ensure the closure of all resolved and end-user confirmed Incident records Act as a SME & provide guidance to the Incident Coordinators. Liaison between IT and external support provider.

PMO: Team size handled-5

- Channelizing the **Resource Management** activity forecasting, onboard & off board of resources.
- Managing the capacity plan with the respective AD and Tech teams as per the service level requirement for Bangalore, Gurgaon, Hyderabad, Mumbai, Pune DU.
- Manage **Offshore PMO delivery team** by supporting programs managed globally, wherein prepare, analyse and report enterprise wide reports/dashboards to senior management – MD's, VP's (Planned Vs Actual for Project Cost, Schedule, Budget, Revenue and Milestone Progress), so to ensure a consistent service is offered and the Offshore PMO model is a proven success. Executes the project plan, project schedule & resource plan and project budget.
- Support Business Management procedures to ensure accuracy in financial reporting and ensure tracking and monitoring of Actuals to Budget, be it internal staff or vendor costs that includes products and services from the third-party vendors.
- Managing the "Asset procurement" for PAN India for the Delivery Unit .Estimation & planning of storage, computer hardware, software and connection infrastructure in terms of resource, shift & utilization for "DU".
- Managing **Client Data privacy** (CDP), Risk assessment, Contract, and Mobilization for the entire project across RES accounts. Also mobilized new accounts in setting up the PMO functions. Process Training for new joiners and updates resulting from process improvement initiatives.
- Managed the PMO division within the Auditors (Risk & Audit), wherein highlighting Programme Managers issues relating to their delivery areas and/or projects on progress/slippage, quality, CDART/DMS compliant, finance, resourcing management and maintenance of SharePoint sites for the programme/project repositories.
- Participates in and manages business continuity planning (BCP) for the DU.
- Responsible for reporting and metrics to measure the state and effectiveness of the BCP program
- Coordinates **BCP** disaster recovery (DR) testing and test issues follow-up, as lifecycle activities.

Hewlett Packard Enterprise, [Jan 2012 – May 2017] as a PMO & ZPM ECZ (Jan 2014-May 17).

Key Responsibilities –

- Handling **MIS** for entire LIC-EDMS / UIDAI vertical (8 zones- India's largest DMS project) & ensuring all aspects of the Project to achieve Project objectives
- Coordinate with other internal departments and organizational entities to identify and monitor issues, impacts and dependencies.
- **Managed** team size of **70 team member's**
- Keeping track for the **logistics supply** to ensure that average productivity is maintained PAN India as per their business layout & agreed production.

- Responsible for defining, reviewing and tracking i.e. Quality, **On-Time Delivery (within TAT)**.
- Coordinating with Service Delivery Manager & the teams to get the required assets & support to be delivered to appropriate location Onsite /Offshore & coordinating with various **Partners/Vendors** to deliver services within TAT.
- Understand the client's requirements and coordinate with the appropriate Partners to ensure that requirements are fulfilled.

Hewlett Packard Enterprise, [June 2008 – Dec 2011] as a Project Coordinator

(Previous Role) Key Responsibilities –

- Serving as a liaison between the client and the partners of the company in the resolution of day-to-day administrative and operational issues
- Ensure quality standards and maintain productivity without process deviation, also scanned images should reach division & branch offices within TAT.
- Performing various administrative and operational activities so as support Project manager in completion of project on time and without any undue delays.

ICICI Bank, [Jan 2007 – June 2008] as a Business Development Executive

Key Responsibilities –

- Responsible for acquiring New Business and Client renewals of all third-party products.
- Cross selling various financial products with customers & responsible for branch target following and achieving.

Sterling Holiday Resort, Bhubaneswar [June 2006 – Dec 2006] as a Business Development Executive

Key Responsibilities –

- Responsible for promoting sales & marketing of the Time-share products & sales support.
- Allotments of the units to the time-share Members & Collection of AAC charges from the members.

Qualifications

Degree	Institute/University	Year of Passing	Specialization
MBA	Biju Pattnaik University of Technology	2006	Marketing
BA	North Orissa University	2004	Economics, Anthropology
AISSCE	Kendriya Vidyalaya, CBSE	2001	ARTS
AISSSE	Kendriya Vidyalaya, CBSE	1999	All (General)

Certifications

Certificates	Certificate No	Year	Organising Body
Certified ScrumMaster	000813606	2018	SCRUM ALLIANCE
ITIL Foundation Certificate in IT service Management	GR750209871RM	2015	AXELOS
Prince2 Foundation Certificate in Project Management	GR633032359RM	2015	AXELOS
Prince2 Practitioner Certificate in Project Management	GR634017923RM	2015	AXELOS

Technical Skills

SNOW, JIRA, Confluence HP QC/ALM, Abacus, Ariba, SharePoint, ACP, MS Project, Basic SQL MS Excel, PowerPoint, Word.

Personal Details

Name: Rita Mahanto
Date of Birth: 8th July 84
Current Address: Moshi, Pune
Passport details M4830750 (Expiry Date – 14th January 2025)
Nationality: Indian

Declaration:

I hereby declare that the details furnished above are true to the best of my knowledge.

Rita Mahanto