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| Harini.mca1986@gmail.com | +91 - 9891764881 | Flat No 87, Pocket 5, Sector 2, Rohini, New Delhi - 110085 |
| **Technical Skills:****Project Development Tool**: JIRA**Methodology**: Agile**CRM Tool**: Salesforce, InproWiki, Citrix, Quickbase, Salesforce Lightning,Trello, Bugzilla**Testing**: Regression, User Based, Client DB, QA**RDBMS**: SQL Server 2008 R2, SQL Server 2012, SQL Server 2017**SQL:** Procedures, Data Control Queries, Data Manipulate Queries**Business Software Application**: MS Office 2017, Excel, Visio, Outlook, MS Teams, Yammer**Product Expertise**: Inprotech, Ipendo, Quicken, Quicktax, Vision Good Understanding and experience in **Error life cycle, SDLC,ITIL/ITSM****Operating System:** Windows, MAC**Domain Expertise**: Intellectual Property Rights, Finance and Investment, ITIL/ITSM**ITIL/ITSM Tool**: Vision**Professional Skills:**Solid Organizational skills including attention to detail, have an independent and analytical approach to work, takes initiative and provides creative & innovative solutions. Ability to establish priorities and multi-task efficiently within a high-pressure environment while meeting strict deadlines. Team player with strong interpersonal and people management skills to interact effectively and professionally with customers and internal teams. Willingness to contribute to a positive, cooperative work environment.Strong Leadership, professional attitude, highly self-motivated and driven and leading by example. | PROFILE SUMMARY**Project/Release Manager** with thorough understanding of program management techniques and methods, especially Agile software delivery methodologies (SCRUM, KANBAN, etc.) and experience in other software development models and life cycle (SDLC, JIRA). **Customer Service Expert** who can plan, implement, and track specific short-term deliverables.**People Manager** who can manage team and the performance of the team effectively.Proficient in IPR, IPMS, ITIL/ITSM.  |

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| **Total Work Experience (10 YEARS.)****Release Manager| Globtier Infotech | May 2020 – Present)****Client**:- MorTH (Ministry of Road Transport and Highways (India))**Project**:- eDisha (Digitally Integrated System for Highway Assets)**Domain**: Infra and Application support (ITIL/ITSM)**Partners: DXC Technologies Pvt. Ltd** **Roles & Responsibilities as an Incident, Release & Change Manager:*** Lead and implement change initiatives related to business processes and technologies.
* Drive adoption and proficiency of changes within the organization in compliance with client’s Change Management methodologies.
* Develop project strategies and plans, including stakeholder assessment, communications, leadership alignment, organization transition, change readiness, capability transfer, and end-user training.
* Oversee team execution in accordance with project plans, tools, and methods, and support resource planning and acquisition.
* Develop short and long-term goals, KPIs, and objectives, and develop and execute against annual operational plan.
* Lead/facilitate meetings with client to ensure an understanding of the current company culture, and jointly develop a change adoption plan.
* Provide direct support and coaching to front-line managers and supervisors as they help their direct reports through transitions.
* Facilitate change management activities with cross-functional team members and stakeholders to understand and ensure adoption of the Business Transformation.
* Perform with project managers, development teams and system administrators for development, evaluation, test and launch phases of software development life cycle.
* Collect and provide ongoing project feedback to change management organization.
* Recommend process improvements alternative to roll out tools and processes.
* Lead impact evaluation on basis of project date changes and convey results.
* Manage [risks](https://nam01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.plutora.com%2Fblog%2Fwhats-release-management-risk-factor-5-questions&data=01%7C01%7Csunil.bisht%40concentrix.com%7C11fd67b6cfce427ea1df08d7b5fd310a%7C599e51d62f8c43478e591f795a51a98c%7C0&sdata=%2Fp5TPztshLNmMzHmf1BJZFIRDP82gDCnO7frLVoKe18%3D&reserved=0) and resolves issues that affect release scope, schedule and quality
* Measure and monitor progress to ensure application releases are delivered on time and within budget, and that they meet or exceed expectations
* Coordinate release content and effort based on the service request backlog, pending service requests, third party applications, or operating system updates
* Communicate all key project plans, commitments, and changes including requirements, QA plans, schedule, and scope changes
* Manage relationships and coordinate work between different teams at different locations
* Conduct Release Readiness reviews, Milestone Reviews, and Business Go/No-Go reviews
* Communicate release details and schedules to the Business as required
* Maintains the release schedule for all core services and ensure alignment across key partners and vendors.
* Continually work towards making improvements in the release process
* Lead and co-ordinate the Go-Live activities including the execution of the deployment Plans and checklists.
* Participate in [CAB](https://nam01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fen.wikipedia.org%2Fwiki%2FChange-advisory_board&data=01%7C01%7Csunil.bisht%40concentrix.com%7C11fd67b6cfce427ea1df08d7b5fd310a%7C599e51d62f8c43478e591f795a51a98c%7C0&sdata=M1yA8DtodvjMxM2ImQUw%2BhwyDCzp6UCi0rR24g1zgG8%3D&reserved=0) meetings to discuss release scope and/or roadblocks
* Maintains a release repository and manages key information such as build and release procedures, dependencies, and notification lists

 **Project Release Manager| CPA Global | May 2013 – May 2020)****Product**:- Inprotech, Ipendo**Product Level Responsibilities:** * Coordinate internal resources, onshore teams, product developers and technical support teams for the flawless execution of projects and effective release management.
* Responsible for validating and highlighting any risks associated with promoting the change in Application landscape ( **DEV-TEST-UAT-PRD**)
* Ensure all projects are delivered on time , within the scope and within budget i.e timely release management.
* Ensure resource availability and work allocation.
* Manage changes in the release management cycle effectively.
* Report and escalate product related issues to development team for enhancement in **JIRA**.
* Performing **UAT** and **Client DB testing** for major clients and complex projects.
* Ensure enhancement requests for **SDLC** are responded to in a quality and timely manner.
* Training new hires on Product Management processes.
* Keeping internal and external processes up to date on company **Wiki**.
* Activity and progress monitoring with metrics reporting of Product Management team in **Salesforce/Lightning.**
* Ensure documentation and release notes are completed as releases are shipped.
* Conduct weekly **SCRUM** meetings with the product developer and support teams.
* **Accountability** for taking and executing necessary steps throughout the release iteration.
* Responsible to perform **QA** of all accomplished tasks.
* Create and maintain **SQL functions, procedures** and **queries** in order to automate configurations.
* In case of any conflicts, bring together necessary stakeholders for resolution of conflict in terms of environment, other resources to resolve conflicts via **WebEx/Webinar**.

**Responsibility as a People Manager:*** Monitor the performance of team members and giving them regular end to end feedbacks.
* Focus on PIP for non performers.
* Rating and Scoring team members on their product release work.
* Conducting regular team meetings to understand the challenges and other issues (if any).

**Projects Done:*** Backlog reduction by resolving complex client support cases
* Enhancing productivity by creating data manipulation and control queries to manage day to day tasks in SQL.
* Streamlining the documentation for the process

**Achievements:*** Provided product visibility from India Office for the independent release management.
* Developed new configurations and set a benchmark for new joiners and other peers.
* Quarterly achiever award for Aug 2013 – December 2013, August 2018 - December 2018 and December 2019.
* Direct recognition from clients for effective and efficient quality of work.

**Other Initiatives/Certifications:*** Completed 3 months certificate course in MS Office from DOEACC in the year 2000
* Have attended OD training for Executive Presence in the year 2011 in IBM Global Process Services Limited
* Corporate level activities management – Employee Engagement Team
* Soft Skill Training Enhancement with L&D team
* Have conducted sessions for college students which includes topics like importance of technology and knowledge management, MSWord and PowerPoint Workshop for Microsoft Certification Program

**Senior Practitioner | IBM Global Process Services Limited |January 2010 – December 2012****Responsibilities:*** Team management
* Product Release and Content Management
* Documentation and Training
* Quality Assurance
* CRM
* Beta Testing/Version Testing
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|  | MCA from MDU in 2009 with 79.3%B.Sc from DU in 2006 with 69%12th from CBSE in 2003 with 66%10th from CBSE in 2001 with 68% | User | Language: English, Hindi, TamilGender: FemaleDOB: 11th July 1986Marital Status: MarriedNationality: IndianHobbies: Singing and travelling |

 I hereby declare that all the information furnished above is true and correct to best of knowledge and belief.