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| **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 | | | |
|  | 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, Tamil  Gender: Female DOB: 11th July 1986 Marital Status: Married  Nationality: Indian  Hobbies: Singing and travelling |

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