

Prametha A S

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Summary

More than 18 years of experience in BPO/ITes industry across quality and project management spheres. Pretty adept at Project Management and have successfully executed and delivered services to offshore clients across geographies.

Very good communication skills, pretty adept at client engagement, management and liaison building. Good expertise in project management and people management.

Core skillsets include Networking, Customer engagement and Cross functional co-ordination.

Presently on a sabbatical and pursuing a certified CRM course in IIMBX (MOOC Course). Also learning Spanish on Udemy and will soon be pursuing an Agile course.

Area Of Interest: Customer/Client facing roles that are non-technical, people management, client engagement and would like to eventually foray into sales.

Responsibilities included

Engagement Management

- Accountable for scope, budgets, people, schedule, quality, and change management.
- Successfully led project delivery including service, and resource management to meet and improve account performance objectives and customers' expectations.
- Built liaisons with successful project delivery and good client interactions which ensured more opportunity and services.
- Identified resources appropriately for projects to meet client project delivery expectations and SLAs. Also effectively managed customer relationships to generate leads.
- Spearheaded projects from discovery and ensured accuracy in the development and excellence in support Project Management.
- Primarily accountable for project planning and status with delivery in sight; maintained specified SLAs with tight deadlines and was highly responsive to changing needs.
- Smoothly handled people management on a daily basis and ensured high employee morale and minimized attrition.

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- Successfully ensured operations and quality excellence in terms of delivery and operational margins.
- Adeptly handled successful projects for geographically distributed clients.
- Expertly handled audit analysis, quality analysis, SWOT analysis, and risk analysis as required.

Areas of Expertise

Project Management: Handed multiple projects in a portfolio with proven problem solving and cross functional collaboration skills. Successfully managed and handled projects from requirement gathering to production and post production support.

Expertise in managing all aspects of a project to ensure on-time delivery while maintaining and improving SLAs set.

Proven success in handling projects dispersed across locations and successfully handled multiple projects at the same time, proving the ability to excel at people/resource management.

Have real-time working experience in troubleshooting conflicts within projects, resources and requirements. Proven experience in leading requirement gathering, analysis and execution in projects.

Leadership and Interpersonal Skills: Excellent oral and written communication skills with the ability to comprehend, persuade and negotiate.

Successfully managed projects in different capacities and led projects to their successful completion.

Ability to effectively and accurately lead, facilitate and manage client communication and interactions across accounts together with motivating and leading the project teams.

Effectively maintained team morale and keeping attrition levels at minimal whilst successfully delivering services to customer satisfaction and meeting their SLAs.

Core Competencies

- Project Management
- Project planning and execution
- Project resourcing and costing
- Client Communication
- Customer engagement

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- Networking
 - Cross functional co-ordination
 - Conflict resolution
 - Employee development - Goal Setting

Experience Details

Digital Nirvana Information Systems India Ltd (Coimbatore) : 2011 – February 2020

Role: Process Manager/Project Manager

- Handled the project and managing the day-to-day operations. Provided leadership, training, and direction of personnel and ensured tasks are completed.
- Successfully met the company's quality standards, client job specifications and deadline dates by effectively supervising the assigned personnel, equipment operation, and the workflow.
- Communicated clearly the job expectations/consequences to teams led by training, cross-training, coaching, counseling, directing, and evaluating the work of subordinates and increased their work output and work quality.
- Have successfully executed multiple projects from discovery to production and support phases.
- Deftly handled client interactions, project management and its requirements in the projects and ensured that timely delivery occurred and sustained the project.
- Managed the scope and requirement of service delivery.
- Smoothly handled day-to-day client interactions creating excellent rapport and good co-ordination activities between client and project delivery teams.
- Worked on requirement analysis, development and delivery of a project thereby leading to validate, approve, train, create and support teams and the deliverables.
- Instrumental in maintaining customer relationships which led to big project wins across the account.

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KG Information Systems Limited (KGiSL), Coimbatore: 2000 - 2011

Role: Quality Auditor/Process Manager

- Primary responsibility included preventive & corrective analysis work on quality by initiating constant checks on outgoing quality of work.
- Designed and implemented Training Programs & Continuous Learning Programs and ensured standard of high quality was maintained
- Facilitated and aided in achieving the organization's business plan and targets. Developed and implemented policies and procedures pertaining to quality in processes and services.
- Assessed, monitored, and supervised the performance of the TLs/Teams/Individuals with respect to quality and assisted & mentored them in improving performance.
- Analyzed requirements, created functional requirements, managed teams and interacted with clients and ensured on time delivery of services.
- Effectively streamlined project tasks, skillfully handled escalations, resourcing and post audit of services rendered.

Education: BSc. (Life Sciences), MA (English Literature) – University of Mysore

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