

DIVVYE GULATI

Seattle, WA | 206-475-8824 | d01gulati@gmail.com | divvye-gulati-087314184/

PROFESSIONAL SUMMARY

Results-oriented and dynamic professional with 9+ years of experience in project management, team leadership, analyst, operations, and management. Knowledgeable in applications of scrum, waterfall, and agile methodologies, and skilled in developing processes that facilitate continual progress and team achievement. Able to apply a forward-thinking approach to operational planning, structuring strategic plans to drive profitability, customer success, and overall staff performance. An experienced leader with the ability to train and direct multi-disciplinary teams while routinely engaging with executives, stakeholders, and clients on project progress and continuous improvement goals. Dedicated to applying principles of agile management to projects and tasks. Eager to apply skillset to a new and challenging leadership position.

TECHNICAL SKILLS

Project Management | Business Analysis | Scrum Master/Agile Methodologies | Product Owner | Microsoft Project
Microsoft Office Suite | Salesforce | Confluence | Collab Net | JIRA | Python | Microsoft Visio | Agile/Scrum | SQL |
Oracle

CERTIFICATIONS

Certified Scrum Master, Credential ID: 1387921
Accredited Project Manager Certification: 58206519182771

PROFESSIONAL EXPERIENCE

Wipro Ltd, Little Rock, AK

Operations Team Leader

Feb. 2021 – Present

Managed projects for mortgage, loan processing, loss mitigation and underwriting. Trained, hired, and supervised team of 45+, monitoring operational performance while covering emerging issues management, system audits, and process improvement programs. Managed staff schedules according to customer demand and SLAs, KPI's while implementing guidelines to support recruitment, evaluations, and employee progression.

- Coordinate activities of the department with the manager to include workflow monitoring, process improvement, training, reporting and special projects.
- Supervised and lead a group of 45 associates to meet all SLA's relative to all functions in the Mortgage Origination area (Supervision of workflows and work queues).
- Provided recommendations for strategies and process improvements to add value to teams and clients.

BTC Power Inc. | Irvine, CA

Project Manager

Feb. 2020 – Jan. 2021

Oversaw management of 30+ ongoing projects to manufacture electric charging devices, spearheading deliverables including schedule and budget development, task delegation, objective compliance, and business review meetings. Directed team of 50 multi-disciplined staff across software engineers, technicians, and electrical engineers while collaborated with senior personnel such as VP of sales, CTO, and CEO to drive business improvement processes.

- Successfully delivered 100% of project deliverables on time and within budget despite competing demands.
- Increased company revenue by 65% due to successful contract and vendor negotiations across multiple projects.
- Effectively reduced project risks by 50% across 30+ projects through conducting regular risk assessments and implementing viable solutions to mitigate unwarranted change.
- Partnered with key decision-makers and multiple departments to identify and implemented cost-effective technology solutions across both projects and company operations.

Advantage Solutions | Irvine, CA**IS&T Specialist****Jan. 2019 – Oct. 2019**

Served as technical support for clients experiencing difficulties with their software and networks, responding to requests through ticketing system. Additionally installed, upgraded, and configured client accounts, client accounts, network printing, O365, file servers, and directory structures.

- Set up and installed 100+ new user systems in addition to maintaining and upgrading 250+ existing systems.
- Provided in-house technical support to users in multiple departments, helping them navigate and troubleshoot SaaS systems.
- Implemented Active Directory & Zendesk ticketing views to monitor and analyze cost for software and system purchases.

Vision Media Group | Mumbai, MH**Project Manager/Scrum Master****Jul. 2016 – Sep. 2018**

Directed IT department strategic business and project planning, being responsible for determining business requirements while negotiating and planning for departmental recourses with a budget of \$40M. Planned and monitored requirements and SOPs for 20+ projects monthly, while leading team of 15+ project associates to ensure compliance with project deadlines and deliverables.

- Designed and implemented improved training process and documentation for 100+ technical staff to ensure adherence to project requirements and support company integrity. Managed roll out of Agile delivery practices across 12 software development teams India and USA.
- Coordinated 8 developers across front-end, back-end and 3D mobile development in an agile environment
- Lead agile frontend development of a team based on 3 countries
- Maintained market knowledge through routine research and analysis of technology updates, conducting cost-benefit analysis to provide recommendations on project operations to effectively save company \$50K in costs.
- Conducted & managed weekly, and bi-weekly agile sprints with teams' sizes over 10.
- Used Scrum Agile Methodology in my work (Daily Scrum Meeting, Planning Poker, Sprint Backlog, 1on1 meeting)

Concentrix Daksh Solutions | Mumbai, MH**Operations Analyst****Jan. 2015 – Jun. 2016**

Oversaw both inbound and outbound call center operations, multiple departments while monitoring performance reports to identify areas for improvement across profitability and quality standards in addition to volume forecasting to better prepare call center employees. Managed staff schedules according to customer demand and SLAs while implementing guidelines to support recruitment, evaluations, and employee progression.

- Reduced client issues by 20% through ensured timely management of inbound calls and high levels of customer service.

Sutherland Global Services | Mumbai, MH**Contact Center Executive****Oct. 2011 – Jan. 2015**

Managed BPO call center operations for this US mortgage company, beginning role as lead generation specialist before moving into loan processing. Trained, hired, and supervised team of 35+

- Received recognition as most productive lone processor in company, managing 20+ files per month while generating a 10% increase in referrals as a direct result of dedication and customer service.
- Developed training programs with a focus on customer retention, effectively increasing return clients from 15% to 35%.

EDUCATION**Master of Business Administration, Statistics & Data Analysis** | Westcliff University | Irvine, CA**2020****Master of Business Administration, IT & Project Management** | Mumbai University | India**2017****Bachelor of Science, Computer Applications** | Mumbai University | India**2014**