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**KRATIKA JAGWANI** **PROJECT MANAGER** 8879855208 / kratika.jagwani@gmail.comExperienced, passionate, and result-oriented professional to drive the development and evolution of varied products and services for across multiple geographies and customers within the portfolio. Help team achieve their highest goal by clearing obstacles, establishing an environment where the team can be effective and coaching leadership to embrace the agile culture  |
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| * Lean Thinking
* Rapid Decision Making
* Leading and Facilitating Change
* Conflict Resolution
 | * Agile Project Management
* Intrinsic Motivation & Emotional Intelligence
* Complex Problem Solving
* Servant leader
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| **SKILLS** |
| MS Azure, MS Power Apps, MS Azure DevOps (VSTS), Google Cloud Platform, SharePoint, ServiceNow, HP ALM, JIRA |
| **CERTIFICATIONS*** CSM – Scrum Alliance
* Microsoft – Azure 900 Fundamentals
* Google – Associate Cloud Engineer
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| COMPANY INTERNAL* Service Now Fundamentals (Accenture)
* Lean Six Sigma Green Belt (TCS)
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| **PROFESSIONAL EXPERIENCE****Accenture: Applied Intelligence, Mumbai May 2018 - Present****Project Manager and Coach*** Drive strategic and tactical decisions for customers and resolve any/all impediments to ensure successful delivery of projects.
* Lead multiple projects based on Cloud Platform and Data Lake by collaborating closely with Product Management and scrum teams regarding product definition, project timeline, feature scope, commitments, and project-related decisions.
* Lead projects and coordinate inter-dependencies across functional teams from delivery to plan.
* Build key agile metrics and dashboard for Delivery leads across all business functions and projects to get insightful reports, measures, and early identification of risks/issue. Run status and reporting for the product owners.
* Coach Delivery Leads, Business Leads, multiple scrum teams and stakeholders on Agile Mindset, tooling, technology, and process.
* Dedicated Practitioner in cross-location Lean-Agile change management team driving the transformation of our AI teams to a lean-agile way of working.
* Support the improvement in teams’ agile maturity and help them build Agile and DevOps capabilities.
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| **TCS: HRMS, Mumbai**  **July 2016 – May 2018 Scrum Master and Project Lead*** Develop and follow agile project management through Scrum Ceremonies.
* Encourage continuous integration and continuous deployment (CICD), Automated Testing, Pair Programming, Refactoring ,etc.
* Experience using ALM, VSTS and JIRA to manage scrum activities. Hands-on on Kanban and Scrum.
* Protect scrum team from outside distractions, impediments and maintain focus on product backlog and project timeline.
* Coach Delivery Leads, Business Leads, multiple scrum teams and stakeholders to reinforce Agile Mindset.
* Assist Product Owner in grooming the backlog and implementing feedback as actionable improvements for the team.
* Making sure that team’s concerns are addressed to produce high performing results.
* Regularly improvise the processes and practices employed to maximize the value being delivered.

**TCS: Center of Excellence, Mumbai June 2015 – June 2016****Project Lead** * Directed project activities involving scoping, estimation, costing, budgeting, scheduling, process implementation, tracking, change management, delivery management, post implementation and pre-sales support; implemented project plans within pre-set budgets and deadlines.
* Executed, Monitored and Controlled Client processes. Responsible for building, managing, and training of a project team to ensure effectiveness of team output.
* Prepared proposals delivered business presentations to clients and supervised resource planning, effort estimation & risk management.
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| **TCS: Tech Training CoE, UK & Europe June 2014 – May 2015****Technical Instructor*** Trained clients on multiple platforms through Instructor Led Advanced Techniques.
* Amended and revised instructional materials for instructor led group, and one on one training, to adapt to the client’s evolving needs and objectives.
* Enhanced learning and information discovery by creating sample data and designing dashboards, scorecards, and reports for use in class exercises.
* Slashed costs while adding value to training materials by improving training program sections appropriately.
* Achieved a consistent 9 or higher out of 10 on class evaluations by trainees.
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| **TCS: CoE, Mumbai**  **March 2012 – May 2014 Senior Business Analyst** Responsible for scoping the business requirements and developing technical solutions. Involved in developing the implementation approach and managing the impact on all business areas.  Responsible for all aspects of the project from business analysis to plan management, stakeholder engagement and risk management.* Managed the analysis and implementation of multiple IT projects.
* Strategic analysis undertaken and delivered to inform, manage, and drive stakeholder expectations.
* Knowledge of Expertise in System design and development required for business process.
* Able to test business applications from a business perspective to ensure that all client requirements are incorporated into the design.
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| **EDUCATION** |
| B.E. Information Technology | 76.16 |
| HSC | 79.40 |
| SSC | 80.00 |