

KUMARI WARSHA GOEL

Mobile: 9741301197

E-Mail: warsha.agarwal@gmail.com



PMP and CSM certified with 15+ IT Industry experience and 6+yrs of exp in Project/Delivery Management, Process Management, Business Analysis, Scrum Master, Coach team on Agile Manifesto and basic Coding skills.

Skills:

- Defining **Project Framework, Project Plan, Contract documents, Wireframes, Templates, BRD, FRD, Statistics, FIT GAP Analysis** related to project deliverables.
- Preparing **Reports and KPI metrics** related to project and project delivery as well as for higher management.
- Aligning project with respect to **Schedule, Scope, Cost** and quality and continuous monitoring to keep it in track.
- **Create WBS** and managing Azure Devops with respect to capacity, estimation and project status.
- Perform all **Scrum ceremonies** like status meetings, daily stand-ups, and other team and client meetings, **Audit**, M&C etc.
- **RCA and CAPA** to ensure maximum customer satisfaction and project closure without hiccup.
- Track and measure the project's performance with appropriate methods, tools, and techniques
- Experience in Migration, Enhancement as well as Support project with both product and service based companies.
- Good knowledge of SDLC and process **Waterfall/Agile/Kanban and Devops**.
- Good knowledge in requirement analysis and designing flow diagrams, **BPMNS, Mind map, Visio** etc.
- Requirement Analysis and Interacting with India Business Labs to generate more business.
- Effective stakeholder management and **coordination with PMO and other stakeholder** for high quality project making customer satisfaction top priority.
- Ability to successfully identify, assess & manage risk proactively & be accountable for actions/tough decisions
- Defining **strategy, approach and execution** and guiding and aligning the team through forming, storming, norming, and performing, and adjourning.
- Assign, prioritize, and manage a project's tasks in providing leadership in Quality Assurance and Testing.
- Guiding the team through **Forming, Storming, Norming, Performing and Adjourning** Phases.
- Helping and Enhancing team process to ensure support pipeline process and quicker resolution within **SLA**.
- Basic training on Gits, Azure Fundamentals – AZ 900
- Working with cross-departmental leadership to deliver high quality products.
- **Setting goals, performance appraisal, Training needs** and keeping team motivated for continuous learning and quality delivery at all times.
- Member of Hiring Team and Internal Training.
- **MS dynamic** detailed knowledge on **project management and delivery**.
- **Process Alignment** and getting all departments of business aligned to process and audit guidelines.
- Finding out ways and process for **business profitability and assessment** by cutting down on cost and maximizing revenue.
- Working with the Management to minimize cost the Labs.
- Laying down rules for setting up formal approval process of user addition, Knowledge Repositories and approval process.
- Highly motivated and enthusiastic individual with a hunger to learn and grow.
- Hard working with good communication skills.
- 1yr of exp as BDPM and process alignment, **PMP/CSM certified** and **PMI ACP coach training by udemy**.

Technical Skills:

Skills: Project Management, Leadership skills, Agile, Business Analysis, Process Improvement, Scrum, Kanban, Risk Management, Estimations, Quality Management

Domain: Product Based, Service Based, Pharma, Insurance, Banking, Healthcare, Ecommerce, Integration, ERP, E learning

PM Tools: Azure Devops, TFS, MTM, HPQC, Rally, ALM, OTRS, JIRA

BA Tools: XMIND, Visio, Bizagi, BPM, Magicdraw.

Process: DEVOPS, Kanban, Scrum, Waterfall



KUMARI WARSHA GOEL

Mobile: 9741301197

E-Mail: warsha.agarwal@gmail.com

Automation Tools: Postman, VSTS, QTP basics, Selenium Web driver

Databases: SQL, Mongo DB

Academic Credentials

2005	B.E. (IT)	71.5%	D.R.I.E.M. S - Utkal University (Orissa)
------	-----------	-------	--

Professional Experience Details:

Since 2013: Eurofins IT Solutions

Project: eLIMS-NG Integration with India Labs

Project: MSCRM migration from 2016 to MSD365

Project: MailChimp Marketing Automation

Project: CRM data proxy (API service Integration)

Project: Upstream Data Services (API Integration)

Project: SSRS Reporting

Project: Click Dimension

Project: Maplytics

Project: MSCRM to MS AX Integration

Project: CRM2CLQviaESB

Project: MSCRM2015 migration to MSCRM2016

2010 – 2013: CGI

Project: Forrester's (Govt. Insurance) Corporate MSCRM and Its Integrations

2009 – 2013: ITC Infotech

Project: GARIBO (Guarantee in Business Online- Banking)

2006 - 2009: Proteans Software Solutions (Now part of Harman)

Project: IPMS (On course Event Manager)

Project: Engage (Flu Busters and Homecare)

Project: Wipro Technology - Sales Process Automation

Project: MS Dynamics CRM - Add Ons to MSCRM (20 Products named C360)

Certifications

- PMP
- CSM
- MSCRM4.0 Customization and Configuration
- ISTQB