

### CONTACT



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# **PROFILE**

Experienced Software Project Manager with top-notch implementation and project management abilities. Highly organized, methodical and skilled at overseeing daily milestones across high-performance teams. Well-versed in agile, scrum, waterfall, budgeting, team handling, planning, product development and deployment

# **SKILLS**

- CLIENT INTERFACING
- RESOURCE UTILIZATION PLANNING
- PROJECT RESOURCE
   ASSESSMENT
- PROJECT BRIEF DESIGN
- PROJECT MANAGEMENT
- RISK IDENTIFICATION
- WATERFALLMETHODOLOGY
- PROJECT ORGANIZATION
- AGILE METHODOLGY
- SCRUM

## **EXPERIENCE**

# **HowNow**

2020

- Oversaw planning, application development, verification and risks involved in software projects.
- Answered client questions via phone and email to quickly resolve issues and improve service.
- Resolved issues immediately ensuring project deliverables were not negatively impacted.
- Managed all communications between clients, stakeholders and inhouse software development team.
- Streamlined tasks in effort to provide easier and more efficient workflows for peers and colleagues.
- Developed, maintained and updated information, policies, standards and guidelines.
- Monitored resource usage and managed tasks so costs did not exceed budget projections.
- Built and utilized reporting systems to keep customers and management in loop with latest information.
- Closely collaborated with project members to identify and quickly address problems.
- Maintained tactical control of project budgets and timelines to keep teams on task and achieve schedule targets.

# Learningmate Solutions Pvt Ltd

2019-2020

• Facilitated **Scrum framework** – sprint planning, backlog grooming, daily scrums, sprint reviews and sprint retrospectives.

### **EDUCATION**

MBA in Information Technology, Bharathi Vidyapeeth Pune 2015-2018

Bachelors in Information
Technology, Mumbai University
2011-2014

# **SOFTWARE**

- O ARCGIS
- O JIRA
- MS OFFICE
- MICROSOFT PROJECT
- O ATLAS
- O UDEMY

## **CERTIFICATIONS**

- AGILE SCRUM MASTER
- O PMI ACP

### **ACHIEVEMENTS**

Received project Excellence Award – Process Impact

- Drove Scrum team progress to overcome obstacles and realize success throughout life of each sprint.
- Planned Agile best practices and encouraged team cohesion, overcoming impediments and hurdles to productivity.
- Coached teams in Agile practices and provided necessary training to create positive mindset to Agile methodologies.
- Led sprint reviews, daily scrums and planning meetings to realize full team engagement.
- Applied agile methodology to shorten cycle time and achieve target margins.
- Provided extensive guidance on Agile scrum processes and methodologies to highly effective teams with goals of improving quality and productivity.
- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
- Managed minimum of 4 projects each year while maintaining adherence to budget, schedule and scope requirements.
- Gathered requirements, defined scopes, allocated resources and established schedules meeting or exceeding project demands.
- Resolved technical problems, improved operations and provided exceptional client support.
- Drove operational improvements which resulted in savings and improved profit margins.

# HERE Solutions Pvt Ltd – SDS Aanalyst

#### 2014-2019

- Contributed to centralized GIS portal and ArcGIS database, correctly inputting data on new job sites and revising data on changing conditions.
- Operated as primary point of contact for clients, providing GIS work order proposals with time-to-completion and budgeting estimates.
- Provided technical recommendations and support documentation to aid in GIS process improvement.
- Increased productivity, accuracy and efficiency while reducing delays and eliminating errors during data upload procedures.
- Performed geocoding to add roads, real time traffic and Point of interest locations onto current maps.
- Worked closely with Audi, BMW, Mercedes and Volvo customers to understand needs and provide service.
- Managed quality assurance program, internal audits and customer surveys.
- Collaborated with other leaders and executives to direct workflow and support operations.
- Eliminated process gaps by implementing new methods of standardized training.

## Housing.com – Quality Analyst

#### 2014

- Developed and maintained quality assurance procedure documentation.
- Performed root cause analysis.
- Partnered with management to create, develop and implement quality initiatives.
- Crafted training materials and ran on-boarding sessions to train incoming team members.
- Led various process improvement projects to help operations meet and exceed quality standards and reduce costs.
- Collected and analyzed activity data and initiated, developed and recommended improvements to systems, processes and procedures to increase productivity and reduce cost