**Profile Summary**

* 11+ years of experience in technology industry across project management (Agile/Waterfall), process improvement, process quality and audits
* Supported solution strategy by encompassing customer’s requirements, and gaining insights, thereby being pivotal towards providing final solution to the customers.
* Impeccable record of leading high-performance cross-functional teams and managing multiple stakeholders across leadership & engagements.
* Expertise and certified in data Science R, Python, Machine Learning, experienced in Shell scripting, Tableau, Power BI, SQL, Agile, JIRA

**Professional Experience**

**Senior Consultant, Capgemini July, 2014- Feb, 2022**

***Project Management***

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* Spearheaded the BAU delivery & enhancement/ development projects, resource management and entire project management activities which include stakeholder, scope, budget, schedule, risk, quality management.
* Ensured all projects are delivered on time within the stipulated scope and budget
* Managed all operational aspects of the teams functioning and delivery to client
* Possess good ability of understanding & responding to RFPs, and creation of business cases
* Performed status reporting and creation of project dashboard for client and internal senior management review
* Communicate and collaborate with different stakeholders on timely basis

***Resource Management***

* Lead 7 resources of Non-SAP Application Support & Development Team.
* Excelled in guiding the work of technical teams. Articulated project goals and scope, translated business needs into technical terms
* Acted as the Business Process Lead and SME to support various business application support areas

***Risk Management***

* Ensured timely identification of existing risks / control failures and liaising with functional process owners
* To ensure all functional documents accurately reflect the existing risk and controls embedded, and periodic update / maintenance of the same
* Ensured that risk events are reported in a timely manner and for material risk events, a root cause analysis is carried

***Process Improvement***

* Rendered assistance for FMEA, SIP, Risk Finding and Mitigation action, taking the appropriate decision and registering into decision log, change management and RFW process.
* Achieved to reduced recurring efforts by 70% through Automation & SIP implementation

***Stakeholder Management***

* Regular engagement and collaboration with external and internal stakeholders located across UK, Europe, North America
* Awarded best performer of the month twice and best star performer of the quarter twice
* Worked on requirement elicitation and end to end management of change request

***Delivery Management***

* Identify valuable data sources and automate collection processes.
* Analysed large amounts of information to discover trends and patterns.
* Analysed data using statistical techniques and providing reports.

**Associate Consultant, Polaris Financial Ltd Oct, 2012 – Mar, 2013**

*Delivery Management*

* Working closely with the client and the users for better understanding and analysing the risk management process for client
* On Daily basis performing Business/Testing/Ad hoc runs as per the client’s by comparing the results before and after applying the code change in the system
* Developing new shell scripts to minimize the human effort. Almost reduced 60% of human intervention
* Day to day working and analysis of huge data for clients reporting and risk analysis runs
* Creating the Release Procedures and the Release Notes to help the deployment process on production environments
* Taking care of the Post deployment activities and informing the stake holders

**System Engineer, Infosys Ltd Dec, 2007 – Feb, 2011**

*Delivery Management*

* Catered almost 65% reduction of customer technical issue/tickets by releasing a new version of up gradation application
* Monitor all servers hosted and running in the Data Centres
* Manage system backups as per defined procedures, responsible for conducting periodic checks to restore backup data to test integrity of backups
* Responsible to check and run the daily Schedule jobs, for generating the daily reports and invoices
* Monitoring overall uptime work flows/jobs of all the servers & applications in UNIX, scheduling and managing jobs in Autosys

**Education**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Institution** |  | **Year** | **Remarks** |
| Post-Graduate Management Programme for Women (PGMPW) | SP Jain Institute of Management & Research, Mumbai |  | 2022 | Passed |
| Bachelor in Science - Information Technology | C.H.M College, Mumbai |  | 2004-07 | 62.00%  |

**CERTIFICATION**

* Data Science Certified from Dimensionless Institute in 2021
* Red Hat Certified Engineer (RHCE) Linux Certification 2010

**Internship**

Abbott Healthcare India Pvt Ltd - Mumbai, Management Trainee 5 weeks (Aug-Sep 2022)

• Analyse the monthly data month on month basis

• Data cleaning and formatting the data

• Prepare a model in the Power BI by writing proper codes to get the exact requirement

• Sending the reports in the form of Dashboard to the stack holders