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**Profile Strengths:**

* Competent, diligent & result oriented professional, offering experience across Program/Project Management, IT Infrastructure Operations, Risk Management, Client Relationship Management, Team Management, Trouble Shooting, Service Level Agreements, Training & Development and Liaison & Coordination; currently spearheading as a Project Manager with Profex Tech Pvt Ltd.
* Proficient in handling projects both traditional Waterfall and Agile - Scrum Methodologies.
* Dexterity in planning overall activities of the projects and identifying key milestones and critical path analysis forecasting completion timeline and finalizing target; thorough exposure across managing projects of IT Infrastructure, Access management, Strategic, Operational Process Improvements etc.
* Demonstrated ability to manage human, financial and material resources towards the achievement of stated objectives, to plan and manage work programmes and to lead, motivate and provide effective guidance to a team of professional and support staff.
* Industrious & resourceful professional consistently streamlining operations by utilizing & implementing processes that meet company standards and client’s needs, thereby ensuring profitability, quality and excellent customer service.
* Excellent time management skills with proven ability to work accurately and quickly prioritize, coordinate and consolidate tasks; resilient with a high level of personal integrity and energy experience.

**Core Competencies**

⬩ Project Management ⬩ Risk Management ⬩ Client Relationship Management ⬩

⬩ Team Management ⬩ Service Level Agreements ⬩ Liaison & Coordination ⬩ Training & Development

**PROFESSIONAL SUMMARY**

* Over 15 Years of experience in Enterprise IT Product and Services
* Project Manager – Chat BOT Implementation
* Product Manager – Product Management for a portfolio of SaaS based Products/Solutions at ProcessMAP India Pvt. Ltd. Managed 5000 Man hours per quarter across Cross Functional Teams, driving the Product Strategy and Roadmap
* Team Lead – Solution Delivery/Implementation Services for managing all New Client Implementations & providing Support post Go-Live at ProcessMAP
* Customer Support Manager – Provided Application Support Services to All ProcessMAP Customers.
* Demonstrated success working with the International Clients on Product Design and Product Delivery.
* Expertise in Product Management, Functional Design, Client Consulting and Sustainability Reporting.
* Attended Agile Training to understand the concepts and ownership attributes
* Excellent Communication & Inter-personal skills. Passionate, hardwork & Quick learner too.

**EXPERIENCE SUMMARY:**

**Tachus Software Pvt Ltd May 1st 2018 -Till Date**

**PROJECT MANAGER**

Responsibilities:

* Work with top Management to define new Feature Scope Documents.
* Engage closely with the engineering team to help determine the best technical implementation methods as well as meeting tight implementation as well as project launch schedules.
* Envisioned and set up a superior customer support system to handle all types of queries.
* Coordinating with Multiple Stakeholders on Stand-up Calls, Huddle Calls and Scrum of Scrum [SoS] meetings.

**AVENIR IT PVT LTD JULY ‘17 – Feb’18**

**PROJECT MANAGER**

Responsibilities:

* Chat Bot Implementation
* Managing a Team of 6 Developers and QA
* Creating Customer Journey, Use Cases and final delivery
* Managing Scrum Meetings
* Planning Sprints for each Month

**ProcessMAP INDIA PVT. LTD AUG 2010 – JUNE 2017**

**Product Manager – PRODUCT MANAGEMENT**

Responsibilities

* Managing complete Product life cycle, Business requirement gathering & prioritization
* Understanding the User needs, Analyzing the competitive products, industry needs and market trends to Establish short and long term Product Goals and Strategies
* Using Data Analytics on the customer data to provide performance improvement measures
* Working closely with Research, Product Development, Quality Assurance, Support, Sales and Marketing teams to create synergies leading to a high quality Product delivery
* Creating User Stories, Functional Designs with Use cases, managing final delivery
* Responding to RFPs, Evaluating Business partnerships, giving Demos .

**PROJECTS**

**CLIENT IMPLEMENTATION AND DELIVERY**

* Closely worked with the client from the beginning to align and map the performance metrics with their Global Energy Vision 20-20 and accordance to the GRI 4.0 Guidelines
* Coordinated delivery at client locations - responsible for end to end implementation of the Solution.
* Managing Product Roadmap Ongoing
* Functioning as SME (subject matter expert), exhaustively gathering and prioritizing the requirements.
* Managing the Backlog - creating User stories and FSDs(Functional Specification Documents)
* New Product Development (NPD)
* Process owner for NPD – Closely working with the Fortune 500 Clients
* Coordinating a Team External consultants conducting Market Research, Screening and Scoping of the Idea, Building Business Cases, Designing and Creating Prototypes for final validation

**SKILLS:**

Project Management (Smartsheet,MS Project) , Product Management (TFS &QuickBase)

Experience in working in Agile environment

Wireframe (SnagIt), Analytics (COGNOS)

GRI 4.0 Guidelines, CDP Sustainability Reporting, OHSAS, Corporate Responsibility Reports

**ProcessMAP India Pvt Ltd. JUNE 2008 - APRIL 2011**

**TEAM LEAD – SOLUTION DELIVERY/IMPLEMENTATION SERVICES**

Responsibilities:

* Manage the Project Plan and identify the Ownership tracks individually
* Ensured that the resources are well identified and approved for the Project
* Made sure that the timelines are met. Raised Alerts/Risks/Dependencies in case of any deviations
* Managed a Team of 10
* Weekly Check-point calls with Customers on Project Status
* Prepared Project Status report for Management every week
* Coordinating/Meeting with cross functional teams to set the expectations on the Deliverables and upcoming tracks
* Exercised a mature, diplomatic approach to resolve problematic issues; put customers at ease
* Cultivated strong Customer relations and loyalty as a result of dedicated customer satisfaction
* Tracked the Lesson Learnt on each Project and used the data for improving the next Project Performance

**SKILLS:**

Requirement Analysis, Understanding the Customer Business Model, Project Management, Team Management, Tools (Quickbase, TMS, Zendesk, COGNOS)

Achievements

Reduced the Go-Live Implementation time to 3 Months

Implemented Best Practices.

**ProcessMAP India Pvt Ltd. DEC 2004 - JUNE 2008**

**CUSTOMER SUPPORT MANAGER**

Responsibilities:

* Creating/Tracking of Tickets for the issues/requests/changes from Customers
* Ensured the SLA’s are met on each of the ticket
* Ensured high Customer Satisfaction is met through timely responses and keeping the customer updated
* Weekly Check-point calls with Customers on Open Tickets Status Report
* Identified the Red/Yellow Alert issues and submitted a ‘5 Why Analysis’ to the Management Team with Root Cause and Corrective and Preventative Actions
* Coordinating/Meeting with cross functional teams to set the expectations on the Deliverables and upcoming tracks
* Built Performance & Customer Health Reports for Management
* Exercised a mature, diplomatic approach to resolve problematic issues; put customers at ease
* Cultivated strong Customer relations and loyalty as a result of dedicated customer satisfaction

**SKILLS:**

Bug Tracking, Change Requests Review, Customer Service, Tools like (Quickbase, Defect Tracker, Zendesk, ), Team Management

Hands on Experience - Atlasian Tools – JIRA, Confluence.

**ACHIEVEMENTS:**

* New Bug Tracking Tools Implementation
* Individual Time Tracking & Metrics for Management
* Achieved 95% Customer Satisfaction
* Received STAR Feedback from Customers
* Awarded “Best Performer of the Year” in 2008.
* Ranked in ‘A+’ category for the Performance showcased during the Years 2009, 2010, 2011, 2012, 2013, 2014, 2015
* Awarded ‘Miles of Smiles’ in the Year 2014, 2015 for the commitment and dedication shown over the Years.

**ACADEMIC & PROFESSIONAL CREDENTIALS**

Certified Scrum Master from Scrum Alliance.org

Post Graduate in Software Information Systems from Bharatiar University

Bachelor of Commerce from Osmania University