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# Q U A L I F I C A T I O N H I G H L I G H T S

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| --- | --- | --- |
| **Management**   * Project Management   (Waterfall | Agile | Hybrid)   * Delivery Management * Process and Operations Management | **Business**   * Business Analysis | Quality Assurance * Stakeholder Management * Resource Management | **Technologies**   * SharePoint OnPrem and Online * O365 * Adobe Analytics (Omniture) * MS Teams, JIRA * Nintex | InfoPath |

**C**AREER **S**UMMARY

* Technical Project Manager with 11+ years of experience in managing projects based on SharePoint OnPrem and Online, Office 365, Advanced Analytics using Omniture and other related technologies
* Managed **22 projects** with total work of $376,000 delivered to customer across Americas and EMEA region in last two years in Deloitte Support Services
* Delivered 27 support projects worth $64,000 in FY20 across two geographies
* Planned and managed resources across 35+ projects in last 2 yrs.
* People manager with 8 years of experience across Operations, Team management (Manager of Managers), Performance Management

**E**DUCATION and **P**ROFESSIONAL **D**EVELOPMENT

**Education:**

* **University of Mumbai** - Master of Science - Physics (Electronics) Oct 2006
* **SIWS College of Science and Commerce** - Bachelor of Science - Physics June 2004

**Certifications:**

* Certified Scrum Master | Feb 2020
* Certified Scrum Product Owner | Feb 2020
* PRINCE2 – Practitioner (valid up-to 2023) | Jan 2020
* Microsoft SharePoint 2013 – Intermediate | Aug 2015

**Key Skillsets:**

* Problem Solving | Data Analysis | Prioritization | Adaptability | Conflict Management | Negotiation

**C**AREER **H**IGHLIGHTS

**Deloitte Support Services India Pvt Ltd** (Hyderabad, Telangana)  
Scrum Master/Agile Project Manager Oct 2014 - Present

* Experience in Agile Project Management Methodologies with capabilities to produce high-quality deliverable that are with-in timeline and budgetary targets. Continuous improvement with Value additions and Innovation
* Shared same stage with different Teams, Training and Mentoring Teams to adopt the new way of workings with best values to ward smooth project delivery
* Coordinating with Cross functional Teams to resolve any impediments, dependencies and mitigate risks.
* Proven track record of resolving critical customer issues and ensuring bottom-line success.
* Setting up processes and workflows in JIRA
* Ensured the delivery of the fixed bid project as per the project plan
* Acted as an Agile coach for the organization to mentor the teams on Agile principals and define process suitable for project requirements and milestones
* Release metrics with respect to Velocity, Capacity, Burn-down, and Cumulative Flow diagrams.

Project Manager/Operations Manager

* Experience in Team Operations and act as a Resource manager, facilitating work assignment and manage day-to-day operations of the team of 10+ members
* Managed 22 projects (14 in Americas and 8 in EMEA region) based on creation and management of custom coded sites on SharePoint OnPrem (SharePoint 2010, 2013) using Waterfall and Critical Path Method
* Lead Support channel in the team, assigning, tracking, monitoring, and delivering support projects via support mailbox.
* Responsible for creating Project charter, Statement of Work (SOW), RACI, Communication plan, and Work breakdown structure and Risk and Issues log and Retrospectives (Lesson Learned register) for projects managed
* Report and manage Cost performance Index (CPI) of projects with a goal to keep it under 100% and all projects managed and adhere to the scheduled timeline (project milestones)
* Use Adobe Analytics (Omniture) and MS Excel to build custom reports for 2 key projects in FY20.
* Responsible for coaching, mentoring and managing performance of a team of 15+ members
* Partnered with Knowledge Managers and offshore team to assist in driving web content management for the business, including intranets based on SharePoint. Built and managed 9 sites and 2 Communities of Practices in 1.5 yrs.
* Worked with Senior Leadership of the Audit and Assurance business to help them setup their Content Management (CM) platforms

**Accenture Service Pvt Ltd, Mumbai, Maharashtra**Content Integrator Dec 2008 - Oct 2014

* Web content management by building and managing pages/sites using SharePoint 2010
* Responsible to build custom solutions for stakeholders using SharePoint 2010, InfoPath 2010, etc.
* Create and publish communication on domain specific contents to varied number of groups and community of practices within the organization
* Co-ordinate with domain leads of KM groups and the delivery team to make sure desired product is quality is delivered to stakeholders on time

**P**REVIOUS **W**ORKING **E**XPERIENCES

* **Salsere Edusource** - Content Developer, **Mumbai,** Nov 2006 - Aug 2008
* **Imercius Technologies -** Content Developer, **Mumbai,** Jun 2006 - Aug 2006

**T**OOLS and **M**ETHOLOGIES

* SharePoint 2010 & 2013, SharePoint Online, Office 365, OneDrive, SharePoint Designer, InfoPath
* Microsoft Project, JIRA, Microsoft Teams, Skype for Business, Adobe Analytics (Omniture)
* Waterfall, Hybrid, Scrum, Critical Path Method (CPM), Prince2, Lean Six Sigma Green Belt (*Currently pursuing*)
* C# .NET, C++, Visual Studio 2005, JavaScript, HTML, CSS