# BHAVIKA GANGADHARANI

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## SUMMARY

Results-driven IT Project Manager with 5+ years of experience leading digital transformation initiatives and cross-functional teams across financial and government sectors. Track record of implementing Agile methodologies to reduce project delivery times by 33% and managing enterprise-scale projects impacting 500+ districts. PMP-certified professional skilled in stakeholder management, having grown and led teams of 15+ while delivering multiple concurrent projects.

## CERTIFICATIONS AND KEY SKILLS

**Certifications: PMP - PMI** (Aug 2024) • **CSM - Scrum Alliance** (Apr 2024) • **CSPO - Scrum Alliance** (Apr 2024) • **Generative AI Overview for Project Managers - PMI** (Mar 2024)

**Tools**: Project Management (MS Project, Jira, Confluence) • Business Intelligence (Power BI, Tableau) • Microsoft Office Suite • Collaboration Tools (Teams, SharePoint) • Resource Management Tools • CRM Systems

**Technical Skills**: Project Management Methodologies (Agile, Scrum, Waterfall) • IT Governance & Compliance (ITIL, COBIT) • Business Process Management (Six Sigma, Value Stream Mapping) • Digital Transformation • Enterprise Architecture • IT Service Management

**Soft Skills**: Leadership (Team Management, Cross-functional Leadership) • Project Delivery (Scope, Risk, Quality Management) • Stakeholder Management (Client Relations, Vendor Management) • Change Management • Strategic Planning • Budget Management

## WORK EXPERIENCE

**Bluebell CompuServe Pvt. Ltd.,** India                                      *Jun 2017 – Mar 2022*
*IT Project Manager*

- Led and expanded cross-functional team from 5 to 15 members while standardizing project documentation processes using MS Project, improving tracking efficiency by 30% and reducing onboarding time by 20% across multiple industries with project budgets of $20K−$150K.
- Implemented Agile methodologies for redesign, migration, and development projects, reducing delivery timelines from 6 to 4 weeks while developing risk mitigation strategies that reduce system downtime by 19%.
- Optimized resource allocation and personnel management across 3+ concurrent projects, ensuring successful delivery of diverse IT initiatives while achieving 2% revenue increase within one year.

**National Dairy Development Board-(India's Govt. Org)**, India                    *Apr 2022 – Dec 2022*
*IT Consultant*

- Led $16.5M National Digital Livestock Mission implementation across 500+ districts, improving data accuracy by 30% and benefiting 60% of livestock farmers using hybrid approach.
- Managed database of 287M livestock records using MS Excel, SQLite, and Power BI, resulting in 30% increase in actionable insights while achieving 20% increase in stakeholder satisfaction across 120+ stakeholders.
- Led cross-functional team of 5-6 professionals, collaborating with TCS to manage sprint timelines and coordinate efforts between NDDB, PMO Delhi, and vendors, ensuring successful project completion through combined Agile-Waterfall methodology.

**System Mapper Tool, Royal Roads University**, Canada                           *Aug 2024 – Feb 2025*
*Freelance Project*

- Led 5-sprint Agile product development cycle with $5K budget, reducing time-to-market by 27% while increasing user adoption rates by 20% through effective stakeholder collaboration.
- Implemented comprehensive tech stack (React, Node.js, AWS) while optimizing UI/UX design, resulting in 39% increased user engagement and 25% improved system scalability.
- Drove 15% improvement in environmental research prediction accuracy, enhancing tool's reputation in academic and governmental circles while reducing support tickets by 18%.

## EDUCATION

**Conestoga College,** Kitchener**,** Canada                                       *Jan 2023 – Apr 2024*
*Postgraduate Certificate Program / Information Technology Business Analysis*

**Gujarat Technological University**, India                                       *Aug 2013 – May 2017*
*Bachelor's of Engineering/ Computer Engineering*

## VOLUNTEER

**JA South Western Ontario,** Canada                                             *Oct 2024 – Present*
*Program Manager*
- Mentored 15 students in financial health, work readiness, and entrepreneurship, fostering leadership skills.
- Expanded program outreach by 31%, increasing participation from local schools and community organizations.
- Coordinated participant tracking and progress evaluation, ensuring 100% completion rate for all enrolled students, enhancing program success and impact.