

Divya Thakur

Location- Noida, India

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Professional Summary

Results-driven **Project Manager** with **5.6 years of experience** delivering **IT, SaaS, e-commerce, and software development projects** across global teams. Skilled in **end-to-end project lifecycle management, Agile/Scrum delivery, risk and change management, stakeholder communication, and governance frameworks**. Proven ability to align business needs with technical execution, ensuring projects meet **scope, schedule, budget, and quality benchmarks**.

Core Competencies

- Project & Program Management (Agile, Waterfall, SDLC)
- Business Analysis, Requirements Elicitation, & BRD Documentation
- Stakeholder Mapping & Communication Management
- Risk Identification, RAID Log Tracking & Mitigation Planning
- Change Requests, Governance & Compliance Reporting
- Resource Planning, Budget Control & Cost Optimization
- Agile Ceremonies (Sprint Planning, Retrospectives, Standups)
- Tools: JIRA, MS Project, Ganttic, Confluence, Trello, Asana, Monday.com, Slack, MS Teams, Shopify, Magento

Professional Experience

Project Manager | Ingenia – LIRA Fronthunt (Remote, Australia) | Apr 2025 – Present

- Drive the **end-to-end delivery of IT and software projects**, monitoring dependencies, milestones, and deliverables.
- Collaborate with engineering, QA, and design teams to gather requirements, define scope, and ensure technical feasibility.
- Maintain **RAID logs** (risks, assumptions, issues, dependencies) and escalate blockers to leadership.
- Facilitate **Agile ceremonies** (sprint planning, backlog grooming, daily standups, retrospectives) to accelerate delivery.
- Track **KPIs and SLAs**, prepare governance reports, and ensure stakeholder alignment.

Project Manager | GCS Connect – London | Jun 2023 – Mar 2025

- Delivered **E-Commerce projects** through structured SDLC and Agile practices.

- Coordinated a **10+ member cross-functional team**, with streamlined workflows.
- Implemented **Agile PM tools** for sprint tracking and reporting, reducing manual effort.
- Conducted stakeholder workshops, requirements traceability, and impact analysis for change requests.
- Strengthened governance by introducing **status dashboards, risk registers, and escalation protocols**.

Assistant Project Manager | CyntraLabs – Secaucus, NJ, USA | Jun 2021 – May 2023

- Supported delivery of **15+ SaaS & IT projects valued at \$500K+**, ensuring zero deadline overruns.
- Monitored dependencies, maintained project schedules, and updated **resource allocation plans**.
- Facilitated project governance by preparing **weekly status reports, dashboards, project closure reports**.

Project Coordinator | D'Day – Noida, India | Apr 2020 – May 2021

- Managed project documentation including **SoWs, MoMs, and RACI matrices**.
- Enhanced stakeholder collaboration, improving client retention rates.

Internships

- BrandBerry Marcom (2019) – Supported digital campaign execution reaching 100K+ audience.
- FairGaze Pvt. Ltd. (2018) – Assisted in content planning and campaign tracking.
- Amar Ujala (2017) – Contributed to editorial workflows and marketing initiatives.

Education & Certifications

- PGDM – Brand Design & Management | MAAC | 2019 – 2020
- B.A. Journalism & Mass Communication | Banasthali Vidyapith | 2016 – 2019

Languages

- English: Fluent
- Hindi: Fluent