**Deepali Singh**

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Permanent Work Authorization • No Visa Sponsorship

**PROFESSIONAL SUMMARY**

Project Coordinator offering 5+ years of professional expertise in Agile Program coordination and management, project analysis and resource management. Expertise in Management Dashboard preparation & presentation, Financial Analysis, Project coaching. Expertise in planning and presentation of business strategies to drive growth by collaborating with key stakeholders. Certified ITIL V3 foundation.

**KEY SKILLS**

• Project Planning/Scheduling • Financial Statement Analysis • Forecasting and Budgeting

• Dashboard Preparation • Developing Tools and Template • Project Document Management

• Contract Management • Project Charter • Resource Planning and Scheduling

**EDUCATION & CERTIFICATION**

**• Education*:*** MBA in Finance from ICFAI (Institute of Chartered Financial Analysts of India) Business School

***•* Certification*:*** Certified in ITIL V3 Foundation, LOMA Annuity Principles & Products (AAPA #273)

***•* Computer Proficiency:** Servicenow , JIRA ,Microsoft Project Plan, MS SharePoint, MS Visio, MS Access,

MS Excel, MS PowerPoint.

**PROFESSIONAL EXPERIENCE**

**ServiceNow Developer**

**Principle InfoTech,** Houston, TX January 2015 – June 2015

*ServiceNow Developer for Corporate Division of American International Group (AIG)*

* Performed enhancement work on Incident Management, Service Catalog, Knowledge Management and Problem Management modules, using Agile-SCRUM methodology with 2 weeks sprint
* Reduced high priority enhancement ticket backlog by 50%, deployed enhancement tickets every 2 weeks in production
* Closely worked with process owner for User Acceptance Testing

**Hexaware Technology Ltd. for Russell Investments, Northern Trust** **May 2012 to May 2013**

Project Coordinator at Hexaware Technologies Ltd. Business Intelligence practice (Revenue 45M USD) for providing

governance, managing and controlling IT projects in different domain in onsite /offshore model across globe.

**Accomplishments**

• Prepared SMR (Senior Management Review) Dashboard and presented to Vice President and Director by

facilitating weekly project status review and monthly delivery management review.

• Highlighted actual project execution against planned schedule and milestones to senior management with the

help of key performance indicators.

• Increased organizational compliance to 87% by training Project Manager PM with project management process

as per organization standard.

• Implemented Project Process Methodology.

• Provided Trend analysis for reports on profitability, budgeting, financial forecasting and cost monitoring resulted

in timeliness of account receivables and account payable by 30%.

• For time and material project, proactive timesheet tracking which reduced cost for client by 25% .

• Collaborated with managers and team members with MS SharePoint for easy access on project and training

related documents, which saved stakeholders, time significantly.

• Highlighted budget overruns due to decrease in utilization, organizing training for technology in demand.

• Managed allocation and utilization of resources resulted in effective resource forecast, which increased hiring

and training process by 20%.

**eNoah iSolutions Inc. for Hooper Homes, Protective Life Jan 2010 to Jan 2012**

Project Management Office for IT services managing insurance projects for 3 million USD in onsite/offshore model across USA and India.

**Accomplishments**

• Performed Project estimation Review, MSA preparation, and Non-disclosure agreement preparation.

• Performed SOW review & tracking

• Performed Trend analysis for Resource Utilization Report and Profitability Report.

• Published weekly Delivery Report for ongoing projects.

• Performed Payment & Invoice tracking, Time sheet tracking, Monthly Forecast/Projection and Provisions for

clients.

• Prepared SMR (Senior Management Review) Dashboard and presented it to senior management

• Generated Delivery Report, Facilitated Monthly DMR, SLA & Client Weekly Status Report Tracking

• Performed manpower request creation & tracking with HR.

**Account Analyst, Faith Asset Management CT, USA Jul 2008 to Dec 2008** Performed and supervised account receivables, account payables for nine properties, which include 6 HUD, 2 residential and 1 CHFA properties

**Accomplishments**

• Co-ordinated and prepare information for Audit

• Performed Bank reconciliation, Bill Back reimbursement and supervise 9250 reserve requests for properties

• Performed and conducted interview and training for team member

**Account Analyst, Urban Contractor CT, USA. Oct 2006 to Mar 2007**

**Accomplishments**

• Coordinated with Vendor and Offshore Team for project estimation and budgeting

• Processed requisitions, invoices and contracts

• Reconciled and monitored expenses with allocated budgets

• Managed and monitored project resource payroll and out of pocket business expenses

• Conducted team planning and status reporting session with Operation Project Manager and Team Members

**Project Coordinator, Standard Chartered Bank –India Apr 2005 to Jun 2006**

**Accomplishments**

• Performed project planning and project management tasks. Managed and drove resolution relative to action

items, issues and escalations. Scheduled and attended requirements gathering sessions, design meetings and

other project related meetings..

• Tracked and monitored project budgets and status

• Analyzed resource utilization data which resulted in hiring two additional resources.

• Performed billing including service billing and larger contract billing, T&M billing, lump sum billing & progress

billing

• Made Account receivables collection calls for account receivables above defined threshold

• Setup cost code and work order, Maintained filling system

• Prepared month end report for the department and presented it to senior management

• Worked with enterprise documentation and training department for standard operating procedure (SOP)

preparation

**Business Administrator Internship at Standard Chartered Bank –India Apr 2004 to Jul 2004**

**Accomplishments**

• Reviewed and processed invoice

• Reviewed travel expense reports for proper general ledger and job cost coding

• Assisted business management group and procurement department as needed

• Performed routine audit to ensure compliance with contract requirement and specifications