

## **DEEPTHY M VIJAYAN, PMP®, CSM®**

Mississauga, Ontario ▪ (289) 623-2989 ▪ deepthymvijayan@gmail.com

### **PROFESSIONAL CAREER SUMMARY**

Motivated and detail-oriented Deployment Project Manager with 4+ years of experience in project coordination, technical leadership, client relations, and process optimization. Proficient in managing end-to-end system deployments, vendor coordination, and KPI tracking. Skilled at ensuring timely project completion within budget while maintaining excellent communication and delivering superior customer service.

### **HIGHLIGHTS INCLUDE:**

- Successfully coordinated global deployments of ERP and CRM systems, streamlining processes and ensuring client satisfaction.
- Proficient in project scheduling, risk management, and compliance tracking using tools like Google Suite, Smartsheet, JIRA, and Microsoft Project.
- Adept at managing hardware and software installations, ensuring adherence to company standards and customer needs.
- Experienced in stakeholder communication, including conducting status meetings and providing detailed updates.
- Skilled in budget tracking, invoice management, and ensuring financial accountability in deployments.
- Strong interpersonal and troubleshooting skills, capable of addressing client escalations effectively.

### **PROFESSIONAL EXPERIENCE**

#### **QOBALT SOFTWARE TECHNOLOGIES PRIVATE LIMITED, India**

IT Project Coordinator | June 2019 - March 2023

- Managed deployments of ERP and CRM systems across diverse business sectors, ensuring smooth integrations and meeting customer requirements.
- Communicated effectively with clients, vendors, and internal teams to coordinate installations and resolve issues.
- Maintained accurate project records, tracked KPIs, and ensured projects were completed on time and within budget.
- Led process improvement initiatives, enhancing efficiency and scalability for deployment projects.
- Applied risk management techniques and compliance tracking to ensure smooth project execution.

## **AMRITA INSTITUTE OF MEDICAL SCIENCE (AIMS), India**

Java Developer – Hospital Information System | April 2017 - July 2017

- Developed and maintained modules for a comprehensive healthcare management system, enhancing operational efficiency.
- Gained expertise in regulated environments, ensuring compliance and quality standards in healthcare solutions.

## **AMRITA CENTRE FOR WIRELESS NETWORKS & APPLICATIONS, India**

Project Assistant | June 2016 - March 2017

- Researched and implemented wireless communication solutions, which directly impacted telecommunications advancements for rural communities.
- Managed project timelines and stakeholder communication, ensuring the timely development of a mobile infrastructure for coastal regions.
- Applied project management principles to oversee the design, testing, and implementation phases.

## **SKILLS**

- **Technical:** ERP & CRM systems, SQL, API integration, JIRA, MS Project, PowerBI, Agile methodologies, Data-driven Project Management, Process Automation, Telecom Industry Solutions
- **Soft Skills:** Analytical thinking, Problem-solving, Communication, Stakeholder Management, Collaboration, Leadership

## **EDUCATION**

- Graduate Certificate in Project Management, Algoma University (May 2023 - December 2024)
- Master of Technology (M. Tech) in Wireless Networks and Applications, Amrita Vishwa Vidyapeetham (July 2014 - August 2016)
- Bachelor of Technology (B. Tech) in Electronics and Communications Engineering, Mahatma Gandhi University (July 2009 - July 2013)

## **CERTIFICATIONS**

- Project Management Professional (PMP), Project Management Institute (PMI), 2024
- Certified Scrum Master (CSM), Scrum Alliance, 2024
- Verified International Academic Qualifications, World Education Services (WES), 2024

## **EXTRACURRICULAR AND VOLUNTEERING**

- Volunteer, Rural Electrification and Community Development, Amrita Live-in-Labs® (July 2014 – August 2015)