SHILPA RAJU

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Best time to call: Any Time

Desire to be a part of vibrant and leading organization and create footprints in Software / Information Technology to assist the organizations in all aspects by utilizing the skills, knowledge and experience with a balance of hands-on, management and leadership responsibilities

CORE COMPETENCIES	CAREER SNAPSHOT
☞ Agile Project Management ☞ ITIL Process Management ☞ IT Business Operations ☞ People Management ☞ Client Engagement ☞ Team Management ☞ Planning & Coordination ☞ Business & Solution Consulting ☞ Test Management ☞ Cross Functional Delivery ☞ Risk & Quality Management ☞ SLA Management ☞ Knowledge Management ☞ Cost & Order Management ☞ Strategic Planning & Implementation ☞ Service Delivery Management	**Experience:** A competent professional with more than 7 years of experience working in Europe & India in IT Project & Delivery Management, Software Development projects. **Competency:** Dexterous in concepts of end-to-end multiple project planning and implementation from scope management, effort & cost estimation, planning & coordination, risk analysis to quality management in adherence to international guidelines and norms. Strong knowledge in ITIL process, SDLC, Agile Project Management, IT Business Operations, Business & Solution Consulting, Cross functional Delivery, Risk & Quality Management, SLA Management, Resource & Team Management. **Expertise:** Proven ability in ITIL process consulting & Agile scrum methodology implementation. An engaging leader and team member with proven capabilities to initiate, efficiently manage, deliver and fulfill client requirements. Skilled in providing continuous on job training, leading & motivating individuals to maximize levels of productivity and also experienced in motivating large workforces for exceeding customer expectations in delivery of committed services. **Global Exposure:** Motivational management style with a proven record of building and maintaining effective business relations with the clients. Played a pivotal role in Interacting with the clients from Europe, USA, Middle East, Asia and Southeast Asia.

LANGUAGE SKILLS

☞ Proficient in English

EDUCATION

☞ Master in Business Administration in Marketing & HR from MG University(2011, fulltime)
☞ Bachelor of Technology in Electronics and Communication Engineering from Calicut University, India (2008, fulltime)

CERTIFICATION & TRAINING

☞ Certified:
  ▪ ITIL foundation
  ▪ ISTBQ foundation
☞ Trained:
  ▪ Project Management Advanced Modules based on PM Book from T-Systems
  ▪ Attended training in Agile Scrum, Scrum ban & Kanban Methodology

AVAILABILITY

☞ Immediate Joiner

- ☞ Currently in Bangalore; Also ready to relocate to Mumbai, Bangalore, Kerala
- ☞ Do not hold bond with the current employer

CAREER CONTOUR

Employer	Designation	Duration
T-Systems(IT services HU), Hungary	Lead - Projects (RM, Coordinator for Global Project Delivery)	Jan 2016 - Till Date
Canon Group(OCE), Hungary	Test Coordinator	Nov 2013 – Nov 2015
Frontendart, Hungary	PMO Manager	May 2012 – Aug 2013
Creative Security Systems, India	Asst. Manager(Operations)	May 2011 - Mar 2012
Biscon Solutions, India	Test Engineer	Jun 2008 - Mar 2009

KEY DELIVERABLES

Project Lead – Global Project Delivery (T-Systems International)

Project types: Agile IT Services, Migration Service Line, Transition and Transformation, New Infrastructure building, Decommissioning
Program name: Amsterdam data center move, Babylon, T-Fresh, Secure hosting, End of life, HOUIC Exit (for Shell Global Account)
Areas: Project management, Process Management, Change and Incident management, Order Management, Resource management, Knowledge management
Project name: BAU (for Everything Everywhere)
Areas: PMO Reporting, Process design, Planning and Coordination, Document quality management and reviews
Project name: Global PMO for BAU (for British petroleum)
Areas: PMO, Reporting, Time writing, planning and Coordination, Conflict Management, Chasing & Escalation

Responsibilities:
- ☞ Leading physical & virtual Agile team through scrum ban and sprints; coaching the team on Agile processes and tools, developing and implementing ITIL processes
- ☞ Develops and supervises project administration; creating reports in PPM tool; reviewing project documents; contributing to process improvements
- ☞ Ensure quality of templates, reports and deliverable's; knowledge management and knowledge transfer
- ☞ Performs project tasks, monitor timely progress of the project, keeps the participants and clients informed
- ☞ Participating in meetings- preparing minutes; chasing & escalating; making sure that stakeholders have up-to-date, accurate information; Participating in project Kick off and status review meeting with client
- ☞ Assess project issues, manage risk register and use mitigation strategies and identify solutions to meet productivity, quality and customer goals
- ☞ Coordinating with different teams comprising of Client's, TPL's, PM's, Process and Operation teams, System engineers & DBA's
- ☞ Build credibility, establish rapport, and maintain communication with stakeholders at multiple levels, including those external to the organization
- ☞ Doing project planning in terms of hiring resources; onboarding; training and mentoring resources; effort & time estimation; establishing team & individual targets and 3D training plans; allocates tasks & strives for an optimal use of resources
- ☞ Administrating holiday plans; time writing and financial administration to monitor budget is under control
- ☞ Administrating, Reviewing and approving change tickets using SM9 tool
- ☞ Key Contributor to order management Process Management Team ensuring that order are initiated, processed and delivered in time
- ☞ Creating the project plan in PPM and getting a signoff from the client

Tools used: Jira, Confluence, PPM, SM9, Microsoft Excel, Manifest, MS Azure cloud management, EPM, My request, SAP

Test Coordinator (Canon Group, OCE Hungary)

Project type: Agile Software Development (Scrum ban)
Project name: irista-cloud-based image management platform from Canon

Areas: Support level 2 & 3, Reporting, Planning and Coordination of UAT, Testing and Validation, Requirement analysis
Project name: Barcelona- Software Application for OCE & Canon Printers
Areas: Reporting, Planning and Coordination of UAT, Testing and Validation, Bug Management

Responsibilities:
☞ Lead all Scrum related ceremonies, including: daily standup, grooming sessions, sprint retrospectives, and sprint planning ceremonies
☞ Participation in the refinement of SDLC, and partnership with other groups such as Product owner, Architects, Development teams, Release & Configuration teams to translate the business plan into more detailed work plans; insure successful execution of projects achieving organizational and quality objectives as well as reach financial targets
☞ Continuously monitors and controls the test life cycle providing leadership; formulating and overseeing the test strategy and process design; risk management by anticipating obstacle in test life cycle
☞ Lead and manage testing engagements, including budget and resources, customer relationships, timelines, deliverables, quality and overall management
☞ Preparation of Root cause analysis and acceptance criteria's; ensuring quality of test documents & templates, preparing and reviewing test plan, test case, reports
☞ Leading efforts across understanding and analyzing business requirements and prioritizing the tasks
☞ Working with support team (level 3) handling customer complaints; Detecting and recording bugs in Jira tool
☞ Leading Regression, UAT & Smoke Testing for web and mobile applications; Implementing automation test case with Selenium

Tools used: Jira, Confluence, MS Azure cloud management, Selenium, Jenkins, Azure management studio, Azure storage explorer HTTP requester, SQL

PMO Manager (FrontEndART Ltd, Hungary)

Project type: Agile Software Development (Scrum)
Project name: Quality Gate- Software for measuring and managing source code
Areas: Reporting, PMO, Planning and Coordination, strategy development & implementation, Scrum implementation & process development, People & Team Management

Responsibilities:
☞ Develop/communicate project management standards and best practices
☞ Initiate and implement methodologies (scrum), processes and procedures that will support the project goals
☞ Ensure that all projects administered by the PMO adhere to the best practices and standard approaches for program and project management (scrum development)
☞ Develop, implement, manage, and become the owner of the document management system
☞ Handle all aspects of project planning, requirements gathering, scheduling and work planning, communications, issue resolution, cost tracking, project reporting as well as risk and resource management
☞ Report project costs to stakeholders and also prepare and present cost-benefit analyses to support implementation of the projects
☞ Identify resources appropriate to ensure that the projects, enhancements and support is/are completed within committed time, scope and budget

Tools used: Jira, Confluence, Microsoft Excel, PPM

Assistant Manager (Operations) (Creative Security Systems, India)

Project type: Operational
Project name: CCTV and security system implementation projects
Areas: Order & Inventory Management, People & Team Management, Reporting

Responsibilities:
☞ Determines project schedule by studying project plan and specifications; calculating time requirements; sequencing project elements
☞ Maintains project schedule by monitoring project progress; coordinating activities; resolving and answering customer problems
☞ Controls project plan by reviewing design, specifications, ordering and managing inventories
☞ Controls project costs by approving expenditures; administering contractor contracts
☞ Prepares project status reports by collecting, analyzing, and summarizing information and trends from clients and stakeholders; recommending actions

* Enter and process all incoming orders - EDI, web portal based, e-mail; Set up and document the order process for new customers
* Complete daily inventory check to ensure order accuracy; Send dealers and distributors daily or weekly inventory updates

Test Engineer
(Biscon Solutions, India)

Project type: Software Development
Project name: Vyasan eye care office management system
Areas: Testing and Validation, Requirement analysis, Reporting

Responsibilities:
* Re-Testing of Production Issues in Production Support Projects
* Participation in GUI Testing for the Web based Application Projects
* Evaluating/Identifying the positive and negative Test Scenarios from business requirements & prepare Test Cases
* Actively involving in UAT Testing
* Leading efforts across understanding the requirements and prioritizing the Test Cases
* Detecting the bugs from Product Assurance Environment
* Conducting Re-Test and Regression for the issues reported by Clients
* Deftly reviewing the Test Cases and coordinating the Smoke Testing activity with the Testing/development Team

Tools used: Bugzilla, Microsoft Excel, SQL, Share point

PERSONAL PARTICULARS:

Residential Address: PH3, Vanashee Richfield's, Marthahalli, Bangalore. Pin: 560037 India
Date of Birth: 18 June 1986
Nationality: Indian
Gender: Female

REFERENCE:

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