ABHISHEK VERMA

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Self-motivated project manager with over 10 years of experience managing multiple projects simultaneously. Extensive expertise in managing multifaceted software projects. Highly skilled in needs assessment, quality assurance, managing clients communicating deadlines and completing projects under budget.

CERTIFICATIONUndergoing PMP Certification from SimpliLearn, Bengaluru

SKILLS

- Fast learner Skilled multi-tasker
- Worked on various Project Management tools - JIRA, Confluence, Basecamp etc
- Knowledgeable in Mac systems Customer service expert
- Experienced in Client interaction / coordinating
- Resolve issues/ conflicts within the team that arises
- Work as a Business Analyst and QA based on requirement
- Capable of handling multiple client and manage multiple teams

PROFESSIONAL EXPERIENCE

- **Organization: Veridic Technologies Pvt. Ltd, Panchkula; Profile: Project Manager; Duration: 09th Nov 2017 - 13th April 2018**

- Was closely associated Managed and worked with a cross functional team of developers, Business Analysts, QA's, Designers
- Involved in creating the following project related documents: IT Assessment, Project Plan on MPP(Microsoft Project Plan), Wireframes Design

  Involved in creating the project status on a weekly basis
- Was closely working with the clients in setting up and finalizing the product requirements via the daily Skype/ calls

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- **Organization: Click Labs, ChandigarhProfile: Project ManagerDuration: March 2017 – Aug 2017**

- Managed a Team of developers and reporting their daily business as usual.
- Providing project status to the client(s).
- Reporting the daily business as usual regarding the projects undertaking.
- Worked as a single point of contact(SPOC) for the team.
- Interacting with the clients in understanding their requirements and ensuring that the team follows the same.
- Worked with the designers to formulate the client's requirements into actual designs
- Worked closely with the users to ensure the project meets business needs.
- Prepared the initial business requirement docs, Requirements Traceability matrix.
- Monitoring project progress and performance.
- Shortlist candidates as and when the need arises on any project/team.
- Testing the final product before it goes on to the server.

- **Organization: Netsmartz, ChandigarhProfile: Product Owner, Rajiv Gandhi Chandigarh, Technology Park**

Duration: July 2016 - Feb 2016

- Worked as a Product Owner, where in my job was to liaise with the clients on a daily basis
- Create product backlogs and ensured that it gets covered during the sprint
- Gather the requirements, create wireframes on draw.io, Balsamiq
- Create a development plan in JIRA. Plan the sprints and begin working on the sprints with the allocated resources.
- Write User stories in detail on the application (on Confluence) functional features and seek client's approval on them
- Discuss the requirements with the team and ensure that its clear amongst the team members

- **Organization: Redblink Technology Consulting**

Profile: Project Manager, Chandigarh

Duration: Jan 2012 - June 2016

I have achieved consistent and remarkable results in execution and completion of multiple projects and managing client relationship by prioritizing customer satisfaction. During this tenure, I've and had well-acquainted myself on the Agile methodology, worked on numerous project management tools like JIRA, Red Mine, Trello etc. Worked as a "Scrum master" for a year as well. My primary and vital role and responsibility is to get things done, besides managing the client, gathering requirements from them, setting up the deadlines, ensuring that we meet those deadlines on time, apply any contingency plan as and when required, adapt to the impending changes. Additionally, initiating the client calls, act as an intermediary between the developers and the client in getting the requirement and ensuring that it gets followed during the development phase.

- Managing a Team of developers and reporting their daily business as usual.
- Providing project status to the client(s). Reporting the daily business as usual regarding the

  projects undertaking.
- Worked as a single point of contact(SPOC) for the team.
- Interacting with the clients in understanding their requirements and ensuring that the

  team follows the same.
- Worked closely with users to ensure the project meets business needs Preparing the

  requirement and the implementation documents for the team.
- Monitored the project progress and performance.
- Map resource based on project requirements.
- Testing the final product before it goes on to the server.

- **NG Connectivity Data Systems India Pvt. Ltd, Chennai**

Profile: Team Leader Research OperationsDuration: July 2011 – Jan 2012

- Provided and assisted the team with the company's vision and the objectives of all projects.
- Helped keep the team focused and on track. Lead by example (be a role model).
- Provided guidance to the team based on management direction. Managed, trained, and

  helped the development of team members; helped resolve any dysfunctional behavior.
- Familiarized the team with the customer needs, specifications, design targets, the

  development process, design standards, techniques and tools to support task performance.
- Worked with functional managers and the team sponsors to obtain necessary resources to

  support the team's requirements.
- Coordinate the review, presentation and release of design layouts, drawings, analysis and

  other documentation.

- Coordinate meetings with the product committee, project manager and functional

    management to discuss project impediments, needed resources or issues/delays in

    completing the task.

- **WUNDERMAN INTERNATIONAL, GURGAON**

Profile: Assistant Team LeaderDuration: Feb 2010 – July 2011

- Transitioning new subsidiary and services within the organization
- Imparting training to the new and existing employees in the organization
- Liaising with the Client on the process via the weekly calls
- Creating the As-Is, To-Be, GAP Analysis for a process and also the process related documents
- Acting as an intermediary between the organization and the client in its process

    related updates/changes.

- Driving End to End Delivery of business operations as per Standard Operating Procedures from Planning, Execution, In-Market and Analysis.
- Managing Volume Forecasting and planning service delivery with quality as per agreed SLA.
- Responsible for determining the project approach, staffing, roles & responsibilities.
- Responsible for ensuring that project teams training needs on tools and processes

- **APTARA CORP., New Delhi Profile: Client CoordinatorDuration: July 2009 – Feb 2010**
  - Project Coordination between Client and IT/Development team.
  - Planning and execution of projects.
  - Responsible for providing technical support for clients by mail/phone/chat etc.
  - Determination and implementation of workflow.
  - Assist clients, determine problems, and provide resolutions.
  - Responsible for client satisfaction by effective handling of the problems.
  - Ensure proper escalation procedures are followed. Perform assigned functions according

    to standardized policies and procedures

- **HEWITT ASSOCIATES (India) Pvt. Ltd. (Gurgaon)**

Profile : Client Security Management as Information Security AnalystDuration: JUNE 2007 – JUNE 2009

- Handled various Clients - Alcoa, Air Canada, CapGemini, Rohm and Haas.
- Creating the RSA Account in the RSA Server for the Hewitt Associates(Employees) across
- the globe
- Handling their VPN issues (on call) or via email.
- Granting and revoking access to and from different client tools like PACT, PeopleSoft,
  Citrix, Business Object, Sum Total etc.
- Responsible for running SQL queries in PeopleSoft and pulling out user list and maintaining data
- Working on tools like Lotus Notes, Siebel ERM, Remedy, Exult-Citrix
- Member of the team that transitioned all the Liaison Applications for Alcoa, Air Canada,
  CapGemini, Rohm and Haas. From US to Gurgaon.
- Adopt and ensure an effective, stabilized US and Gurgaon logical security model and partnership
- Specialization and expertise in using SWIM Database-the latest and updated version
  developed by Hewitt
- Automation Metrics Reporting and tracking in MS-Excel to ensure work is being done in the SLA
- Responsible for all the Technical-documentation done in the team for different clients and
- Updating the user Manuals, Access Request Forms, templates (Scripts) for the clients
- An Important part of the job it is our responsibility to identify incidents and events.
  To look and monitor issues reported and if an event has occurred then the Event is reported
  and the Issue is Broadcasted that other associate's facing a similar issue can be informed
  well before they call for Support.

Responsibilities as a Software Tester:

- Manual Tester for PepsiCo, Rockwell, Omnicom, Catholic Health Initiatives and TXU
  software products
- Functional Testing, User Acceptance Testing, And Black Box Testing
  Bug reporting and Bug Confirmation
- Writing Test Cases and deciding Test Strategies
- Effective defect tracking and reporting

- Knowledge of Software testing in Web-Based applications on Windows/Citrix Environment

- Knowledge of SQL Query, Access Database, Excel Skills.

- Knowledge of Database Testing

- Exposure to the testing done for the database servers (PepsiCo (Hewitt) Central Audit Database).

- **HCL Info systems, Noida**

  - Managed call flow and responded to technical support needs of customers.

  - Installed software, modified and repaired hardware and resolved technical issues.

  - Provided base level IT support to non-technical personnel within the business.

  - Resolved customer issues in a clear, courteous and straightforward manner.

  - Demonstrated professionalism and courtesy with customers at all times.

  - Identified and solved technical issues with a variety of diagnostic tools.

  - Resolved problems with malfunctioning products.

  - Followed up with clients to ensure optimal customer satisfaction.

  - Remained up-to-date on the latest technologies and solutions applicable to company products.

EDUCATION

Kurukshetra University 2000-2003BSC In Information Systems with 63%

ADDITIONAL SKILLS

Proficient in User stories on Confluence also worked on Basecamp.Project Plan in JIRA.

Ability to create Wireframes on Balsamiq, Draw.Io and other tools.

Excellent Team Handling Abilities and can handle multiple clients simultaneously.