



**RICHA JHA**

Assistant Consultant seeking role in Delivery Management, PMP certified , Robotic Process Automation, Project Management, Program Management,Agile Methodology, Scrum Master, Risk Analysis,SQL Server,Kanban,JIRA,Toad,Tableau,PLSQL,Powershell,Oracle 9I

Current Designation: Assistant Consultant	Total Experience: 10 Year(s) 0 Month(s)
Current Company: TCS	Notice Period: 3 Months
Current Location: Noida	Highest Degree: B.Tech/B.E. [Electrical and Electronics]
Pref. Location: United Kingdom (UK),United States (US),Delhi / NCR	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Functional Outside Consultant	
Industry: IT-Software/Software Services	
Marital Status: Married	
Key Skills: assistant consultant,delivery management,robotic process automation,project management,program management,agile methodology,scrum master,risk analysis,sql server,kanban,jira,toad,tableau,plsql,powershell,oracle 9i,PMP	
Verified :  Phone Number    Email - id	

Last Active: 18-Jan-21

Last Modified: 18-Jan-21

Jump to Section [Work Experience](#) | [Education](#) | [IT Skills](#) | [Work Authorization](#)

## Summary

- \* Goal-oriented professional offering with 10.5 years of cross-functional experience in Scrum, Project Management and Delivery Management, and Process Excellence
- \* Hands-on experience in analysis, design, process automation, production support & Implementation of multiple Computer Systems in Research & Development portfolio of various Life Sciences (Pharmaceuticals)
- \* Possess on site experience in USA (for more than 3 years) with one of the largest Pharma Clients of USA
- \* Experience in project management activities, including project scoping, estimation, planning, risk management, finalization of technical / functional specifications, resource administration and quality management of product application
- \* Skills in interfacing with clients from pharma, research and manufacturing unit suggesting viable product & solutions and cultivating relations with them for securing repeat business

## Work Experience

### TCS as Assistant Consultant Mar 2010 to Till Date

#### Key Result Areas:

- \* Formulating the KPIs /KRAs/PMS for smooth functioning of processes while ensuring the same in-line with organizational objectives/standards and performance clearly aligned to individual KPIs
- \* Managing Robotic process automation projects for external clients
- \* Mapping business requirements and coordinating in developing and implementing processes in line with pre-set guidelines; spearheading process transition initiatives.
- \* Managing the overall functioning of business processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction/operational efficiency level.
- \* Delivering positive business results, establishing and improving business processes to improve reliability, increase simplicity and enable growth
- \* Leading initiatives to identify and eliminate root causes of defects and opportunities to improve or simplify SOPs in order to drive efficiency in Seller Support operations
- \* Playing a pivotal role in key role in process improvement reviews to identify opportunities where automation can drive benefits and efficiencies for the business
- \* Analyzing existing business processes in detail in order to assess feasibility and to redesign those processes for an RPA supported solution
- \* Improving operations, enhancing business growth through set up of infrastructures, project management and service delivery
- \* Acting as single point of contact / interface for supporting the client on various project and technical issues
- \* Defining escalation / response / resolution time for reported problems on the basis of criticality
- \* Participating in operational initiatives including process improvement while delivering results in revenue & operational performance
- \* Executing customer needs analysis, technological trends & business priorities
- \* Reviewing account performance against contractual metrics such as Service Levels, Quality Scores & CSAT



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

- \* Resolving all support and operational issues in liaison with project managers & business group
- \* Enhancing customer satisfaction by ensuring compliance with service quality norms and built the brand image by exceeding customer expectations
- \* Planning and scheduling delivery management for Agile Program Implementation for internal development and customer projects
- \* Scheduling trainings, classes and infrastructure as per the requirement
- \* Preparing and updating reports, documentation, and other communication, as and when necessary for Knowledge Sharing Process
- \* Maintaining cordial relationship with all the clients spread across the global market by understanding their project requirements
- \* Business Analysis Expert: Insightful knowledge of business analysis and design, application-based process reengineering, process optimization, cost control and revenue maximization from various technological solutions for multiple clients
- \* Meeting deadlines without compromising on quality norms; conducting testing management and test automation
- \* Monitoring budget utilization; studying and analyzing causes for significant deviation from budget and taking corrective action for the same, if required

[^ Back to Top](#)

Education

UG: **B.Tech/B.E (Electrical and Electronics)** from **Biju Patnaik University of Technology (BPUT)** in **2009**

Other Qualifications/Certifications/Programs:

PMP  
ITIL  
PSM

[^ Back to Top](#)

IT Skills

Skill Name	Version	Last Used	Experience
ITIL			
Scrum Master			
RPA			
SQL, PL/SQL, PowerShell Scripting			
Oracle 9i/10g Database Client			
KANBAN , JIRA			
Service Now, Remedy, TOAD, SQL Server			
Tableau, acquaintance with Azure DevOps.			

[^ Back to Top](#)

Languages Known

Language	Proficiency	Read	Write	Speak
Hindi				
English				
Bengali				
Oriya				

[^ Back to Top](#)

Affirmative Action

Category: **General**  
Physically Challenged: **No**

Work Authorization

US Work Status: **Have H1 Visa**  
Countries: **United Kingdom**  
Job Type: **Permanent**  
Employment Status: **Full time**

[^ Back to Top](#)