

CURRICULUM VITAE

Rachana Bahel

189/46, Pancham Lane, Near Renuka Temple,
Bhagat Singh Nagar # 1, Goregaon Link Road,
Goregaon West, Mumbai 400104

Mobile-No:-08108462365/9653449388

E-mail:rachna1690@gmail.com

BCA, PGDBM-IT Project Management with 10 Years of Experience into Project Management.

SKILLS

Project Management& Coordination, Team Management, Services Delivery, Customer Services, Vendor Management, Client Relationship, FMS Management, Data Migration Activity,& Etc.

CURRENT PROFILE

Company Name: - Dixit Infotech Services Pvt Ltd

Designation: -Project Manager—June 2018 till present.

- Plan and implement projects, Help define project scope, goals and deliverables
- Define tasks and required resources, Collect and manage project team
- Manage budget, Allocate project resources ,Create schedule and project timeline
- Track deliverables, Support and direct team ,Lead quality assurance
- Monitor and report on project progress,Present to stakeholders reports on progress as well as problems and solutions
- Implement and manage change when necessary to meet project outputs
- Evaluate and assess result of project
- Mitigated possibility of clients leaving by adding value to services
- Perform Project Management tasks for all project related client engagements
- Manage critical communications during fault incidents. Maximized client retention by resolving all product/service issues & grievances in a timely fashion
- Resolve escalated issues
- Work on the Monthly Performance Reviews with Internal Team, & Presentations to Client on the monthly Performance review.
- Work to Monitor Online Transition of Activities & getting the task seamless & smooth for the clients to view daily.

FORMER PROFILE

Company Name: - Energos Technologies Pvt Ltd.

Designation: - Manager-Projects & Services—Oct-2016-March 2018.

- Handling Team all across the country for onsite support required
- Management of Complete Projects & Coordination
- Improve customer service experience, create engaged customers and facilitate organic growth, Take ownership of customers issues and follow problems through to resolution
- Set a clear mission and deploy strategies focused towards that mission, Develop service procedures, policies and standards, Keep accurate records and document customer service actions and discussions, Analyze statistics and compile accurate reports
- Recruit, mentor and develop customer service agents and nurture an environment where they can excel through encouragement and empowerment, Control resources and utilise assets to achieve qualitative and quantitative targets, Maintain an orderly workflow according to priorities..
- Supervise a 24x7x365 Network Operation Center's (NOC) shift operations and personnel.
- Assign and manage the work load of shift personnel, as well as escalate resource constraints to management, Manage & Ensure Working as per SLA's
 - Maintaining and monitoring project plans, project schedules, work hours,.
 - Organizing, attending and participating in stakeholder meetings.
 - Documenting and following up on important actions and decisions from meetings.
 - Preparing necessary presentation materials for meetings.
 - Ensuring project deadlines are met.
 - Determining project changes. Developing project strategies.
 - Providing administrative support as needed. Undertaking project tasks as required.
 - Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project.
 - Assess project risks and issues and provide solutions where applicable.
 - Ensure stakeholder views are managed towards the best solution.

Company Name: - AGC Networks Ltd

Payroll :-ITSource Technologies Ltd

Designation: - Team Leader CTS Projects-July 2013-Sept 2016

Project:-Cheque Truncation System (CTS)for 20+ Banks PAN INDIA presence.

Responsibilities:

- Managing fmsteam,vendor teams & bank teams
- Handling application issues for denachi(5 banks 2nd level technical esclations handling for western grid) &) project cordination
- Cts scanners related issue-20+banks pan india
- Troubleshooting esclations of application in cordination with concerned teams in ussage with apt tools
- Finding out issues of applications at first level by self & through team
- Continous interaction with npcι for troubleshooting of issues
- Working on new orders for the bank related to scanners with vendors & client
- Working on orders related to repairing of the scanners with vendors & client
- Handling CHI's issue for different banks
- Coordination with CHI's team ,bank team & RBI teams for higher escalations related to technical issues of the CTS project
- Familiarize the team with the customer needs, specifications, design targets, the development process, design standards, techniques and tools to support task performance
- Assure that the team addresses all relevant issues within the specifications and various standards
- Project Co-ordination for complete CTS Projects of Dena Bank.
- Team leading for the engineers within the project
- Being a part of site team, providing support to users,& understanding & analyzing their problems....Abstracting data from data base
- Manage change to preserve business plan commitments. Initiate Phase Review if objectives must change. Define the project management process to be applied to the project.Solving scanner related hardware & software problem.
- Arbitrate and resolve conflict and interface problems within the project.
- Detecting & keeping a track of network related problems....
- Processing the Day End of the applications to enter into current days session activity.
- Keeping track of session timings...
- Establish and publish clear priorities among project activities.
- Tracking of timings of data transfer from NPCI site to Banks Applications.
- Monitoring NPCI's site for the CHI application which included six different banks.

FORMAL PROFILE

Company Name: - M/s Accutech Power Solution Pvt Ltd.

Duration : - July 2009—April 2013

Designation : - Project Co-ordinator - Data center projects.

Responsibilities:

- Project Management & Co-ordination for complete DataCenter Projects.

- Developing and maintaining a detailed project schedule which includes administrative tasks and all sites involved in the project. Maintain Project Managers calendars.
- Managing proper co ordination with the vendors for execution of the project.
- Preparing Single line Items Quotations, Sending Quotation to Client.
- Prepared Corporate Advertisement pamphlet for increasing the company Sales.
- Finalizing & placing PO's to the vendors/sub-contractors best suitable, prescribed technically for the job & commercially beneficial to the company.
- Provides supervision to the sub – contractors' workers for timely completion of the project.
- Prepare and/or edit meeting minutes, presentations and tables .Members, ensure adherence to deadlines.
- The detailed schedule will include all project phases and dependencies including at least preliminary engineering review and acquisition, detailed design, material procurement, installation, test and turn-up, and site and system acceptance.
- Responsible to track project changes and produces updated site based schedule as agreed with engineering and project management. Preparing the hand over reports.
- Maintaining & Developing PR relations with the client
- Getting Timely reviews from the client about his satisfaction with the job.

ACADEMIC PROFILE

Qualification	Institute	Year Of Passing	University/Board
Wellingkar	PGDM-IT Project Management	2019	Mumbai
Bachelor in Computer Application	IGNOU	2016	Delhi
Higher Secondary School Certification	Vivek College of Commerce, Goregaon	2009	Mumbai
Secondary School Certification	Goregaon English School, Goregaon	2007	Mumbai

TECHNICAL SKILLS

- **Software** :-MS office ,Basic Cloud Computing, Basics of SQL,SQL Servers.
- **Certification into** :Advanced Excel online.

PERSONAL DETAILS

Name	Rachana Bahel
Fathers Name	Rajendra Prasad Bahel
Mothers Name	Malti Bahel
Marital Status	Single
Date of Birth	16th December 1990
Gender	Female
Religion	Hindu
Nationality	Indian
Languages Known	English,Hindi,Marathi,Gujarati
Permanent Residential Address	189/46, Pancham Lane, Near Renuka Temple, Bhagat Singh Nagar # 1, Goregaon Link Road, Goregaon West, Mumbai 400104

I hereby affirm that all the information in this document is accurate and true to the best of my knowledge.

Place:-Mumbai

(Rachana Bahel)