**RESUME**

SHANMUGAPRIYA N.E

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**Career Objective**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I’m a hardworking and reliable person always looking to grow my knowledge and learn new technologies and skills. I’m sure if I am given the opportunity to meet with you, I will be able to tell you more about my achievements and aspirations.

**ProfessionalSummary**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Overall, 5 years of experience in Project Management team.
* Oversee project delivery – from initiation to implementation.
* Align requirements gathering, analysis, development, test and infrastructure teams, and several third parties/vendors to deliver the project with maximum efficiency.
* Liaise with internal and external resources to ensure project deliverables are being met to agree schedules.
* Coordinate project team(s), tracking tasks, managing timelines, plans and conducting risk assessments.
* Report and present project status to various levels within the organization.
* Ensure projects are delivered on time, within scope and within budget. Establish and maintain relationships with third parties/vendors
* Coordinate with third parties/vendors for inter-dependencies including technical suppliers, design agencies and business suppliers.
* Projects worked with UK client (95%), Global clients (5%).
* Ability to handle products such as EWL, IPVPN, Internet access, SDWAN, VSAT.
* Ability to handle some tools like Amdocs Clarify, CPS, SOM, Customer View, EMP portal and Engage portal.

**Experience**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Process Executive – XML coder**

**Company Name: TNQ books and Journal Private Limited**

**Duration :** From OCT 2015 to FEB 2016

1. **Company** : PRODAPT SOLUTIONS PVT LTD

**Designation**: Process Associate

**Duration** : From JUN 2016 to Mar 22-2018

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**Designation**: Process Associate

**Duration** : From JUN 2016 to Mar 22-2018

1. **Company** : Hexaware Technologies PVT LMD

**Designation**: Senior Executive

**Duration** : From Aug 6-2018 to Feb 5-2020

**RESPONSIBILITIES**

* Serviceability check on broadband technology type either ADSL, FTTP
* Completing the unresolved Queue right first time before it meets the SLA
* Handled and resolved the various errors which had been occurred while provisioning the orders
* Feasibility Check done, Node identified and reserved for the fiber to be laid and circuit built
* Direct and manage the project development from beginning to end as listed on each Phase of the Project
* Management ISP -Life Cycle. (Pre Project, Start Up, Initiation, Implementation ,Billing and Closure)
* Tracking and Auditing billing cases
* We will check and fix, while issues occurred in billing cases
* Managed with different Infrastructure Vendors for equipment’s & Infrastructure delivery
* Track project milestone and deliverables
* Working as a SPOC (single point of Contact) for Wholesale project delivery. Trained the team members on the process & general instruction related to the process
* Customer emails handling and order form preparation based on the customer requirements. Scheduling the engineer visits & liaising with the test desk engineers

1. **Company** : Tata Communications Transformation Services

**Designation**: Project Coordinator/PMO analyst

**Duration** : From April 18-2022 to till date

* Provisioning MPLS Circuits like IPVPN, EWL, Internet Access & effective management of service orders to successfully achieve the customer’s requirement and satisfaction.
* Significant experience in salesforce.com design and development solution.
* Analyze client's business requirements and processes through document analysis, workflow analysis.
* Liaise between business and technical personnel to ensure a mutual understanding of processes and applications.
* Managing stakeholders to meet their SLA, escalate and bring the process on track.
* Design and maintain project metrics and to monitor report and initiate improvement plans.
* Handling multiple projects and deadlines simultaneously.
* Monitoring project risks and scope creep to identify potential problems and proactively identifying solutions to address them in advance.
* Facilitate Weekly and Monthly calls with client Manager and Client Coordinator along with service manager to document requirements and explore potential solutions.
* Monthly status report of project through business authorities and clients.
* Design and maintain project metrics in order to monitor the performance and initiate improvement plans.
* RAG status dealing and forecast of deliverables.
* Conducts team meeting on daily basis to discuss about the targets, process updates.
* Shared process knowledge and provided process training to new joiners.
* Scheduling Kick of Meeting with stakeholders for understanding the facility requirements, risk associated with plan. Also, to ensure the customer requirement is being met within the framed Service Line Agreement.

**Educational Qualifications**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* B.Sc (Bachelor of Computer Science) - 78**%**

@ N.M.S.S Vellaichamy Nadar College - Madurai- Year of passing: 2015

* HSC (Higher Secondary Certificate) - 67**%**

@ Nirmala Girls Higher Secondary School – Madurai - Year of passing: 2012

* SSLC (Secondary School Leaving Certificate) - 82**%**

@ Nirmala Girls Higher Secondary School – Madurai - Year of passing: 2010

**Technical Skill Se**t\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Languages** | |
| **Programming Languages** | PHP, HTML, CSS |
|  |  |
| **Development Tools** | |
| **OS Platforms** | Windows |
| **Office** | MSOffice (MS Word, MS Excel, MS PowerPoint) |
| **Additional** | |
| **Database systems** | MYSQL and Oracle |

**Declaration\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place : Chennai [Shanmugapriya N.E. ]