Shraddha Swarnkar
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Profile Summary

A dynamic professional with around 17+ years of Information Technology experience mainly in the area of Project Management, Customer Relationship Management, Business Process Improvement and Production Support in IT sector. Proficient in managing & leading teams for running successful process operations & experience of developing applications and tools based on service standards for business excellence. A dynamic go getter with expertise in managing independent teams & ensuring optimal utilization of resources.

Expertise in directing productivity improvement at all levels, collaborating and actively participating in cross functional teams and maintaining customer satisfaction at the client level. Demonstrated ability to think out of the box, and provide solutions for enhancing operational efficiency, thereby contributing to revenue and business growth.

Areas of Expertise

- Excellent organizational and managerial skills
- Internal and External Stakeholder Management
- Team Building and Leadership
- Time Management and Prioritization skills
- Process Development and Improvement
- Documentation and report writing skills
- Waterfall and Agile SDLC process
- Handled Indian Govt. Projects
- Certified Scrum Master

Skills

- Programming Languages: JAVA /J2EE (JSP, Servlets, Struts)
- Database: Oracle 10g (SQL, PL/SQL), My SQL 5.7
- Project Management Tools: IPM+, Microsoft Project
- Project Management Frameworks: Agile, Scrum, Waterfall

Professional Experience

Sopra Steria (India) Ltd.   Jan 2019 – Till Date
- o   Program Manager and Scrum master
- o   Responsible for end to end delivery of Projects
- o   Managing and controlling the budget
- o   Forecasting yearly productivity numbers
- o   Internal and External Stakeholder Management
- o   Proposal creation, Involved with Pre sales in RFP
- o   Ensuring project quality as per KPI
- o   Appraising the team / people management activities

Birlasoft (India) Ltd.   Mar 2014 – Jan 2019
- o Project Manager and Scrum master
- o Responsible for end to end delivery of Project
- o Internal and External Stakeholder Management
- o Creating a rapport and maintaining effective communication with the team members and external stakeholders in the project
- o Proposal creation, Estimations, planning and scheduling activities for releases
- o Ensuring project quality
- o Appraising the team / people management activities
- o Launched SWIFT (Single Window Interface for Facilitating Trade) for CBEC

IGATE Global Solutions Ltd.   Apr 2013 – Aug 2013 (5 Months)
- o Responsible for planning, implementation and supervising a project
- o Creating a rapport and maintaining effective communication with the team members and external stakeholders in the project
- o Proposal creation, Estimations and planning and scheduling activities for releases
- o Ensuring project quality
- o Code Reviews

Infosys Technologies Ltd.   Aug 2010 – Mar 2013 (32 Months)
- o Proposal creation, Estimations and planning and scheduling activities for releases.
- o Architect and design application
- o Monitoring project risks and scope creep and identify solutions in advance
- o Ensuring quality of work through QA and code review process
- o Ownership of functional areas, responsible for their quality and timely delivery
- o Subject matter expert for Java/web development tools and processes
- o Team mentoring and Knowledge transition activities.
- o IPM+ Activities: Generate Milestone and Metric reports in IPM+

Bajaj Allianz General Insurance Co. Ltd [Allianz Group]   Jun-2005 – Jul 2010 (61 Months)
- o Responsible for planning, implementation and supervising a project
- o Creating a rapport and maintaining effective communication with the team members and external stakeholders in the project
- o Lead, mentor and train the team members
- o Prepare and present weekly reports to the senior management on the progress of the project
- o Designing the workflow
- o Developing the critical modules

Maharashtra Academy of Engg., Pune   Jul 2004 – May 2005 (11 Months)
   Designation: Lecturer

Anuradha Engg. College, Chikhli   Aug 2003 – Jul 2004 (10 Months)
   Designation: Lecturer

Educational Qualification

Bachelor of Engg. (Computer Sc. & Engg.) , July 2002
Intermediate, July 1998
High School, July 1996

Major Projects Handled

Wafer Management (Multiple Projects): Sopra Steria (India) Ltd.
Role: Program Manager and Scrum Master
Team Size : 13
Client : ST Microelectronics
Duration : 28 Months

3rdEye^{TM} (Application Portfolio Optimization): Birlasoft (India) Ltd.
Role: Project Manager and Scrum Master
Team Size : 13
Client : Birlasoft (India) Ltd.
Duration : 13 Months

Risk Management System: Directorate of Customs and CE (Indian Govt.)
Role: Project Leader / Backup PM
Team Size : 35
Client : Directorate of Customs and CE (Central Board of Customs and Excise)
Duration : 30 Months

Capture Process Optimization: Symcor Check process
Role: Transitional Project Manager
Team Size : 9
Client : Symcor Bank
Duration : 21 Months

Transaction Risk Exposure: ACH Management
Role: Transitional Project Manager
Team Size : 9
Client : WellsFargo
Duration : 21 Months

Allianz CP Thailand: Online Insurance
Role: Sr. System Analyst
Team size : 20
Client : Allianz CP [Allianz Group], Thailand
Duration : 27 Months

Personal Details

Date of Birth	6 December 1980
Passport No	P1918195
Marital Status	Married
Present Address	G-804, Antriksh Golf View II, Sector 78, Noida.