

Srishti Agrawal | Project Manager

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Key Career Highlights

- Delivered multiple enterprise software programs (CLM, HRMS, CRM) on time and under budget, improving sprint efficiency by 20% and meeting 100% of revenue milestones.
- Reduced project overhead by 15% and increased resource utilization by 25% through process standardization and lean practices.
- Led cross-functional teams of up to 30 members across product, engineering, consulting, and customer success, ensuring seamless collaboration and stakeholder satisfaction.

Professional Summary

- Experienced Project Manager with expertise in Agile methodologies and digital transformation for SaaS, CRM, and ERP projects.
- Proven track record of coordinating cross-functional teams, managing budgets, and mitigating risks to deliver projects on schedule and within scope.
- Adept at translating business objectives into actionable plans, using data analytics to drive decision-making, and communicating progress to executives and stakeholders.
- Strong technical acumen combined with leadership skills to guide teams through requirements gathering, design, development, and deployment phases.

Core Skills & Competencies

- Program & Project Management
- Agile & Scrum Leadership
- Budget & Cost Control
- Risk & Compliance Management
- Stakeholder Engagement & Communication
- Team Leadership & Resource Allocation
- Process Improvement & Lean Practices
- Requirements Gathering & Documentation
- Data Analysis & Reporting
- Change Management & Coaching

Tools & Technologies

- MS Project, JIRA, Confluence, Microsoft Office, Miro
- Power BI, Tableau, SAP Analytics Cloud
- Python, SQL, Excel
- CRM/HRMS/CLM platforms, SAP SuccessFactors
- Slack, Zoom, Teams, Trello

Professional Experience

New Era Technology | Senior Project Manager (*Dec 2021 – Present*)

- Oversaw end-to-end delivery of enterprise software implementations for global clients, coordinating product, engineering, and consulting teams to achieve on-time project completion.
- Instituted Agile ceremonies and Kanban boards to improve sprint planning and tracking, resulting in a 20% increase in sprint efficiency.
- Developed detailed project plans, resource forecasts, and budgets; negotiated statements of work and managed vendor contracts to control costs and ensure compliance.
- Created executive dashboards using Power BI and MS Project to report on schedule, budget, and scope; escalated risks proactively and implemented mitigation strategies.
- Coached junior project managers and scrum masters, fostering a culture of continuous improvement and collaboration.

Spoors Technology | Project Coordinator & Analyst (*Apr 2021 – Nov 2021*)

- Assisted in planning and executing CRM enhancement projects, collaborating with sales and marketing teams to gather requirements and prioritize backlogs.

- Built interactive dashboards for pipeline forecasting, enabling leadership to make data-driven decisions and increasing qualified lead conversions by 30%.
- Facilitated cross-departmental communication, scheduled sprint reviews and retrospectives, and tracked deliverables using JIRA and Confluence.
- Conducted competitor analysis and contributed to proposal development, helping the team secure new clients and expand service offerings.

Key Projects & Deliverables

- Directed a lean manufacturing transformation that reduced production cycle times by 30%, decreased defect rates by 25%, and improved customer satisfaction by 15%.
- Implemented an inventory management solution for a client, cutting stockouts by 30% and boosting inventory turnover by 25%.
- Optimized logistics operations using a Transportation Management System (TMS), resulting in a 15% reduction in transportation costs and a 20% improvement in on-time delivery.
- Redesigned customer onboarding workflows, reducing processing time by 20% and eliminating 30% of manual tasks.

Education

Master of Business Administration (MBA) — 2021

International Management Institute

Bachelor of Business Administration (BBA)

Sam Higginbottom University of Agriculture, Technology & Sciences

Certifications

- PMI Agile Certified Practitioner
- SAP Certified Specialist – Project Manager – SAP Activate for Agile Implementation Management
- SAP Certified Application Associate – SAP Analytics Cloud
- Udemy – Presales Management & Business Communication

Preferred Location & Work Mode

Bangalore, Karnataka, India (Hybrid; open to On-site or Remote).