# Vijayashree Vinod

Mobile: (+91)8130888188 E-Mail: vij609@gmail.com Location: Gurgaon

#### PROFESSIONAL SUMMARY

A highly disciplined, results-oriented, extremely motivated, confident and competent IT professional with PMP® and CSM® credentials, and an experience of over 14 years. Graduated with First Rank in Bachelor of Engineering degree and started professional career as a Software Engineer with Infosys Technologies Ltd. in 2002. Successfully completed multiple projects in multiple locations in India, USA and UK across multiple domains (banking, automobile and telecom). Joined Aurion Aviation Advisors (part of Aurion Group) in Bahrain in 2011 and led the development of their web-based training portfolio as well as all the company's IT requirements for various projects. After a break in career for motherhood, resumed work as Project Manager with nThrive Global Solutions in Gurgaon, India in Apr 2018. At nThrive, leading the establishment of Global Center of Excellence for Implementation Services and managing delivery for multiple projects.

#### **ACADEMIC PROFILE**

✓ Project Management Professional (PMP)®

Project Management Institute (PMI), USA

PMP Number: 2043090

PMP Credential holder since: 05 Jun 2017 PMP Credential valid through: 04 Jun 2020

✓ Certified ScrumMaster®

SCRUM ALLIANCE®

Certificant ID: 000747351

Certification Expires: 11 February 2020

✓ Bachelor of Engineering – Polymer Science & Technology

SJCE, University of Mysore, India

Graduated in 2001 with 1st rank (University Gold Medal)

#### PERFORMANCE INDICATORS

- Leading the Global Center of Excellence for Implementation Services at nThrive Global Solutions, Gurgaon
- ❖ Acquired the most widely-recognized and respected credential in the project management profession awarded by PMI, the PMP ®
- Earned the Certified ScrumMaster® CSM certification that is relevant across all industry sectors adopting Agile practices
- Conceptualized and headed the development of web-based training portfolio for Aurion Group, Bahrain, that resulted in the generation of USD 1.5m within 02 years of launch
- Successfully performed end-to-end Project Management for multiple projects at Infosys encompassing client interaction, planning, estimation, scope definition, design, delivery, risk management, change management, quality management and people management as well as managing all the project operational parameters
- Received the Unit Award for Excellent Individual Performance in 2009 at Infosys Technologies Ltd, Mysore
- Secured 1st Rank (Gold Medal) in Bachelor of Engineering Degree

#### WORK EXPERIENCE

Project Manager, nThrive Global Solutions, Gurgaon: April 2018 – Present nThrive Global Solutions is a healthcare revenue cycle management company providing technology, advisory expertise, analytics and education solutions for health care providers in US.

#### **Key Responsibilities**

#### **Leading the Global Center of Excellence for Implementation Services**

- Manage several external customer implementations within multi-project program-level efforts that span various stakeholders, including internal senior leadership, partners/vendors and external influencers ensuring project deliverables included in the engagement contract are completed timely with customer satisfaction through proactive issue management
- Support team revenue target by accurately forecasting project go-live dates and close management to project timelines in order to meet the forecasted completion dates
- Proactively set and manage expectations with internal and external stakeholders regarding project scope, deliverables, timelines, status reporting, and issues & risks
- Establish meaningful relationship with Client Project Manager and/or Revenue Manager/Director through competent leadership of the project
- Collaborate with various teams to ensure quality deliverables are completed timely

## \* Managing diverse teams within the Global Center of Excellence for Technology Support Services

- Lead the delivery of diverse multiple processes/areas of work, and ensure the deliverables meet/exceed the Onshore Leaders' expectations
- Participate in hiring/interviewing to make sure the best fit candidates are selected for the specific role for all the new work areas
- Engage effectively with all stakeholders, provide/present status updates on regular basis to key stakeholders and internal/external leaders as defined
- Drive the performance metric creation for all the work areas
- Lead & participate in several internal initiatives for employee engagement and motivate team members to participate

#### Manager- IT, Aurion Group, Bahrain: January 2011 – April 2015

Aurion Aviation Advisors, an Aviation Consulting Firm in the Kingdom of Bahrain established Aurion eLearning as the Training Vertical to offer web-based training (WBT) for Aviation-related executive and management courses for and on behalf of a number of clients

#### **Key Responsibilities**

# \* Establishment & Successful Launch of Web-based Training portfolio The programme afforded the company a new platform to deliver web-based training to clients in the field of Aviation

• As Project Manager, started out by performing project assessment, conducting benefit analysis and conceptualization of the solution in order to develop the feasibility report for the web-based training vertical. Further on, identified key

deliverables and procurement needs, assembled teams, developed project plan and schedule, selected appropriate sellers and managed all the communication & stakeholder relationships

- Managed the project execution end-to-end which included planning, organizing, directing, monitoring & controlling all the programme activities as well as procurement activities, managed the flow of information with the stakeholders and controlled risks, verified conformance of project deliverables with quality standards resulting in the successful launch of web-based Training portfolio
- Also managed the integration of the web-based training content onto the company learning management system, as well as in customizing the courses to suit individual client needs. Subsequently, monitored the development of new web-based courses for the company

#### • Challenge Faced:

- ✓ To deliver the four-identified web-based training courses in four different languages (English, Arabic, Hindi and Tagalog) concurrently for the launch
- Tools Used: MPP, MS Excel, eFront LMS, Articulate

#### Establishment of Learning Management System

Establishment of a Learning Management System (LMS) was the fundamental requirement for the web-based training portfolio for hosting the web-based training courses as well as to maintain training records

- As Project Manager, identified procurement needs, selected seller, and managed the communication & stakeholder relationships. Further on, monitored procurement activities, tracked the progress, controlled risks and verified the seller deliverables for completeness and quality. Also played a key role in customizing the learning management system as per the company requirements as well as to suit individual customer requirements
- Upon setting up the LMS successfully, managed the administration of the same including hosting web-based courses, setting up client data, tracking the training progress and presenting training reports. Also drafted the manual for LMS usage as well as conducted training for LMS usage to clients
- Tools Used- MS Excel, eFront LMS, PHP, MySQL

#### **\*** IT Expertise & Support

As the SPOC for all of the company's IT requirements, performed a crucial role of providing IT support for the various projects undertaken by the Company and acted as the sole point of contact for the client for their web-based training requirements

- Met with clients to discuss their web-based training requirements
- For any new project opportunity, performed project assessment and submitted proposals to meet the clients' web-based training needs
- Managed the development and release of new web-based training courses
- Manage the hosting and maintenance/administration of the learning management system
- Managed the billing/invoicing activities for the client based on training completed
- Responsible to customize and manage the content of the company website
- Support all the projects undertaken by the company by reviewing documents before client submission

- > Technology Lead Infosys Technologies Ltd., India: July 2002 December 2010 Initiated Career with Infosys Technologies Ltd., in 2002 as a Software Engineer and progressing to a Technology Lead position performing Project Management activities. Successfully completing several projects during the span of 8+ years as outlined below:
  - Design Delivery Manager (Leading Telecom Provider in UK) & Project Manager (Infosys) January 2010 to December 2010

**Project Description** – Performed the role of Design Delivery Manager for Retail Billing Line-of-Business for a leading Telecom Provider in UK

#### **Key Responsibilities**

- As the Design Delivery Manager, involved in accepting requirements from the Retail Billing Platform Programme Management Office (PMO) of the Telecom Provider, liaising with the team of Solution Designers and submitting the Rough-Order-of-Magnitude (ROM) and/or the Detailed Technical Assessment (DTA) as requested back to the Requirements Front Door for approval
- Involved in liaising with various stakeholders namely, the Business Owner, Requirements Owner, Programme Management Office, other Customer Experience Managers, Solution Designer, Component Designer, etc
- Involved in ensuring that the Designer completes the ROM/DTA as per the agreed timelines, by continuously tracking as per the schedule and reporting back to the Customer Experience Programme Manager and the PMO
- This role also involved continuously monitoring the Delivery of funded/approved Work Requests until completion and reporting it back to the Customer Experience Programme Manager
- In parallel, as Project Manager at Infosys, involved in managing the internal endto-end Solution Design team (Team Size 8) in terms of work assignment, monitoring the progress and reporting back to Senior Project Manager. Also involved in Billing/Invoicing activities for the Project, budget submissions and other Operational aspects of the project
- As Project Manager at Infosys, also involved in Quality Planning and Quality aspects for the Project and involved in mentoring the team for Competency Development and Performance Appraisal
- Tools Used MPP, MS Excel, Other in-house Project Management Tools

#### Project Manager (Infosys) – Project for a Leading Australian Telecom Provider January 2009 to December 2009

**Project Description -** The project involved setting up and managing an Incident, Problem, Change and Asset Management tool based on BMC Remedy ITSMv7, for a leading Australian Telecom Provider in order to provide a cross-functional help desk to their customers for their managed network service needs. The tool based on Remedy had to be customized to suit customer requirements and was required to interface with several back-of-house systems of the Telecom Provider

#### **Key Responsibilities**

As Project Manager at Infosys:

- Responsible for end-to-end Delivery of the Project. Involved in Building the Project Team (team size 15), Project Planning and Tracking by means of Task Allocations, Monitoring & Controlling all the project phases (Requirements Gathering, Design, Development, Testing and Implementation), Reporting the Project Status to senior management, Managing Project Risks, and ensuring Successful Delivery and Implementation of the Project
- Involved in Quality Planning and managing the Quality of the Project to ensure high quality delivery
- Involved in Billing/Invoicing Activities, Budget submissions and other Operational aspects of the project
- Mentored the team for Competency Development and conducted Performance Appraisals
- Performed estimation and responded to Statement-Of-Work for further assignments
- **Tools Used** Remedy ARS, BMC ITSM, MPP, MS Excel, and Other in-house Project Management Tools

## Delivery Manager-For a Leading Telecom Provider in UKMay 2006 to December 2008

#### **Key Responsibilities**

- Performed the role of "Consumer Mobility In-Life Delivery Manager" for a leading UK-based Telecom Provider
- Responsible for Analyzing Business Requirements and ensuring Successful Delivery of the project/requirement/change request within the expected timelines
- The role involved liaising with various stake holders of Consumer Mobility product of the Leading Telecom Provider namely, the Business Owner(s), Programme Management Office (PMO), Programme Manager, Product Master Files, Solution Designers, Component Teams, Other Delivery Managers, Platform Managers, Test Managers and Testers, by means of audio meetings, emails and phone calls
- The stakeholders were spread out across various locations in the UK and India, and spanned various companies, so the greatest challenge was to work

## closely with all the stakeholders to ensure successful completion of each business requirement

- Initially worked at the client location (UK) for 3 months and then performed the Role from Offshore successfully
- Tools Used MPP, MS Word, MS Excel

#### Onsite Coordinator (US), Programmer Analyst (Infosys) – Automotive Retailing Solutions Provider, US July 2004 to April 2006

**Project Description** – The project involved fixing defects and making enhancements to the existing Dealer Management System of the Client, a provider of automotive

retailing solutions in US

**Key Responsibilities** – As Onsite Coordinator based out of the client location (Ohio, US), responsible for gathering client requirements and ensuring that they are implemented successfully through design, coding and testing in coordination with the offshore team (Team size 5), as well as implementing critical requirements at the client-site based on the urgency and priority

Tools Used - VB, ASP, SQL Server

### **♣** Software Developer (Infosys) – A leading Automobile Manufacturer, US Jun 2003 to June 2004

**Project Description** –The project involved two sub-projects; one was to develop a new Java-based web application and the second was to make enhancements to an existing system of the client, a leading Automobile Manufacturer in the US

**Key Responsibilities** — As a Developer, involved in analyzing the assigned requirements and then working on the Design, Coding, Unit and Integration Testing of the same. Also responsible for Configuration Management and Defect Prevention activities for the project

Tools Used – Java, JSP, Servlets, DB2

#### User Acceptance Tester, Software Developer (Infosys) – A Financial Services Provider, US

Dec 2002 to June 2003

**Project Description** – The project involved enhancing an existing application for the client, a leading Financial Services Provider in the US

**Key Responsibilities**—As User Acceptance Tester on behalf of the client, involved in requirements analysis, preparation of acceptance test plans and conducting acceptance testing so as to ensure a defect free enhancement for one of the existing applications of the client

#### **STRENGTHS**

- Excellent leadership and project management skills
- \* Highly motivated, detail oriented, flexible & easily adaptable to the work environment
- \* Agile learner who believes in life-long learning
- Excellent client interaction and interpersonal skills
- Superior organization and planning skills
- Strong analytical, decision-making and problem-solving skills
- Self-motivated, capable of owning and driving assignments
- \* Effective communication and exceptional relationship management skills
- Proven ability to work well under pressure and in a team environment