

## CONTACT

## PROFILE

## DOMAINS/PROJECTS

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•Project Manager with 11.5 years of experience leading Large scale Projects for Globally reputed clients handling 1.)Software Development Life Cycle (SDLC) from Pre-Sale, Design, Develop , Test and Implement that deal with end to end Management of Project Delivery Operations and Financials.

2.)Operations Management

- E-commerce Websites
- E-commerce Mobile Apps
- Social Media – Ads, SEO
- Machine Learning – Driverless Cars, Ecomm Catalogs, Marketplace
- Maps, Gaming

## SKILLS

## PROFESSIONAL EXPERIENCE

- Project Management
- Client Management
- Resource Management
- Business Planning
- Operations Management
- Hiring and Training
- Research & Market Analysis
- Vendor and Stake Holder Management
- Invoices and Financial Management
- Revenue Management

- **Tech Mahindra (BORN Group rebadged to Tech Mahindra from Mar 2023)**

*Project Manager (Band P1)- 01 Mar 2023 till date*

*Project Manager -08 Aug 2022 till 30 Jul 2024*

- **Amazon Technologies**

*Manager – 29 Nov 2021 to 05 Aug 2022*

- **Wipro Technologies**

*Group Leader –01 May 2020 to 25 Nov 2021*

- **Cognizant Technology Solutions**

*Team Leader – 01 Jun 2018 to 30 Apr 2020*

- **Accenture India**

*Process Analyst – Career Level 11 –10 Feb 2016 to 25 May 2018*

- **Global Logic Technologies Ltd**

*Analyst, Content Engineering - 05 Nov 2012 to 01 Feb 2016*

## CLIENTS/PROJECTS HANDLED and FRAMEWORKS/SKILL SET

**Clients/Projects:** Grand Seiko Watch Co (Japan and Global) , Darwish Holdings , Jumbo Electronics , Facebook , Uber , Google , Gourmet Egypt , Amazon Japan , Dulux Australia- New Zealand.

**Frameworks:** Magento, VSF Vue store Front, SAP Hybris, Fluent Commerce , Machine Learning

**Skillset/Tools:** JIRA, Service Now, Confluence for Project Management (Agile and Waterfall Methodologies for SDLC)

New Relic, Pingdom, Widen for Incident Management / Monitor Management.

### Clients/Projects Details:

#### 1. Grand Seiko: Global and Japan

Have worked on entire SDLC of websites development for the SWC(Seiko Watch Corporation) for both the Global and Japanese platforms that involve the Design , Development and Support Functions of the Grand Seiko Websites . Have successfully implemented the features like 3D secure Payment Mechanism for the Seiko customers which is a distinguished feature for privacy of the customers compared to many other luxury Watch Seller Websites. Apart from Development, have enabled in establishment of a successful monitoring support to guard the unusual behavior of the Websites like sudden memory issues, disk spaces, suspicious IP addresses using New relic Monitoring tool

**Framework: SAP Hybris, New relic**

#### 2. Jumbo Electronics:

Have handled end to end Operations and delivery for the Jumbo Electronics website (jumbo.ae) launched in Dec 2022 as for the latest version and currently working on all the required changes needed as per the campaigns , OMS, Gateways.

<https://www.jumbo.ae/> is an ecommerce website that deals in sales of electronic goods like mobile phones, Home theatres, Hair Dryers, Tablets of brands like Apple , Dyson, Sony , Samsung .

This is one of the very few successful websites in UAE that is launched through a Headless Implementation. Backend is developed on Magento Adobe and integrations done through various platforms like Emarsys, VSF.

**Framework: Magento, Vue Storefront (VSF)**

#### 3. Darwish Holdings

Darwish Holdings is a famous Conglomerate in the Qatar that deals in ecommerce business of several Distribution Websites.

Have worked on Development, testing and implemented/launched all the 4 websites and its related Android and iOS Mobile Apps that Darwish Holdings run their Business in Qatar that deals from basic Baby Toys, Electronics, Luxury Clothing and Accessories, Music , Exclusive Apple products.

The 4 websites under Darwish Holdings include - <https://51east.com/> , <https://fnac.qa/> , <https://toysaloon.com> , <https://ispace.qa/>

Have worked on the implementation of all the 4 websites from Design, Development , Test to Launch phases and have set up teams for monitoring all the sites and Crashlytics of the Apps 24\*7 using a new relic Monitoring Tool.

**Framework: Magento Adobe Commerce, Native Android, Native iOS, New Relic**

#### **4. Dulux Australia- New Zealand:**

Dulux Australia is a renowned name in the Paint/Wall Spray Industry in Australia New Zealand Region.

Have implemented and handled the entire SDLC Lifecycle OMS( Order Management System) for the B2B wholesalers of the Dulux vendor for the Australia and New Zealand users.

Apart from the OMS, Have successfully enabled the monitoring set up for the Dulux B2B site using Pingdom to trace out any unusual activity on the website so as not to incur any loss to the Business.

**Framework: Fluent Commerce, Pingdom**

#### **5.Uber**

Have worked on Enablement Projects of Machine Learning for the Driving Inputs using Deep Learning technologies through extensive Data Set trainings for the Driverless Cars planned by Uber Technologies. Machine learning Inputs for Driving, Traffic, signaling for DMV have been tested and approved for an accuracy rate of 99% for the Uber Self Driving Cars launched at Pittsburg.

**Framework: Machine Learning, Ludwig**

#### **6.Facebook, Google**

Facebook, Google Ads work by targeting a group of Facebook, Google users that share similar characteristics, and placing your ad on these users' News Feeds. There are multiple ad formats you can choose from, each catering to the specific goals we might want our ad to accomplish. Have enabled the launch of multiple Ad category groups ranging from Clothing, Accessories, Education, Travel , Music Labels.

Handled all the levels and steps of Google Maps – Ground Truth , POIs, Building Labelling serving the Operations teams, NHT (New Hire Trainees) Program and Delivery Teams. Have played an instrumental role in expansion of the GT (Ground Truth) Team for the Google Maps team.

**Framework: Machine Learning**

#### **6.Amazon Japan**

Have worked on the Research and Development (RnD) Project of the AI/ML methodology for the Amazon Japan platform for the Product Catalog Section to automatically pop the description using all the details furnished by each of the sellers for the ASINs (Amazon Standard Identification Number) fed into the Seller catalog.

**Framework: Machine Learning**

### **PROFESSIONAL ROLES and RESPONSIBILITIES SUMMARY**

#### **Operations and Programs:**

- Actively keep Engaging team level Agile ceremonies such as Daily Stand-ups, Retrospectives, and Iteration Planning and every update regarding the Project Progress and Project Status.
- Manage multiple allocations and work Management with teams of Developers, Leads, Testers, Analysts.
- Maintain a thorough documentation for the User Stories/Sprints and communicate the same to all the respective stake holders.
- Maintain and Update every detail of the Project related to Estimates, Technical Architecture, Changes in Functionality and Meeting MoMs over a Wiki/ Confluence Pages.

- Work with Triage and Monitoring teams (ITIL) teams to ensure websites/ services are not hindering to the clients through active Monitoring of Logs.
- Track team impediments and escalate those to quickly fix the existing issue.
- Track Story/Project Progress through Review Meetings and update the status to respective Stake Holders all throughout the delivery of the Project by actively engaging with all the internal teams and clients.
- Ensure continuous collaboration; continuously collaborate and communicate across all functions supporting Project/Product Delivery.
- Enhance and facilitate Project Demo as needed.

#### **Vendor / Client Management:**

- Proactively recognize conflict; facilitate conflict resolution through collaboration between teams/clients/stake holders.
- Ensure all Projects are running within scope in line with contracts, SOWs Ensure availability and flexibility for Project Audits and focus on running the Projects in Code Green.

#### **Planning, Finance Management:**

- Actively make Project Plans, Resource Allocations as per the Business and Project Requirements.
- Work with Finance Teams, Sales Teams regarding the Financials/Funds of the Projects and ensure Projects are always in Positive Margins.
- Active Engagement in understanding, Requesting, Forecasting and Tracking the Budgets, Invoices, Margins.

### **OTHER ACTIVITIES/VOLUNTEERING**

- Active volunteer for the Student Education Activities for the Telangana State Welfare Residential Schools.
- Certified Volunteer for Women Safety in IT Corridor , Hyderabad. (Can be verified from the She safe App)

### **EDUCATION DETAILS**

**Education** : B.Tech, Shri Vishnu Engineering College for Women

**Languages Known** : English, Hindi, Telugu ,Kannada, Basics of Korean.

I HEREBY DECLARE ABOVE INFORMATION IS CORRECTLY FURNISHED.

BPA Meher



