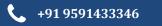
SHILPEE GUPTA

Lead Consultant @Infosys | Project Management | Agile | Scrum | ITIL framework







Results-oriented leader targeting a role in Project Management or Consulting to drive strategic initiatives, optimize processes, and lead high-performing teams. Expertise in Agile, Scrum, ITIL, and process optimization to deliver measurable business outcomes and growth.

PROFILE SUMMARY

- Accomplished Project Manager with nearly 14 years of specialized experience in IT project management, adept at leading crossfunctional teams to deliver innovative solutions aligned with business objectives and 100% client satisfaction.
- **Expert in Strategic Planning & Resource Allocation**, ensuring projects are delivered **on time and within budget**, focusing on exceeding client expectations through meticulous oversight and effective risk management.
- Strategist & Implementer with expertise in managing Agile, Scrum, and Waterfall methodologies, and new system implementations, driving **change management** while maintaining schedule adherence and process optimization.
- **Proven Stakeholder Engagement** skills, establishing strong relationships with senior management and clients to ensure clear communication of project status, and risks, and securing necessary resources for successful delivery.
- Skilled in Agile and Waterfall Methodologies, leveraging a deep understanding of project management frameworks to adapt strategies that enhance productivity and ensure successful project outcomes.
- Excellence in End-to-End Project Delivery, including scope management, effort estimation, risk analysis, and quality management, ensuring projects are executed by standards and aligned with business goals.
- Innovative Problem Solver, capable of identifying issues swiftly and implementing effective solutions, driving continuous improvement, operational efficiency, and enhanced service delivery.
- Experienced in Managing Cross-Functional Interdependencies, ensuring seamless communication across multiple project teams, monitoring key performance indicators, and driving progress toward shared goals.
- Passionate Mentor and Team Leader, dedicated to fostering an environment of collaboration, guiding teams through technical and professional growth, and boosting team **performance** and satisfaction.

CORE COMPETENCIES

- **Documentation & Reporting**
- Service Delivery Excellence
- **Incident and Problem Management**

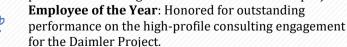
- Program & Portfolio Management
- **Global Delivery Coordination**
- **Budgeting and Financial Oversight**

- **Resource Allocation Techniques**
- Performance Metrics & SLA Management
- **Cross-Functional Collaboration**

AWARDS



Best Player Award: Recognized for exceptional performance during FAB's successful transition project.



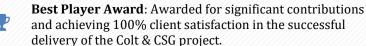
B.Tech. - Information Technology, Uttar Pradesh Technical University, Agar, 2010

Best Function Award: Acknowledged for expertise in project management and customer satisfaction,



ITIL V3 Foundation,

demonstrated through exceptional delivery for the Singtel Project.





EDUCATION

CERTIFICATION

WORK EXPERIENCE

Infosys Pvt. Ltd. | Pune | Mar'16 - Present Growth Path:

Technology Lead

Lead Consultant

Key Result Areas:

Project Leadership & Delivery

- Led cross-functional teams through **Middleware technology transitions**, consistently achieving high **knowledge transfer scores (4.8/5)** and significant **cost savings (50 Dirham penalty reduction)**.
- Coordinating cross-time zone projects (Colt, TDC-net, CSG), ensuring 100% on-time delivery and achieving 99% client satisfaction.
- Managing a **team of 100+ professionals**, providing **technical guidance** and **mentorship** to drive **performance evaluations**, enhancing team capabilities, and fostering growth.
- Transforming project workflows to increase **efficiency** and **productivity** using **Jira**, resulting in a **30% faster delivery speed** and a **20% reduction in task handoffs** while improving **team satisfaction**.

Process Optimization & Efficiency Improvements

- Streamlining manual monitoring processes for App Dynamics and servers, reducing operational errors, and enhancing reporting consistency, leading to 75 hours of monthly process efficiency improvements.
- Identifying process **inefficiencies** in the **Infosys Singtel project** and achieving a **29% productivity boost** by streamlining **workflows** and automating **tools**, thereby reducing the **38 FTE monthly effort overrun** by **29%**.
- Improving **system uptime** by **15%** and reducing **incident volume** by **35%** by implementing a **Continuous Service Improvement (CSI)** framework based on **ITIL** principles, increasing **client confidence** and **performance**.

Revenue & Cost Management

- Driving managed service delivery transformation for Singtel, saving ₹80 lac and boosting monthly billing by 15%, even with resource constraints.
- Boosting revenue by 20% through IT service audits and automation, securing 250+ new orders and improving efficiency
 across service lines.
- Transforming **legacy data** into **actionable insights** by leveraging **historical data sources** and creating **transparent frameworks** for **consistent billing**, resulting in **70% financial accuracy** and a **98% reduction in project disruptions**.

Stakeholder Management & Client Relations

- Proactively integrating **Catia & Windchill** into **SGRE client's middleware scope**, driving **25% revenue growth** (equivalent to **\$1 million annually**) through effective **problem-solving** and **infrastructure optimization**.
- Addressing low morale and communication challenges on the Daimler Project, improving productivity by 35% and ensuring on-time completion.
- Simplifying complex **project updates** and presenting **actionable insights** that cut **decision-making time by 30%** and enhanced **audience engagement**.

Risk & Issue Management

- Implementing **risk analysis** and **mitigation strategies** to address **project delays** and **resource challenges**, ensuring consistent **project delivery** and **client satisfaction**.
- Resolving **team dynamics challenges** by establishing a **data-driven approach** to **workload rebalancing** and achieving a **100% project milestone success rate** while boosting **productivity by 20%**.

PREVIOUS WORK EXPERIENCE

Associate | VWR Lab Products | Coimbatore | Dec' 14 - Mar'16

- Resolved client dissatisfaction with a \$15 million VWR critical account by implementing an incident management framework, achieving a 25% increase in client satisfaction and 20% revenue growth.
- ❖ Established a cohesive **team of 60 professionals**, including **GNOC** and **Service Desk teams**, to ensure **24/7 operations** and enhance **customer support** capabilities.

Senior Operational Manager | IBM | Bangalore | Sep'12 - Sep'14

- Enhanced ticket analysis efficiency to reduce alert accounts by 30%, resulting in significant cost savings and improved team productivity.
- ❖ Leveraged TWS and Mainframe expertise to manage job scheduling proactively, achieving 90% SLA attainment and ensuring zero escalations.

System Analyst | HCL Ltd. | Noida | Jan'11 - Sep'12

- Ensured seamless 100% uptime during Tivoli Workload Scheduler (TWS) server upgrades for critical applications, including Informatica, SAP, Salesforce, and Database, through proactive maintenance strategies.
- Sustained system uptime and addressed scheduling conflicts, ensuring 100% availability and maintaining a record of zero escalations.