



# Shalini Juyal

Project Manager and Scrum Master

## PROFILE SUMMARY

Highly motivated and results-driven Project Manager with 4 years of experience leading cross-functional teams and delivering successful projects on time and within quality. Proven expertise in managing complex projects from initiation to completion, including planning, execution, and monitoring. Skilled in collaborating with stakeholders to define project scope, manage resources, mitigate risks, and ensure alignment with business goals. Adept hybrid methodologies to manage projects in Health and welfare, with a strong focus on quality, efficiency, and continuous improvement. Known for strong leadership, problem-solving abilities, and exceptional communication skills to drive project success and exceed stakeholder expectations.

### Key Skills & Strengths:

- Project planning and strategy development
- Team leadership and stakeholder management
- Risk and issue management
- Resource allocation and Proficient in project management tools (e.g., MS Project, Jira)

## EDUCATION

2003

B.Sc  
Delhi university-Dayal Singh college

## WORK EXPERIENCE

Jan 2021 - Present

Project Manager and Scrum Master

**Wipro**  
As a Project Manager, I am responsible for planning, executing, and closing projects while ensuring they meet objectives, deadlines.  
Key Responsibilities:  
1. Project Planning and Strategy:  
-Develop detailed project plans, defining project scope, goals, deliverables, timelines, -and resources needed.  
-Ensuring resources are used efficiently.  
-Align project goals with organizational objectives and client requirements.  
2. Resource Management:  
-Allocate resources effectively, including assigning tasks and managing workload distribution among team members.  
-Ensure efficient use of time and resources, adjusting allocations as needed to meet project deadlines.  
3. Stakeholder Management:

## PERSONAL INFORMATION

- Email  
bonjourjuyal@gmail.com
- Mobile  
(+91) 9871793396
- Total work experience  
18 Years 0 Month

## KEY SKILLS

- SVN Tortoise
- DevOps
- Healthcare
- Web Testing
- Project Management
- Scrum
- GUI Testing
- Mobile Application Testing
- Regression Testing
- Web Application Testing
- JIRA
- Manual Testing
- SQL
- Test Planning
- Team Handling
- Sprint Planning
- Sprint Review
- Stakeholder Management

Risk Management

Project Planning

Coordination

OTHER PERSONAL DETAILS

City	Pune
Country	INDIA

3. Stakeholder Management:
- Serve as the main point of contact for all stakeholders, managing expectations and maintaining regular communication.
  - Conduct regular meetings with stakeholders to gather requirements, provide updates, and review progress.
  - Prepare and deliver clear, concise reports on project status, challenges, and deliverables.
4. Risk Management:
- Identify project risks early and implement risk mitigation strategies.
  - Monitor and manage potential risks throughout the project lifecycle, adjusting strategies to minimize disruptions.
  - Develop contingency plans and proactively address any issues that may affect project timelines or objectives.
5. Team Leadership and Collaboration:
- Lead and motivate cross-functional teams, fostering collaboration, open communication, and a high-performance culture.
  - Guide and support team members, helping them overcome challenges and ensuring they meet project objectives.
  - Delegate tasks appropriately and manage team dynamics to ensure the success of the project.
6. Project Execution and Delivery:
- Oversee day-to-day project activities to ensure deliverables are on schedule and within scope.
  - Manage project changes and updates, ensuring that changes are documented and communicated.
  - Ensure timely and high-quality delivery of project outcomes to stakeholders or clients.
7. Communication and Reporting:
- Maintain clear communication between team members, management, and stakeholders.
  - Prepare project status reports and updates for senior management and clients, ensuring transparency and accountability.
  - Conduct project reviews and post-project evaluations to assess outcomes and identify areas for improvement.
8. Quality Assurance:
- Ensure that project deliverables meet quality standards and client expectations.
  - Implement and monitor quality assurance processes throughout the project lifecycle.
  - Review deliverables and manage changes to meet defined quality and performance benchmarks.
- Skills & Competencies:
- Expertise in project management methodologies (Agile,

Waterfall, Scrum).

- Strong leadership, problem-solving, and organizational skills.

- Proficient in project management tools like MS Project, Jira.

- Excellent communication, negotiation, and presentation skills.

- Ability to manage multiple projects simultaneously and prioritize effectively.

## Wipro-Alight

As a Lead System Analyst, I was responsible for overseeing the analysis, design, and implementation of complex software systems (of our inhouse tool) while ensuring alignment with business needs and objectives.

### Key Responsibilities:

#### 1. Team Leadership & Mentorship:

-Lead and mentor a team of system analysts, guiding them through the system analysis process, and ensuring their professional growth through training and feedback.

#### 2. System Requirements Analysis:

-Gather, analyze, and document business requirements from stakeholders, ensuring clear understanding and agreement on system specifications.

#### 3. Solution Design & Architecture:

-Work closely with Analyst to design system solutions, ensuring they meet both business needs and technical requirements.

#### 4. Stakeholder Collaboration:

- Serve as the primary liaison between business units, ensuring smooth communication and understanding of project objectives.

#### 5. System Testing & Quality Assurance:

- Coordinate and oversee system testing, ensuring the solution meets business requirements, and conducting user acceptance testing (UAT).

#### 6. Risk & Issue Management:

-Proactively identify and mitigate risks and issues that may impact the system development lifecycle or business objectives.

#### 7. Project Management Support:

-Collaborate with project managers to define project scope, timelines, and deliverables, ensuring timely and on-budget project delivery.

#### 8. Documentation:

-Prepare comprehensive documentation, including functional specifications, system architecture designs, user guides, and training materials.

#### 9. System Integration & Deployment:

-Ensure smooth integration of new systems with existing infrastructure, overseeing deployment and post-implementation support.

### Skills & Competencies:

-Advanced knowledge of system analysis and design methodologies.  
-Strong leadership, communication, and interpersonal skills.  
-Proficiency in tools like JIRA,  
-Understanding of Agile, Waterfall, and Hybrid project management methodologies.

Jan 2016 - Nov  
2018

## System Analyst

### Aon-Alight

As a System Analyst, I was responsible for analyzing system through technology solutions, gathering requirements, designing systems, and ensuring alignment with organizational goals.

#### Key Responsibilities:

##### 1. Requirements Gathering & Analysis:

- Collaborate with Lead Analyst to gather and understand detailed business and technical requirements, ensuring a clear understanding of project needs and objectives.

##### 2. System Design & Specifications:

- Design and configure system specifications that meet the business requirements, ensuring feasibility and scalability.

##### 3. System Testing & Quality Assurance:

- Plan and execute system testing to ensure functionality meets business requirements.

##### 4. Documentation & Reporting:

- Create detailed system documentation.

##### 5. Troubleshooting & Support:

- Provide ongoing support for system issues, troubleshooting problems, and recommending solutions to maintain system performance and business continuity.

#### Skills & Competencies:

- Strong analytical, problem-solving, and critical thinking abilities.

- Familiarity with project management methodologies (Agile, Waterfall).

- Knowledge of system integration, testing, and quality assurance processes.

- Excellent communication, interpersonal, and documentation skills.

- Understanding of software development lifecycles and methodologies.

Jan 2012 - Dec  
2015

## Analyst and Sr Analyst

### Hewitt Outsourcing Services India-Aon

As a Analyst and Sr. Analyst , I was responsible for testing software applications manually to identify defects, ensure quality, and verify that they meet business requirements and functional specifications.

#### Key Responsibilities:

##### 1. Test planning and testing:

- Creating Test cases based on requirement.
- Performing Integration and regression testing.

#### Skills & Competencies:

- Strong analytical and critical thinking skills.

- Excellent communication skills, both written and verbal.

- Strong attention to detail and problem-solving abilities.

- Ability to work independently and as part of a team.

- Knowledge of business processes and operational efficiency.

Jan 2008 - Dec 2011

○ Benefits Operations Administrator

### **Hewitt Outsourcing Services India**

As a Benefits Operations Administrator, I was responsible for managing the day-to-day operations of employee benefits programs, ensuring compliance with regulations, and providing excellent service to employees. This role involves administering benefits enrollment, managing benefits systems, and resolving employee inquiries while ensuring the smooth delivery of benefits services.

Oct 2006 - Dec 2007

○ Executive Backend operation

### **Hewitt Outsourcing Services India**

Genral Processing based of SOP's.

## **Projects**

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1 Months

### **Health and welfare-Vendor change**

Objective- To update provder name for life Insurance plan in our system for one of our client.

2 Months

### **Health and welfare-Beneficiary flow Upgrate**

Objective-To enhance online platform for the existing beneficiary process.

## **COURSES & CERTIFICATIONS**

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- Google project management
- PMP EXAM PREP-Project Management Professional FULL TRAINING