

SHILPEE GUPTA

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

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Shilpee Gupta

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 cross-functional 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.
-  **Employee of the Year:** Honored for outstanding performance on the high-profile consulting engagement for the Daimler Project.
-  **Best Function Award:** Acknowledged for expertise in project management and customer satisfaction, demonstrated through exceptional delivery for the Singtel Project.
-  **Best Player Award:** Awarded for significant contributions and achieving 100% client satisfaction in the successful delivery of the Colt & CSG project.

EDUCATION

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

CERTIFICATION

-  **ITIL V3 Foundation,** 

WORK EXPERIENCE

Infosys Pvt. Ltd. | Pune | Mar'16 – Present

Growth Path:



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**.