



Akansha Jadhav

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Objective

Result-oriented customer-focused project specialist improving customer service delivery and retention with over seven years of experience. Adept at complex project delivery, managing resources and well-acquainted with developing delivery and project timelines and roadmaps, with strong analytical and problem-solving skills to enhance business performance KPIs.

Skills

- Project Management
- Stakeholder Management
- Operations Management
- Documentation & Reporting (MS PowerPoint & Word)
- Business Analysis
- JIRA/MS projects & Basecamp
- Data Analysis
- Data visualization (Tableau & Excel)
- SQL

Experience

- **eClerx Service Pvt Ltd** May 2021 - Jul 2023
Associate Project Manager
 - Led multiple Agile teams through successful project iterations, ensuring adherence to Scrum principles and practices.
 - Managed and prioritized the product backlog, breaking down high-level features into detailed user stories and regularly updating priorities based on feedback and changing requirements.
 - Managed offshore development teams. Mentored and coached internal and client teams to achieve project targets.
 - Standardized, simplified, rationalized, and organized project reporting to improve execution.
 - Demonstrated experience in project management tools like Microsoft Project and JIRA for organizing and tracking project progress.
 - Worked closely with development, design, and QA teams to ensure a shared understanding of the product vision and goals, conducted daily stand-ups and review meetings.
 - Communicated product updates, changes, and timelines to relevant stakeholders, acting as a bridge between technical and non-technical teams.
 - Collaborated with QA teams to define acceptance criteria and participated in user acceptance testing (UAT) to validate implemented features.
 - Proven track record of driving continuous improvement through feedback and staying informed about industry best practices and emerging trends in product management
- **Tata Technologies Pvt Ltd** Feb 2020 - Apr 2021
Business Analyst/ Project Coordinator
 - Collaborated with stakeholders to gather, analyze, and document business requirements, ensuring alignment with organizational goals.
 - Scoped projects, defining clear objectives and deliverable to guide development efforts.
 - Documented project plans, risk assessments, and progress reports.
 - Experience in project management methodologies such as Agile, Scrum, or Waterfall, including the use of PMO software and tools like MS Project, Asana, or JIRA.
 - Developed comprehensive use cases and user stories to capture functional and non-functional requirements.
 - Developed comprehensive UAT test cases to validate system functionality and performance.
 - Designed and validated functional workflows to ensure alignment with business objectives.

- Facilitated Agile ceremonies, including sprint planning, daily stand-ups, and retrospectives, improving team productivity by 15%.
- Reviewed functional documents, test plans, and test cases from external teams to ensure accuracy and completeness.

- **Course5 Intelligence Pvt Ltd**

Sep 2016 - Dec 2019

Senior Process Analyst

- Collaborated with Lenovo to enhance laptop sales and management solutions.
- Played a pivotal role in understanding client requirements and tailoring solutions to meet their specific needs.
- Created and automated data visualizations to present insights and tell compelling stories.
- Analyzed large amounts of data to identify trends and find patterns, signals, and hidden stories within data.
- Collaborated with senior executives to define the PMO's strategic vision and roadmap, contributing to a 30% increase in strategic project alignment.
- Streamlined project workflows, reducing average project duration by 20%.
- Developed a comprehensive market analysis report using Excel, combining data from multiple sources and utilizing advanced functions such as VLOOKUP and INDEX/MATCH to correlate market trends with sales performance.
- Developed and delivered change management support documentation and manuals.
- Participated in high-level change management strategic planning, incorporating input from stakeholders, internal support staff, and external factors.
- Produced detailed and relevant reports for use in making business decisions.

- **OM infotech and Consultancy**

Oct 2012 - Mar 2013

Search Engine Optimizer

- Created content strategies for digital media.
- Developed customized marketing materials to increase product awareness.
- Deployed content marketing strategies to improve organic search traffic.
- Monitored and evaluated website analytics to identify trends and opportunities for

Education

- **SNDT UNIVERSITY**

2014-2016

MBA Operations

- **University of Mumbai**

2009-2012

Bsc.IT

Certification

- **Certification**

- Microsoft Excel - Data Visualization, Excel Charts & Graphs [Udemy] - July 2023 Agile
- Virtual Experience Program [JPMorgan Chase & Co.] - July 2023

Achievements & Awards

- Best Performance award (2017)
- Customer focus and communication (2019)
- Best Manager (2021)

Personal Details

- Date of Birth : 10 June 1992
- Marital Status : Married
- Passport : Yes