

Sushma Shetty BE | MBA | PMP® | ITIL

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----- Professional Summary -----

PMP & ITIL Certified IT Professional, with over **15 Years** of Onsite/Offshore relevant experience in **Project Management, Test Management, UAT Analyst** and as a **PMO Lead Consultant**.

----- Highlights -----

- Diligent project manager offering a proven record of successfully leading all phases of diverse technology projects across BFSI, Retail , HCM and HRMS Domain.
- Experience includes Onsite exposure in **USA**, working for Fidelity Investment, Inc.
- Participate in Business Requirement Meetings with the Major Stakeholders to finalise the Scope
- Deal with Vendors to accomplish the Business goals and Review project Deliverables.
- Involve with Project Planning, Estimations, Requirements Analysis, Client Meetings, Team Management, Issues & Query Resolution.
- Tracking and monitoring Incidents Requests and Service Requests relevant to the Projects.
- Creation of Project Management Plan & breakdown of tasks to granular level, using WBS Tool.
- Proven ability to effectively communicate with Onsite/Offshore Model.
- Successfully managed projects from Onsite, working from Client Side in USA.
- End to End Implementation of the Project.
- Ensure Resource utilization across the portfolio, Forecast, execute hiring plan
- Create all quality Documents required and collate Metrics Data and Participate in KM Activities.
- Implement Full QA Lifecycle: Requirement understanding, Test Strategy & Test Plan Development, Test Data & Test Cases Creation, Execution, Defect Logging & Tracking, coordination with Business Analyst and Development Team, SIT and UAT, Supporting production installs, ensure smooth sign off on product quality.
- Working knowledge on Test Automation Tools Winrunner & QTP. Knowledge of Selenium Tool.
- Admin privileges for Test & Defect Management Tools Quality Center, Rational ClearQuest, etc
- Implemented project in Agile with daily Scrums.
- Worked as an Internal Auditor to check for Compliance, Governance and Business risks.
- Update Daily & Weekly QA status reports to management and external clients.
- Responsible for planning QA phases for project, including Systems, Integration, and User Acceptance testing.
- Strong leader with experience in training the new members and advising them on best practices.
- Define and document various customized templates as per the project needs.
- Facilitate Sessions with the internal team & the External Clients to develop artifacts
- Strong Problem Solving skills, analytical skills and presentation skills.

-----Software Tools-----

Project Management Tools- MS-Project, PeopleSoft 9.2, SharePoint, Enterprise PM, JIRA

Database - Oracle 9i, MS Access, SQLServer 7/ 2000, InterBase, DB2v

Testing Tools - Test Director 8.0, HP Quality Center10, Win Runner 7.5, QTP, Selenium

Defect Management Tool - Rational Clear Quest, TeamTrack, Bugzilla, Kintana, Quality Centre v10.0

Operating Systems – MS Windows NT / 2000, Win 95 / 98, Vista, Linux, MS DOS, Win XP.

Other Tools- Visual SourceSafe, SVN, InstallShield, MS Office, Toad, IBM LotusNotes

Experience

Avenue Supermarts Ltd. (D-Mart) - Dec 2016 - Sep 2017

Sr. Project Manager IT

- Understand Business scope during the Stakeholder Meetings and create the Business Requirement and/or the Change Requests.
 - Tracking & Monitoring the Project Requirement and Status, Vendors Timesheet Efforts, SOWs, Billings, POs and Invoices.
 - Manage the Enhancements of Cordys App to include the GST Features, and Rollout to the Business Users to implement the same. Article Lifecycle Management & Vendor Life Cycle Management in the Retail domain of the Cordys App with MySQL as a Database.
 - Ensuring that the projects follow the standards.
 - Managing Usability Testing and Business User Acceptance Testing
 - Smooth transition of the projects from Vendors to Business.
 - Responsible for PMO Activities.
 - Ensure proper archival of project artifacts.
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Wipro Infotech – Jan 2016 - Mar 2016

PMO Lead Consultant -

- Gathering the Business Scope & Update the Project Plan in the centralised Enterprise project management tool.
 - Tracking & Monitoring the Project Plans and the Closure activities
 - Proactively identify any problems and take specific actions to resolve.
 - Centralisation of the services and standardise the implementation.
 - Generate various status Reports of the projects based on the executives and stakeholders.
 - Ensuring that the projects follows the standards mandated by the executives.
 - Ensure that the stakeholders have up to date latest and accurate status.
 - Ensure smooth transition of the projects from vendors to business.
 - Gather data and track the status of all projects and standardise the way this info is compiled.
 - Dashboard generation on Weekly basis & Review of Status Reports
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iGate (Earlier Patni Computers ; now Capgemini) - May 2003 - June 2014

Project Manager -V&V

- Worked with various Clients like Fidelity Investments Inc, Metlife Inc, and Guardian
- Involved in Forecasting Efforts Capacity, Review/update Estimations, Project Creation, WBS Breakdown, Perform Task & Resource allocation along with the Schedule in WBS
- Ensure smooth QA Sign off of all the Releases on time & smooth transition of the projects to vendors.
- Smooth Roll-out of “Phase-wise” Transition of the Projects to different Vendors.
- Performing SLA Dashboard Predictive Analysis on Weekly basis
- Metrics Tracking & Reporting, Review of Status Reports, QC & SharePoint Audits
- Tracking & Monitoring Timesheets, drafting Project Analysis Report, Resource Releases, etc
- Ensure proper archival of project artifacts, i.e. lessons learnt, Best Practices, podcasts, etc

- Tracing Project Performance, generating Closure Metrics, Project Closure activities.
- Perform Business/UAT Defect Analysis & ensure smooth QA Sign off of all the Releases on time.
- Client Presentation & Status Reporting, Issues Resolution
- Worked & lead the Team working on Test Automation Tools Winrunner & QTP. Possess knowledge on Selenium Test Automated Tool.
- Had supported various projects & subprojects, including FP & T&M based project types and deal with all the PMO Activities.
- Worked on Finance domains dealing with – Online transactions, various Income Products, FundsNetwork, Digital Content Management, Unica Campaigns, Inetractive Messaging etc..
- Worked on the projects, which had Slice wise deliverables, and was part of the executing & managing the multiple Slice Wise deliverables.
- Schedule the Defect Triage Meetings to involve all the Business Stakeholders, Business sponsors, analysts and dev team in dealing with the defects logged.

Xpanxion International - Mar 2000 - Mar 2003

Sr. QA Analyst:

- Review of Test Scenarios and Test Cases & Preparation of Test Data, Test plans, Test Strategy.
- Functional Testing, Integration & Regression Testing of the Product.
- Bug Reporting, Tracking & Change Log Management.
- Application analysis & Detailed analysis of Functional specifications
- Creation of Test Plans, Test Cases based on the Use Cases & Test Case execution

ABLE Electronics - Feb 1998 - Dec 1998

Production Engineer :

Understanding the Scope of the Business and review it. Work delegation to the subordinates and supervision. Quality testing & Final QA Sign-Off and product handover to the Client.

ATCO Industries - Jul 1997 - Jan 1998

Trainee Engineer:

Understanding the Requirement. Assembling the Electronic Product Testing the component to verify the adherence to the standards and Quality Testing.

Achievements

- **Rashtrapati Award** in Bharat Scouts & Guides Movement, **“School Championship”** in Athletics
- “Dream Team Awards”, “Letter of Appreciation”, “Valuable Contribution Award” for distinguished contribution in Projects.
- “Certificate of Merit” by Rotary Int. Club, in Class X & XII, (Kendriya Vidyalaya, CBSE).

Education

- **B.E** in (E&CE) , **MBA** in Project Management
- **PG-DCA** from **C-DAC**, MET Bandra, Mumbai
- **PMP** Certified ; **ITIL V3** Foundation Certified