



Aradhana Chaudhary

Executive PMO / Pool Lead / Delivery Operations Manager / Business Advisor | Seasoned Project Manager | Program Manager, Kyndryl, India.

17+ years of experience in: envisioning end-to-end programs, infrastructure business lines, deployments and risk control. Showcase right blend of new age technology orientation, transition with clients, IT partners and stakeholders.

CONTACT DETAILS:

10 Digits: [9990105191](tel:9990105191)

Personal Email Id: aradhanala9@gmail.com

Delivery Operations Manager, PMO, Pool Lead, Service Management, Bridge Management, Communication, Planning & Strategy, Employee Development, Process implementation, monitor and support information systems and Project Management. (2006 till Date)

Program/ Project Governance | Enterprise Infrastructure | Data centre Management | Operations Management | Multinational Client Engagement

Influential Project Leader with a record of championing project goals (from ideation till closure), project management and process optimization through a period of transformation, innovation, and growth.

Migration Assurance Envoy manages infrastructure workloads within set timelines by summarizing project progress and IT infrastructure policies. Dexterity to devise contingency migration plans, cloud solutions, robust processes to streamline infrastructure functions.

Strategic Collaborator directs tender process (design presentations, presentation to stakeholders, documentation) with vendor partners & IT suppliers. Negotiates with global clients at each project stage and reports the project progress to stakeholders.

Team Builder who groom leaders and along-side deliver great impactful business results through my team leadership to stretch and go beyond. Acts as a bridge between top management and project teams across India and UAE for successful project delivery within approved schedule.

About Me

- Accomplished in leading all phases of IT Projects, Infrastructure, Business Consulting, Operations, Service Management and People Management in a global environment.
 - Consultation skills to clients and manage technical resources as IT Process Manager towards successful implementation of the to/be processes.
 - Recognized for successful system integration, deployments and technological developments by delivering innovative project management solutions and attaining client retention.
- Skilled at implementing project scope & roadmaps to attain customer delight and business growth.
 - Ensures sign off on project management resolutions for effective transition, and service delivery at varied locations within set cost.
 - Successfully represents the project management solution offering to the clients, partners and internal groups.
 - Experienced in leading cross-cultural teams across multiple locations to track project progress.
 - Dexterity to define integration strategy, agile methodology and migration strategy as per digital service delivery deployments.
 - Work wise and keep the team connected through out while giving a great work culture.

Certifications / Seminars

Why Project Managers and Business Analysts
Get Project Stakeholders
Project Team's Productivity Aligning People and Process
Critical Components of Project Success
Project Management Best Practices
Secrets to Virtually Cut Your Meeting Time in Half
Better Requirements Peer Reviews
Dealing with Difficult People
TOP 10 Issues During and After an Iteration
TOP 10 Issues in Agile Adoption
Decision Making - Addressing the Question of Value
Business Intelligence Projects
Demystifying Traceability
Place in an Agile Lifecycle
Effective Communication Tools for Every Project
Embracing Business Agility
Enterprise Business Analysis
DPE Enablement Program (IBM Internal)
IBM Delivery Excellence Awareness (More Stream University)

All / more Certifications will be provided at the time of hiring...

CAREER DOSSIER

IBM / Kyndryl Solutions. | Noida. April 2022 – Till Date

Current Designation

Pool Lead / Business Advisor – Austrailia Market

Roles and Responsibilities

- Delinquencies (compliance)
- RDMS (Hiring hygiene)
- Governance
- Meetings, calls, follow-ups
- **“MyMentor”** Training Program
- On boarding / Hiring (@ my work Location)
- On boarding (Background verification)
- Account Hiring
- Discussions on Spend Task
- Emp Engagement (fun, yoga, activities, creative head)
- Confidence, Communication & Call Management Training
- HW Maintenance - Governance & Client Presentation

CAREER DOSSIER

IBM / Kyndryl Solutions. | Noida. July 2017 – April 2018
Previous Designation
Project Manager

IBM / Kyndryl Solutions. | Noida. Sept. 2016 – June 2017
Previous Designation
Availability Manager (Benelux)

IBM / Kyndryl Solutions. | Noida. Nov 2015 – Aug 2016
Previous Designation
Project Manager (Japan)

IBM / Kyndryl Solutions. | Noida. July 2014 – Oct 2015
Previous Designation
Dispatcher (Unix/Linux)

IBM / Kyndryl Solutions. | Noida. April 2010 – June 2014
Previous Designation
Compliance & Quality (ID Admin)
Projects Supported: Rogers, Whirlpool, HealthNet, Ameriprise, Miller Coors

CAREER DOSSIER

IBM / Kyndryl Solutions. | Noida. May 2018 – March 2022

Previous Designation

Delivery Operations Manager – Middle East, Africa & Turkey

Roles and Responsibilities

- Handled a team of 37 employees, being the people manager.
- Implement and ensure compliance with the account compliance policies and procedures as agreed with the customer.
- Work with the Leadership to improve, maintain defined structure for one and all my accounts.
- Discussions with the higher management as and when required.
- Including providing solutions to business requirements to ensure continued business growth and success while adhering to regulatory and corporate requirements.
- Uphold the compliance risk-based framework by identifying gaps and assessing the effectiveness of controls in place via engagement with management and where necessary, develop action plans to address the identified gaps.
- Proactively manage different tools to keep track of the compliance posture of the respective accounts.
- Decision making in planning events and executing the team engagement session.

EDUCATION

Masters in counselling during the Doctorate degree.
B.Th. (Bible Seminary)– 2002 – 2005
Diploma in Crown Financial (*Business by the Book*) – 2002 – 2005
Diploma in Computer Application - 2003
Intermediate – 2000 – 2002
Advance Leadership - 2001
High School – 1999 - 2000

Domain Exposure

Aviation Industry – Emirates, Etihad Airways.
Telecom Industry – Airtel Africa, Orange.
Banking Industry – First Abu Dhabi Bank, National Australian Bank.
Mining Industry – Ma’aden.
Petro Chemical Industry – SIPCHEM.
Health line Industry – Ameriprise, Healthnet, Cleveland Clinic Abu Dhabi.
Electronics Industry – Whirlpool.

Have work experience with all markets– US, UK, UAE - EMEA, AP, NA, AUS & LA.

IBM / Kyndryl Solutions. | Noida. April 2016 – May 2018

Previous Designation (Markets and Sectors: IAM – Multiple Projects, Airtel Africa, Japan, BeNeLux)
Project Manager, Availability Manager, Configuration Manager (ITSM)

Roles and Responsibilities

- Managing daily calls with the delivery leader and managers with all their queries answered and actions driven to closure.
- Manager SLA, Reports, Finding Gaps, RCA’s, address CAB Calls.
- Work with the associated teams eg: hiring / training / business operations team to seek smooth business.
- Management policies, processes, procedures and best practices.
- Keep track of any change in processes via various tools and ensure the work does not get impacted.
- Prepare backup plans for any disaster happens.
- Complete visibility of all the resources working for UAE & Turkey.

EXL Services Pvt. Ltd. | Noida February 2008 – January 2010

Designation: Project Delivery Manager – British Gas (UK)

Roles and Responsibilities

- Supervise and coordinate support & service contractors.

EXPERTISE

Service Management
Project Management
Agile Methodology
Security Management
Stakeholder Management
Requirement Gathering
Reporting & Documentation
Client Engagement
Operational Excellence
Solutioning & GAP Analysis
Hiring & Process Training
Career Counselling
Training on Communication, Planning & Strategy.

SOFT SKILLS

Communicator
Collaboration
Thinker
Analytical
Intuitive

- Independently provide real-time decisions on the routing of calls into various call centers, handling of disaster call routing, and working with the operations team to manage Service Levels across the various call centers.
- Can troubleshoot the center support platform and maintain operational status and own the resolution of issues that arise in the production environments in a timely manner while participating in on-call rotation for production platform support.
- Partner with the appropriate departments to manage system-wide and/or component level upgrades to hardware and software while minimizing production customer impact
- Provide oversight of the status of objectives and assist in removing organizational or technical roadblocks
- Develop and maintain custom reports using Tableau tool; good understanding of the various data sources and structures and data underlying is essential
- Flexibility in terms of the technologies used and approaches taken in order to produce a given deliverable. The role therefore requires a keen interest in learning new technologies and methodologies, and in adapting to different styles of work as needed
- Maintain a good working knowledge of the company's key business development areas, product/system changes and operational knowledge. To contribute beyond your own specialism and take an interest in initiatives which are taking place outside your area, encouraging others to do the same
- Assist in discovering & documenting user requirements for business systems

PROFESSIONAL SKILLS

- Focus on customer service - putting customers’ needs and goals ahead of the easiest technical solution when necessary and identifying improvements needed to deliver.
- Strong analytical, prioritizing and project management & planning skills.
- Excellent analytical skills and previous experience analyzing data in an IT support environment.
- Excellent communication and interpersonal skills, including the ability to communicate effectively to both technical & non-technical audiences.
- Strong skillset for investigating and organizing data points.
- Have strong troubleshooting and problem-solving skills
- Strong diagnostic, conceptual, and systematic thinking skills.

PERSONAL

- Happily Married
- Indian
- No Shift Boundaries
- Open for travel
- Counsellor – Child & Marriage Counselling with NGO’s
(On offs and free time)

Convergy's Pvt. Ltd. | Gurugram January 2006 – December 2007

Current Designation

Quality Analyst – Orange (UK)

Roles and Responsibilities

- Call Monitoring & Quality Checks.
- Provide real-time feedback / live barging, handling of disaster call routing and working with the operations team to manage CSATs across the Teams.
- Give feedback to the callers to be more empathetic and advices to improve the call ratings and CSATS.
- Created call structures for the teams / Supervisors to follow when something gets escalated.

Notable Accomplishments Across The Career

- Successful in achieving the agreed monthly SLA of 92.5% continuously.
- Received various awards / certifications and appreciations from onshore as well as offshore teams & clients for working effectively.
- Trained 200+ badges for Planning & Strategy, Bridge Management, Process Trainings, Soft Skills, Effective Communication, Handling Client Queries and Being Emotionally Poised
- Recommended Process Improvement Ideas for saving time and efforts.

Profile Summary

Most preferred contact manner: 9990105191

I am an asset to the organization I work with.

Seasoned Project Manager with 17+ years of experience. Proficient in leading teams to ensure optimization and building solution models. Received high accolades and rewards within the organization for commendable team bond, planning and structuring the processes. Enthusiastic team-player who has a knack for , best communication skills, planning, statistics, analytics, not just implementing but also making new ways of balancing work, fun and sports. Also, meticulous and organized Project Manager. Experience in improving measure through customer requirement, addressing pain-points. Worked on revenue generating plans. Proven track record of cost saving. Passionate about delivering growth and sustainability to business. Warm and cheerful personality, known for successfully mentoring. Top-performer, organized, and goal-driven. Experience in working with key stakeholders and liaising between technical and managerial levels. Skilled at adapting new things real quick to build competitive environment.