INDUMATHI RAJENDRAN

PROJECT MANAGER
Process Management | IT Operations | Product Management

Chennai, India ● 9944777506 ● happyindu12@gmail.com ● linkedin.com/indumathi-rajendran

---

A dynamic professional with an experience of over 14+ years in the IT Industry with proven expertise in project planning & Execution and consistently delivering on time and within budget. Proficient at managing multiple projects through task, milestone and objective tracking along with metric reporting. Collaborate with senior executives and Stakeholders to create clear program goals and potential project improvements.

AREAS OF EXPERTISE

- Strategic Planning
- Operational Excellence
- Stakeholder Management
- Security & Compliance
- Process Improvement
- Root Cause Analysis
- Program Governance
- Team Building & Mentoring
- Cross-Functional Supervision

KEY ACCOMPLISHMENTS

❖ Recipient of **"Best Excellence Star Award"** for executing the complete tool migration by formulating a comprehensive document on the process mapping to be done in the new tech stack.

❖ Spearheaded the migration process **as Product Owner** by creating User stories and collaborating with the Design and Development team.

❖ Successfully executed the planned **On-boarding process Automation** for a seamless experience for new hires.

PROFESSIONAL EXPERIENCE

Verizon India, Chennai   **2017 – Present**

PROJECT/PROGRAM MANAGEMENT
Spearheaded technical leadership and compliance for the Transformation Advisory Governance team, resulting in an 80% reduction in compliance breaches and a 50% increase in adoption of internal policies and procedures.

- Built and implemented Project Management Office from scratch and led the development of a project management framework that aligned to industry best practices; drove a 25% increase in project success rate.
- Executed process change evaluation for the Business Clearance team by analysing data, identifying areas of improvement and implementing changes that reduced clearance time by 35%.
- Implemented Central Verizon Project Life Cycle Management Tool for project management using agile methodology along with a robust reporting module.
- Structuring the product release plan via MVP plan and end to end management of the project.
- Managed 200+ requests from multiple portfolios and non-quarterly bases through Joint Governance Framework with Legal, IT, Finance, Security, and Business teams; ensured on-time delivery and compliance with company policies and standards.
- Anticipated potential security threats by conducting regular health check assessments, built controls to Secured Zone Environment related to Sensitive customer data and maintained confidentiality.
- Coached & Orchestrated team of 10+ individuals to successfully deliver projects across multiple functional domains.

SYSTEM LEAD ADMIN   **2015 – 2017**
Managed overall India location for technical deliverables by understanding user needs requirements & expectations and provides solutions, accordingly. Led service delivery functions, to ensure end-to-end ownership of incidents and service requests.

- Spearheaded a large-scale migration project from Windows 7 to Windows 10 for a company of 500+ users.
- Collaborated with cross-functional teams to identify and implement cost-saving measures for desktop and LAN support, resulting in annual savings of $50K.
- Resource On-boarding process automation was proposed and implemented to provide a more seamless experience and to eliminate the need for manual intervention.
- Lead inventory control measures to reduce stock outs and increase product availability by 20% through demand forecasting and optimization

IT SUPPORT TECHNICIAN   2012 – 2015

As Support technician, performed routine technological systems support, maintenance, and testing for proper upkeep of systems; troubleshoots and resolves general system hardware, software, and network failures and conflicts.

- Attended over 6,000 client queries, emails, and calls to resolve issues related to their Domain ID's/Mainframe systems/Production and Non- Production Servers/PC's//Tablets/Phones etc.
- Developed and implemented a Service Now ticketing system that reduced the number of tickets by 50% and decreased the team's workload by 15 hours per week.
- Played a key role in establishing quality standards for various operational areas, ensured a high-quality customer experience while adhering to the SLA of the process.

EARLIER CAREER

Concentrix BPO Pvt Ltd | TECHNICAL SUPPORT SPECIALIST   2011 – 2012

- Facilitated Clients, as part of global Symantec Enterprise support on any issue with their Symantec Software and Systems impacted by Malware/Virus.
- Configured and installed Symantec on Enterprise servers in a fast-paced environment and assisted clients on the security status of their networks.
- Oversaw troubleshooting, technical issue resolution and increased customer satisfaction ratings to 95%.

Sutherland Global Services | TECHNICAL SUPPORT EXECUTIVE   2008 – 2011

- Provided technical assistance for US based customers on issues pertaining to Malware/virus.
- Responsible for providing 24/7 hour phone assistance by troubleshooting and fixing reported issues via remote connection to the customer's computer.
- Have been part of the End user technical support team and business support team.

EDUCATION

Master of Science: Cyber Forensics & Information Technology | University of Madras | 2021
Bachelor of Science: Computer Applications| Periyar University | 2008

CERTIFICATIONS

- **Project Management Professional** | PMP
- **Cisco Certified Network Associate** | CCNA
- **Certified Scrum Master** | CSM
- **Certified Information Security Manager** | CISM
- **Certified Ethical Hacker** | CEH

SYSTEMS & IT SKILLS

Service Now, Slack, Symantec, McAfee, Google Suite, Visio, Active Directory, Operating Systems, Firewalls & Networking

PERSONAL DETAILS

DOB: 12th June | **Languages:** English, Tamil & Telugu | **Interests:** Music, Sports & Crafts