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# SWAGATIKA MAHAPATRA

PROJECT MANAGER  
BUSINESS  
OPERATIONS

## Carrier Objective-:

Focused Project Manager with total 11+ year adept at planning, directing and maintaining continuous operations in various departments. Experienced in directing manufacturing employees and keeping efficient production in accordance with quality standards. Applying creative and analytical approach to operations for continuous process improvement. Skilled at identifying or anticipating problems and providing solutions. Excels through mentoring, training and empowering team to excel in performance.

## Work Experience

### Vedantu Innovations Pvt Ltd

Project Manager

May 2021- Present

### First Source Solutions Pvt Ltd

Asst. Operations Manager

Process Lead

March 2017- May 2021

### Intelenet Global Services Pvt Ltd

Team Lead

Sept 2015 – Jan 2017

## Professional Summary:

Project Manager

**Vedantu Innovations Pvt Ltd**

- Monitored project performance to identify areas of improvement and adjust.
- Coordinated with cross-functional teams to resolve project issues and mitigate risks.
- Achieved project deadlines by coordinating with contractors to manage performance.
- Provided detailed project status updates to stakeholders and executive management.
- Identified plans and resources required to meet project goals and objectives.
- Monitored project progress, identified risks and took corrective action as needed.
- Scheduled and facilitated meetings between project stakeholders to discuss deliverables, schedules and conflicts.
- Created BRD, SOW & FRD.
- Sprint planning & scope creep management.

Assistant Manager

**First Source Solution Pvt Ltd**

- Supervised day-to-day operations to meet performance, quality and service expectations.
- Assisted clients with issues or requests and mentored employees on customer service techniques.

**Cognizant Technology Services Private Ltd**

**Senior Analyst**

**May 2014 – Aug 2015**

**HDFC Bank Ltd**

**Branch Banking Operations**

**May 2012 – Dec 2013**

**Tools**

- JIRA
- SQL
- POWERBI
- GIT-LAB

**Skills**

- Project Management
- Business Analysis
- SDLC
- Waterfall methodology
- Team Bonding
- Staff Training
- Staff Retention
- Agile Methodology
- Strategic Planning
- Scrum Management
- Strong stakeholder management, planning, organization, decision making and time management.
- Problem solving, understand objectives and bring innovative yet realistic solutions.
- Risk Management

**Education**

- Institute of Management & Information Science MBA (Finance & Control) 2010-2012
- Presidency College
- BBA (Finance & Services) 2007-2010
- Vidya Science Collage
- +2 Science (Finance & Services) 2005-2007
- St. Vincent DePaul School Matriculation -2005

- Managed the product development process for 3 new products.
- Resolved escalated customer issues and boosted retention rates.
- Getting done root cause analysis and reversals of charges where necessary.
- desk.
- Maintaining customer relationship, bank policies, and financial objectives to take decision on charges.
- Supported team with special projects and additional job duties.

Team Lead

**Intelenet Global Services Pvt Ltd**

- Recommended actionable changes, lead provisioning and draft plans to maintain operational status.
- Motivated and trained employees to maximize team productivity.
- Managed internal operational standards and productivity targets.
- Evaluated team member performance and productivity, provided feedback and implemented corrective actions.
- Analyzed department metrics and performance and reported findings to management.
- Compiled training materials for new employees and tracked skill development.
- Conducted root cause analysis in deficient areas to identify and resolve issues.
- Collected customer feedback and made business adjustments to improve retention and satisfaction.

Senior Analyst

**Cognizant Technology Services Pvt Ltd**

- Collaborated with stakeholders to identify business needs and data sources.
- Provided technical support for troubleshooting analytics and reporting issues.
- Created dashboards to monitor and track key performance indicators.
- Prepared internal and regulatory financial reports, balance sheets and income statements.
- Track daily activities and sales done by the team members.

Asst. Manager

**HDFC Bank Pvt Ltd**

- Prepared internal and regulatory financial reports, balance sheets and income statements.
- Performed banking, business administration and financial tasks to guarantee five-star service for clients.
- Performed routine closings, maintained clean, accurate and accessible records and kept close eye on transaction updates throughout each quarter.
- Complied with established internal controls and policies.
- Monitored performance and completed performance appraisals for reports.
- Conducted cash and key audits for controls and compliance.

**Declaration-** I hereby declare that all the above information provided is true to the best of my knowledge.

Swagatika Mahapatra