

Dina Singha

Project Manager

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OBJECTIVE

PGCPPM certified Project Manager with 9.5 years of cross-industry experience, including successful efforts in conscious entrepreneurship and establishing an e-commerce apparel brand from the ground up. Demonstrates exceptional analytical and problem-solving skills to overcome challenges and achieve tangible results. Emerging Project Manager with a strong drive for delivering successful outcomes through effective team leadership, cross-functional collaboration, and an unwavering focus on project elevation.

RELEVANT SKILLS



PROFESSIONAL EXPERIENCE

Eemantya, Bangalore

Project Manager, August 2022–Present

- Guided and supervised the end-to end e-commerce project for the apparel brand EEMANTYA, ensuring the successful delivery of the project.
- Engaged in collaborative efforts with cross-functional teams, encompassing designers, suppliers, tech-team, marketers, and logistics, to achieve project milestones and meet deadlines.
- Formulated and implemented comprehensive project plans, clearly defining project scope, objectives, deliverables, and timelines.
- Performed market research and customer preferences, facilitating data-driven decision-making.
- Effectively managed project budgets, allocated resources, and nurtured vendor relationships to maximize cost-efficiency and accomplish project objectives.
- Conducted project scope analysis through competitive analysis and customer interviews, ensuring alignment with market demands and requirements.

Verint Systems, Bangalore

Analyst (Team Lead), January 2019 - April 2021

- Managed and optimized a team of 20+ product engineers in Southeast Asia, driving efficient operations and achieving high performance standards.
- Managed and co-ordinated a portfolio of over 25 client accounts, ensuring seamless operations and surpassing client expectations. Increased customer satisfaction by 10% by ensuring seamless operations and surpassing client expectations.
- Increased team productivity by 15% through the implementation of a robust reporting framework and the delivery of comprehensive performance reports to senior management. These reports included quantitative data and ratings, showcasing the teams' progress and facilitating informed decision-making that significantly enhanced overall team performance.
- Performed performance reviews, delivered feedback, and effectively resolved escalated issues and conflicts.
- Tracked team performance and key performance indicators (KPIs), producing reports for Senior management.
- Exceeded team goals by 10% by formulating and executing processes and procedures to optimize efficiency and enhance quality standards.
- Engaged with team members to pinpoint opportunities for improvement and provided constructive feedback.
- Served as the primary liaison for team members and clients, facilitating seamless communication and collaboration between the two parties.
- Facilitated training and professional development initiatives to enrich team members' skills and knowledge.
- Attained productivity targets independently, surpassing goals at both individual and team levels.
- Managed the support ticketing, ensuring compliance with a service level agreement (SLA) of 95% or higher.
- Overseen and documented support procedures in accordance with ISO quality standards.
- Engaged as a key point of contact in User Acceptance Testing (UAT) for CRM, KM, and Oracle Tools.
- Generated comprehensive reports and presentations for clients, senior management, and stakeholders.
- Fostered strong client relationships by delivering timely updates and responding to inquiries professionally and courteously.

DXC Technology, Bangalore

Senior Technical support Analyst, June 2015 - June 2018

- Delivered training and mentorship to junior technical support analysts, fostering their professional development and growth.
- Expeditiously escalated and resolved customer issues, ensuring prompt and efficient resolution.
- Diagnosed and resolved complex technical issues through effective troubleshooting methods.
- Generated and managed extensive support documentation to ensure comprehensive and up-to-date resources for troubleshooting and assistance.
- Promptly escalated complex issues to senior staff or pertinent technical teams when required for efficient resolution.
- Addressed technical problems by providing timely and effective step-by-step solutions or workarounds.
- Performed remote troubleshooting by utilizing diagnostics techniques and targeted questioning to identify and resolve technical issues.
- Served as the primary point of contact for customers seeking technical assistance, providing timely and reliable support.
- Captured and documented technical issues reported by customers along with their respective solutions.

Teacher, Guwahati

Mother Montessori House of Children, June 2011 - July 2014

- Planned and prepared lessons in line with curriculum objectives.
- Monitored and evaluated student progress and provided feedback.
- Stayed up to date with developments in the subject area.

EDUCATION

- Synergy Institute of Engineering and Technology Dhenkanal, India
Bachelor Of Technology, Computer Science & Engineering, March 2010

CERTIFICATION

- (PGCPPM) Post Graduate Certificate Program in Product Management 2022, IIM Indore

ACCOMPLISHMENTS

- Acquired performer of the year award in Verint (2019-2020).
- Earned the title of employee of the month in DXC Technology (2015-2016).
- Recognized multiple times for being the top performer of the week in DXC Technology (2015-2018).

WEBSITE OR PORTFOLIO

<http://bit.ly/44kfpzR>

Oldster Heed: A Certification Project in Elderly Care Solutions

As a part of the certification program, the entire product development lifecycle for Oldster Heed has been successfully managed, an innovative solution focused on meeting the unique needs of elderly individuals. This hands-on project allowed me to apply my knowledge and expertise in practical settings, further developing my proficiency in product development methodologies.

Through this certification project, have gained valuable experience in product development and strategic thinking. It provided me with a comprehensive understanding of the challenges and complexities within the elderly care industry. This project reaffirmed my commitment to creating meaningful solutions that improve the lives of individuals in need.