Nidhi Negi *Assistant Manager-PMO*

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📍 Delhi, India

Profile

- Professional experience of 11+ years in Project Management & Operations (PMO) with good knowledge of quality process and analytics.
- Establishing project plans, process definition & documentation including pre-delivery check for the projects, deadlines and priorities.
- Collaborating effective communication with department leaders and project stakeholders for solving any issues/query to define daily requirements in building excellent affiliation for process and development of projects.
- Demonstrates effective leadership and team spirit by supporting project management process and embracing challenges to ensure work meets quality standards and accomplished within deadlines.
- Documenting the reports by extracting data from systems and transforming it into valuable output of project's progress and providing regular updates to key stakeholders or Delivery unit Head and submitting it to leaders for approval.

Professional Experience

2017 – present
Noida Uttar Pradesh, India

Assistant Manager-PMO,
Extended Ventiv Risk Services Pvt Ltd

- Manage daily team activities to advance the work of one or more projects by identifying and mitigating all issues.
- Ensuring effective communication and organisational change management is implemented on projects involving all stakeholders.
- Work closely with Project Directors / Project Managers by involving in project creation, setup of Milestones/Timecards/Rates/Assignments in Salesforce under PSA for different accounts based on SOWs, amendments/addendums or Change Request from legal team. Initiates Budget in system based on contracts for several projects to meet the deliverables.
- Creates/ clone's issues, sub-tasks as per the requirement, shared for time tracking and sends reminders to people for log their time in Jira on the bases of tempo timesheet.
- Provides support by initiating Sales Orders and invoices in system for various customer in US/UK/France/Australia. Sometimes also creates customer for new contracts in the system.
- Involve in ongoing process improvement, including reviewing, revising, and implementing SOPs, maintaining spreadsheets on daily bases for invoices and Sales Orders tracking. Keeps track for aging report of invoice summary for month end activities.
- Maintain feeds/ details in Zoho related to contract of the customers for the deals.

2011 – 2017
Noida, Uttar Pradesh, India

Executive-PMO
HCL Techonologies

- Customer interaction to understand the requirement and gather information for system study & analysis to enhance the procedures to provide better quality of solution as per objectives. Also shares many valuable suggestions for enhancing the process of my project.
- Taking care for all the requirements for Project Initiation (i.e., PO mapping, roles mapping, rates card extension, roles creation, project extension etc.) for delivery teams on behalf of PM and follow up with various Stakeholders/ Approvers involved in the process to manage expectations of customer or business unit/ LOB Heads to provide support on projects.
- Coordinates with finance team for gathering information to create SOWs, MSAs of client within SLA and modify the status reports/documents/manual as per requirements of project for presentation to DUHs.

- Communicate and work closely with technical, QA and testing teams located at various locations for issue resolution over data analysis so that to provide operational support before SLA and do escalation, as appropriate.
- Take care of assignations of resources on RAS portals, also processes transfer of resources on TMS if required, manages billing of resources and provides invoices to clients for further processing as per PM's directives.
- Taking care of billing process of projects for the resources Follow up with Accounts payable for payment release to vendor through Toscana application for the procurements of projects
- Handles Vendor management through VMM Tool and maintain all details for Vendors. Tracking all the procurement related requests from delivery team (through CAPEX - OPEX application, NON-PO process/ online purchase) and do GRN/SES (Good receipt note/ Service Entry System) in SAP-GRC after procurement.

Education

2008 – 2013	**Master of Computer Application (5 years Integrated Course)** *Guru Jambheshwar University Of Science & Technology*
2008 – 2011	**Graduation Diploma in Information Technology** *Jagan Nath Institute of Management Sciences*

Skills

Salesforce (PSA)	Oracle-NetSuite
Jira Software	Project Portal
Billing Request System	Resource Assignation System
Zoho-CRM	Transfer Management System
Basic knowledge of MS-Office MS-excel	

Languages

- English
- Hindi