Resume

Neha Singh

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Summary: Dedicated and results-oriented Project Manager with 8.5 Years of experience in successfully planning, executing, and closing projects across various industries. Adept at leading cross-functional teams, managing budgets, and ensuring projects are delivered on time and within scope. Seeking an opportunity to leverage my expertise in project management to drive organizational success

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Professional Experience :

Exotel India PVT LTD
Project manager

- Led 20+ of projects from initiation to completion, consistently meeting or exceeding project goals and client expectations.
- Developed and maintained comprehensive project plans, including scope, timelines, resources, and budgets.
- Successfully managed project budgets ranging , ensuring efficient allocation of resources.
- Effectively communicated project status, risks, and issues to stakeholders through regular meetings and status reports.
- Collaborated with cross-functional teams, including developers, designers, QA testers, and subject matter experts, to ensure project success.
- Implemented project management best practices, resulting in improved project efficiency and reduced risks.
- Utilized project management software tools (e.g., Microsoft Project, JIRA, Inspire Planner , salesforce , excel) to track progress and manage project tasks.
- Manage all activities and requirements based on the received BOM and POs (Payments), cross-verify all received bills, and raise concerns with stakeholders if any ambiguities arise.
- Documented project updates and presented reports during monthly board meetings.
- Implemented scheduling changes that helped to provide continuous support for external stakeholders.
- Analyze project progress and, when necessary, adapt scope, timelines, and costs to ensure that the project team adheres to project requirements.
- Establish and maintain relationships with appropriate client stakeholders, providing day-to-day contact on project status and changes.

Towards Vision Technology PVT LTD
Project Coordinator and Server Support engineer

- Assisted in the planning and execution of multiple projects, supporting the Project Manager in various aspects of project management.
- Coordinated project meetings, prepared meeting agendas, and documented meeting minutes.
- Maintained project documentation, including project plans, schedules, and change requests.
- Conducted research and gathered data to support project decision-making processes.
- Collaborated with team members to ensure project deliverables were completed on time and within scope
- Installation and Configuration of the new servers for new processes
- Configuration of FTP, Samba, NFS, NTP etc.
- Partitioning the disks as Standard or LVM as per the requirement
- Taking the database backup and server backup (files etc.) on daily basis

- Resolving a number of issues on daily basis by communicating with the customer via phone or e-mail
- Installation of Linux Operating system on different client servers with application installed.
- Configuring NFS, FTP, YUM, SAMBA, NTP, APACHE (HTTP) Servers.
- Raid Configuration on different Raid Levels.
- Logical Volume Management (LVM).

Qualtouch Solution Pvt Ltd
Network Engineer

- Planning & deployment of large size LAN with various operating systems.
- Trouble shoot with PC hardware, start up, networking problems.
- Installing configuring and maintaining McAfee Antivirus.
- Administering a Windows XP/2003, Office 2003 network and supporting its users.
- Sharing Security and Access to Files and Folders.
- Configure Outlook Express, MS Outlook & Managing.
- Managing Domain Users, Group, OU & Group Policy.
- Handling IPBX Panasonic TDA 600 with 7 PRIs line and E1R2 line.
- Managing TATA Oracle based CRM and their E1 lines.
- Operating and troubleshooting **UC6000-PC Console** software for monitoring PRIs tool.
- Maintaining and troubleshooting Windows XP/2000/2003 domain user and group and networking.
- Took Back up all the system and server with in 6 days
- When PRI and lease line down then co- ordinate with Aitel and Reliance.
- Installing, configuring and maintaining Window 2003 server, Active directory, Group policy, DNS and DHCP, users and groups.
- Providing telecom support on Drishti, C Zentrix dialers, EPBX and PRIs lines

Technical Expertise :

- Project management software tools (e.g., Microsoft Project, JIRA, Inspire Planner , salesforce)
- Familiarity with testing methodologies, tools, and practices to ensure product quality.
- Knowledge of Agile methodologies and Scrum framework if you work in software development or similar fields.
- Ability to understand and create technical documentation, including technical requirements, architecture diagrams, and user manuals.
- Basic troubleshooting skills to help identify and resolve technical issues that may arise during a project.
- Knowledge of cloud platforms like AWS, Azure, or Google Cloud
- Understanding of databases (SQL, NoSQL) and data management.
- Knowledge of programming languages like Python, Java, or JavaScript may be helpful.
- Familiarity with network protocols and infrastructure.
- Knowledge of excel like scheduler , Graph, Gant chart etc .
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Project at Evolve   **Fyres india Pvt Ltd**

Fyres   is a inbound and outbound customer helpline process where customer calls on their support number and Support executive will Provide the solution regarding the Trading .
Define project objectives, scope, and deliverables.
Identify stakeholders, including internal teams and external clients.

Establish project goals and success criteria.
Establish key performance indicators (KPIs) to measure the effectiveness and efficiency of the dialer system.
Continuously monitor system performance and user feedback, making adjustments as needed.
Conduct team meetings to align everyone with project goals.
Assemble cross-functional project teams, including developers, engineers, QA testers, and support staff.
Define team roles and responsibilities.
Conduct team meetings to align everyone with project goals.
Continuously monitor project risks and issues.
Implement risk mitigation strategies and contingency plans as needed.
Maintain open and transparent communication with clients.
Provide regular project updates, address concerns, and manage expectations.
Maintain detailed project documentation, including project plans, status reports, change requests, and technical specifications.
Conduct a project review to evaluate its success and identify areas for improvement.
Document lessons learned and best practices for future projects.
Transition the completed project to the client's operational teams.

Project Detail at Exotel: **Rukmani Birla**

Rukmani Birla is a 24*7 inbound customer helpline process where customer calls on their support number and Support executive will Provide the solution regarding the health related like appointment book , health card download etc .
Define project objectives, scope, and deliverables.
Identify stakeholders, including internal teams and external clients.
Establish project goals and success criteria.
Secure project approvals and funding.
Create a budget that covers equipment, software licenses, and personnel costs
Assemble cross-functional project teams, including developers, engineers, QA testers, and support staff.
Define team roles and responsibilities.
Conduct team meetings to align everyone with project goals.
Continuously monitor project risks and issues.
Implement risk mitigation strategies and contingency plans as needed.
Maintain open and transparent communication with clients.
Provide regular project updates, address concerns, and manage expectations.
Maintain detailed project documentation, including project plans, status reports, change requests, and technical specifications.
Conduct a project review to evaluate its success and identify areas for improvement.
Document lessons learned and best practices for future projects.
Transition the completed project to the client's operational teams.

Project Detail at Qualtouch: **Vodafone Client**

Wcom is a 24*7 mailing solution for which provided to customer all the sim and all Vodafone connection problem. Wcom used Synchrony based mailing software . IT means whose customer they do not find the solution from Vodafone store and do noy have time to go store they send the mail our mailing system by your ID proof and all detail then our Agent provided All the Query Solution By mail and provided all the benefit.
This all project has been completed in supervision of Mr. Brijesh Rawat, IT Manager of ITS.

Professional Certification
- **ACHNP** (A-set Certified Hardware & Networking Professional) from, Delhi.
- **CCNA** Certification.
- Currently pursing PMP Certification Course

Educational Qualification
- ◎ MCA from U.P technical University, Ghaziabad in the year 2011.
- ◎ Bsc graduate from Bundelkhand University, Jhansi in the year 2008.
- ◎ 12th from S.V.M Inter collage Jhansi (U.P. Board), in 2005.
- ◎ 10th from S.V.M Inter collage Jhansi (U.P. Board), in 2003.

Other Detail:
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- ● **Father's Name**   Mr. Daleep Singh Sengar
- ● **Date of Birth**   25 November 1988
- ● **Sex**   Female
- ● **Nationality**   Indian
- ● **Strengh**   Sincerty, my Dedication, my Smart Work
- ● **Languages Knows**   Hindi, English
- ● **Maritial Status**   Single
- ● **Total Experience**   8.5Years
- ● **Relevant Experience**   3 .5 Year
- ● **Notice Period**   10 -15 Days.
- ● **Current Company**   **Exotel India Pvt Ltd**

HOBBIES

- ◎ **Internet   Surfing**
- ◎ **Teaching Computer and Mathematics Subjects**
- ◎ **Listing and Singing Hindi and English Song**
- ◎ **Watch TV**

MOTTO OF SUCCESS

- ◎ **Always Think Positive**
- ◎ **Team Player**

DECLARATION

I hereby confirm that the information given above is true and correct to best of my knowledge. In case any error or omission is found at a later date, I shall be liable for the consequences arising from these

(NEHA SINGH)