DIVYANI GUPTA (CSM®)

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ACADEMIC CREDENTIALS

Degree	Institute, Location	CGPA/ %	Year
PGDM (IT & Analytics)	ITM Business School, Kharghar, Navi Mumbai	70	2019
B.E. (CSE)	Chhattisgarh Swami Vivekanand Technical University	64	2015
XII (CG)	Bhilai Nair Samajam School	73	2010
X (CG)	St. Mary's Hr. Sec. School	64	2008

TECHNICAL QUALIFICATIONS

- **Application Tools** – MS Office, Big Data HADOOP, SQL –Basics
- **Operating Systems** – MS Windows, Ubuntu, CentOS, Linux, Unix
- **Certified Scrum Master (CSM)**

- **Project Management Tool** – Zoho & Jira
- **Web based Prototyping Tool** – Knowledge of Sketch, Figma & Abstract
- **CMS Tool** – WordPress

PROFESSIONAL EXPERIENCE

Techved Consulting India Pvt.Ltd	**Associate PMO (Project Management Officer)** • Worked for Global Projects in various sector like BFSI, Ecommerce, Agricultural etc namely, ThermoFisher Scientific, NeML, Universal Sompo General Insurance. Some of Design POC & Audit POC Like – Motilal Oswal, Fino Payment Bank, USGI -Pulz App & Tata Mutual Fund • Have good knowledge of web-based prototyping tool i.e., Figma, Abstract Tool • Knowledge of CMS i.e. WordPress • Responsible for creation of Monthly Management report & Weekly Perfect report for senior Management and Weekly project status report • Understanding of IA, Epics, Pagelist & user stories • Defining project scope and objectives involving all relevant stakeholders • Oversee all aspects of projects like defining the timeline, client co-ordination, managing internal resources, etc. • Developing a comprehensive project plan & Sprint plan to monitor and track progress. • Ensuring Flawless execution and completion of projects on time within the given budget and scope. • Ensuring the production with excellent quality at a reasonable and effective cost to client • Leading and co-ordinating with diversified teams like Administrative support, Research, Wireframe, Visual, Development & QC to ensure smooth team operations • Determining project changes, undertaking project tasks, developing project strategies as per the requirements • Supporting the project planning cycles through meeting management and maintaining portfolio records • Good understanding of Agile methodologies • Ability to build strong relationship across the clients leadership team • Tracking project performance, specifically to analyse the successful completion of short and long term goals	Nov'20 to June'21

	• Project tracking using Jira project management tool	
Indigo System & Technology Consulting (l) Pvt. Ltd	**Customer Success Associate (Project Manager/Business Analyst)** • Requirement Gathering – Understanding & analyzing key requirements, business background and project objectives • Assisting in selecting the right technology framework for developing the solution, discussing proposals with clients and ideating to develop user interface design, website maps and navigation features • Documentation (UD, SOW, FSD, Project Proposals, MOM, Flow Diagram, User story) • Translating the brief to the teams that involved strategy building & quality analytics • Knowledge of website information architects & wireframes • Project Planning – time estimations, cost quotations • Performing resource allocation strategy – tasks allocation to the relevant teams • Managing internal teams and client relationship in alignment with client requirement • Performing daily scrum to monitor daily operation schedules for all departments and ensuring daily operational goals are realized • Timely reporting of project progress using Zoho project management tool • Working closely with senior stakeholders • Ensuring on-time delivery of the product • Identifying opportunities in the digital space to meet the digital transformation needs of the clients - BFSI, Fintech, NBFCs, Pharma • Oversee & manage technical developments (Website & Web Application), SEO Operation, creative & content strategy, product maintenance for existing clientele • RCA – proactively identifying & managing to address the foreseen project risks • Building value-based customer relationship to achieve an extra milestone	Feb'19 to July'20

INTERNSHIP		
Global Cloud Xchange – A Reliance Company	**Service Management Analyst** • Prepared, managed and analyzed OSS/BSS of weekly and monthly reports for customers and management • Analyzed customers for performance assurance issues and identification of chronic problems • Root Cause Analysis (RCA) of the problems reported • Met and improved established service delivery SLA's • Checked for daily updates on open tickets	April'18 to Sept.'18
NGO PROJECT		
SEAL Ashram (NGO)	• Organized and promoted the SEAL charity fest to create awareness among people about the Ashram • Successfully bagged sponsorships and raised funds for the fest and the Ashram • Invited delegates to attend the event	Nov'17 (2 Weeks)
TECHNICAL TRAININGS		
Kelly Technologies Hyderabad	**Big Data HADOOP** • Exclusive training and working project experience (HDFS, Map Reduce, Apache Pig, Sqoop, Oozie) • POC: Target Web Intelligence re-hosting	6 months
POSITIONS OF RESPONSIBILITY		
High School	• Held positions in cultural events • Represented school in cultural activities	2008-10

EXTRA CURRICULAR ACTIVITIES AND ACHIEVEMENTS		
Internship	• Awarded Letter of Appreciation by Reliance – GCX	2018

Co-curricular	• Attended workshop on 'ETHICAL HACKING' by Ankit Fadia and Sunny Vaghela
	• Attended various workshops conducted by CSIT
	    □ Computer Hardware Assembling
	    □ Social Media
	    □ Cloud Computing
	    □ Hardware Implementation
		2012-14

Sports and Cultural	• Medals and certificates in painting and other cultural activities	
Other Interests	• Singing, listening to music, cooking, travelling	