Sanchita Sen

"9 years experienced in IT Project manager/ Scrum master/ PMO roles"
Email: sanchita4323@gmail.com ; Mobile: +91-9811884195

Hands- on expertise in coordinating overall project activities right from the conceptualization to the execution and closure.

Profile Summary

- Project management professional (using linear as well as agile) with experience of 9 years in IT Infrastructure Managed Services, Delivery Management, Corporate communication, Sales Management, Customer relationship management, Network connectivity implementation.
- Solely handled Transition Projects from Due diligence to Handover to the operations phase/ closure of project for Private as well as Government clients.
- End to End Project Management starting from Planning, Execution, Monitoring and Controlling to Closure.
- Single handedly executed 15+ projects at a time and as a PMO tracked multiple IT project portfolios.
- Periodic review with all Project Stakeholders to drive the project and target achievement.
- Project documentation w.r.t scope, etc.
- Maintain relationship with partners / vendors / clients.
- Develop detailed internal project plan / schedule to track the progress with proper RAG status.
- To Ensure that all projects are delivered on time, within scope and within budget.
- Worked for Transition Projects Performing Due diligence by studying As-Is scenario till delivering of the complete new IT solution (green field) or change of Services (To- be) and ensure process gaps are plugged.
- Possess excellent negotiation, organizational, relationship management, problem solving interpersonal skills with cross cultural adaptation and creative ability
- Present periodic dashboard reports on the current program, future opportunities, and client issues
- Monitor timeliness of all contractual deliverables for the sites to be deployed e.g. Coordination in preparation of BOQs, ordering for infrastructure, telecom equipment to Strategic Partners & Vendors.
- Timely forecasting, requisitioning of material deliveries and site provisioning to match targets.

Certifications / Trainings / Tools used

ITIL V3 Foundation Certified	Prince 2 Practitioner Certified	AWS cloud practitioner Certified	AZ900(Azure Fundamentals)-Cert
AI900(Azure Artificial Intelligence fundamentals)	SIEM trained	PMP trained	Kanban training in progress
Certified Scrum master in progress	Rally Tool	Service Now Tool	SAP
MS Project Tool (MPP)	BMC Remedy Tool	JIRA tool	

Skills Summary

Project Management	IT Project Lifecycle	Value-Added Leadership
☐ Contract Management ☐ Business Case Writing ☐ Quality Management ☐ System Migrations/Integrations ☐ Enterprise wide Implementations ☐ Stakeholder management ☐ People Management ☐ Escalation management ☐ Risk management ☐ PMO activities	☐ Requirements Analysis ☐ Project Execution ☐ Costing & Budgeting ☐ Resource Management ☐ Project Scheduling ☐ Testing/QA/Rollout/Support ☐ Agile & Waterfall methodology ☐ Maintaining RAID logs	☐ Leading scrum daily standup ☐ Cross-Functional Supervision/ Multi-Tasking ☐ Team Management, Building & Mentoring ☐ Client Relations & Presentations ☐ Business & IT Planning ☐ Vendor Management ☐ Service Delivery

Work Experience

- Understanding of Project Lifecycle with Internal and External Stakeholders Management, vendor Management, Cross Functional Team Management.
- Coordination with Suppliers (Equipment, OFC and Other materials) for timely supply of deliverables on sites
- Understanding of ITIL Processes which includes Service Delivery, Incident Management, Change Management, Problem Management, etc.
- Understanding of Project Lifecycle with Internal and External Stakeholders Management, Resource and Cross- functional Team Handling Skills, vendor management, planning, risk and issues management till the project is handed over to the Technical/ Operations team under steady state phase.
- Periodic reporting of the project for effective reviewing.

- Develop a detailed project plan in MPP to track progress and maintaining the same throughout the Project.
- Responsible for securing the necessary approvals from internal heads such as Sales, Finance, Legal, etc.
- Coordination with Business teams such as Sales, Presales, Delivery, Practice, etc. and Support Functional Teams such as Sourcing, Finance, Legal, Logistics, etc. to ensure the effective delivery of the project on time, within scope and budget.
- Forming Governance model for the project engagement between stakeholders of both parties (SP and Client).
- Responsible for Resources allocation, tasks assignation, scheduling and liaising among the internal and external stakeholders.
- Proficiency on tools like SAP, Project Professional (MPP), MS office and BMC Remedy and ServiceNow.
- Created RFP for SOC project at Honda Cars India Ltd.
- Handling Infrastructure services manager (ISM) role in Accenture Operations. SPOC for complete technology transition for BPO clients.

Projects Undertaken

Optum-United Health Group, Scrum Lead (Mar'22-present)
- Managing 10+ projects (new site build, move, decom) at a time as an IT network PM in different states in US remotely from India.
- New site build projects include ordering of circuits, hardware, site survey, coordination with engineering team, business, leadership etc to have a site build from scratch and make it operational for users to work from.
- Steering daily standup scrum calls for tracking projects with Kanban agile methodology and the tool used is Rally.
- Working on retrospectives along with team to identify areas of improvement in a past project or process.

Accenture, Senior Analyst (Mar'20 - Mar'22)
- Managed 18 projects in Accenture operations by supporting the project in Technology and IT Finances.
- Onboarding new clients on Accenture Support and working on their transition activities was a part of my KRA.
- Managed and implemented network solution change to comply with DoT guidelines during Covid WFH scenario.
- Migration implemented from CCCI voice solution to AWS Connect voice solution for 5 projects.
- Handled DC migration along with Network devices refresh and link ordering by coordination with Vendors/ stakeholders.

Honda Cars India Pvt. Ltd., Senior Executive (Feb'18 – Mar'20)
- Implementation of Security Operation Centre at HCIL.
- Network Access Control implementation (NAC-Forescout).
- Handled a team of 30 Helpdesk resources for end user management (user base – 3500).
- Single point of contact for managing all license related requirement for Honda Cars including requirement understanding, budget approval, quotation comparison, releasing purchase orders and handing over delivery to end user for deployment.
- Maintained compliance of Licenses for all over Honda Cars India Ltd along with Version upgrades.
- Handled the role of SAP administrator for the entire Honda Cars India ltd.
- Having expertise on SAP procurement and P2P Module, and responsible for procuring IT products for all over company.
- Windows server upgradation activity from 2008 to 2012 ver.
- Initiated PMO team for entire IT team projects.

HCL Comnet Ltd. (Jun'14 – Feb'18)
- Avitas, Noida – A healthcare unit of HCL. The infra of Avitas was hosted in the datacenter of HCL, Noida.
- American Tower Corporation, Gurgaon- Scope included the transition of asset management and onboarded FMs.
- Bharat Oman Refineries Ltd., Bina, Madhya Pradesh- Scope included transition and management of Datacenter, Network, Security and End user. Setting up of a helpdesk onsite and management of other tracks remotely from HCL Operations center in Noida.
- Hero FinCorp Limited, Gurgaon- Scope included transition and management of Datacenter, Network, Security & End user.
- BMC Remedy Upgradation v7.6 to v9.1- Migrated over 35+ customer data from 7.6 to 9.1 version of Remedy.
- Infrastructure on cloud/ IAAS for SPAR Hyper markets project was implemented, the application development was done by HCL technologies whereas the Infrastructure hosting was done by HCL Comnet.

Academics
- MBA from Amity Business School, Amity University, Noida in 2014 with 7.52 CGPA
- B. Tech (Electronics and Communication Engineering) from U.I.E.T, MDU Rohtak in 2012 with 74.77%
- Completed 12th Grade in 2008 with 84.40 % from C.B.S.E board
- Completed 10th Grade in 2006 with 91.40 % from C.B.S.E board

Declaration
I hereby declare that the above information is correct up to my knowledge and belief.
Place: Noida   Date: 20/4/2023