

Ankita Bhowmick

PMO Analyst

Phone : 8961791438

E.mail : ankitabhowmick872@gmail.com



SUMMARY

Dynamic PMO Analyst with a proven track record of successfully supporting large-scale projects and driving operational efficiency with 6+ years of overall professional experience. I possess a strong attention to detail and the ability to thrive in fast-paced environments with a proactive and adaptable approach. Seeking an opportunity to contribute my skills and expertise to prestigious projects and achieve organizational growth while also pursuing self-development.

PROFESSIONAL EXPERIENCE

Process Associate

Tata Consultancy Services

2019 - Present ▼ Kolkata, India

Working as a PMO Analyst for Supply Chain Portfolio with Johnson & Johnson Account.

- On-boarding, Off-boarding, extension of client ID under new contract / SOW.
- Working with RIGHTS team as a portfolio SDL (Security Deployment Leader) & Resource management group on release cases.
- Working on stakeholders & project PMO requests via Client portal and following up with Johnson & Johnson global helpdesk team till ticket closure.
- Providing operational support to delivery managers & taking care of resource compliance at a portfolio level.
- Taking care of Resource Allocation, Contract Management, Invoice Release, Billing & Budgeting.
- Working with ultimatrix (Company web-based portal) tools such as Contract Management System, Project Resource Management, Financial Commercial Module, Project WorkBench, Sales Application, and more.

Associate

Sunknowledge Services

08/2018 - 12/2019 ▼ Kolkata, India

Worked for Healthcare Partners (medical insurance, NA) project.

- Attend calls to provide information related to insurance policy and claims.
- Helping current as well as prospective clients with queries & issues, related to their medical insurance policy.

Associate

OnProcess Technology

11/2016 - 03/2018 ▼ Kolkata, India

Worked for Comcast Corporation project

- Attend calls to troubleshoot problems and see them through to resolution. Identify unresolved issues and escalate them to the appropriate internal teams.
- Take ownership of customer issues, collect prompt & accurate feedback from customer & master the use of helpdesk software.

EDUCATION

Bachelor of Commerce in Marketing (Hons.)

University of Calcutta

2014 - 2018 ▼ Kolkata, India

SKILL SET

Resource & Stakeholder Management

Budget Allocation & Management

Communication - Conflict resolution

Persuasion and influencing skills.

Microsoft word - Excel - Powerpoint

CERTIFICATION, COURSES & COMPETENCIES (TATA CONSULTANCY SERVICES)

Project Management Fundamentals (Udemy)

Foundation : Learning Excel 2019_LinkedIn.

Process Management - Agile Way of Working (E0 proficient)

Lean Six Sigma (E0 proficient)

Quality Management for Delivery (E0 proficient)

AWARDS & RECOGNITION S (TCS)

On the spot Award (2023)

Service & Commitment Award (2022)

Special Initiative Award, 7 times (2021-2023)