**Shriduti Bhowmick**

**PROGRAM MANAGEMENT… || AGILE…|| IT Ops**

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 **CAREER OBJECTIVE**

To be a part of an organization that offers a competitive and challenging environment, allowing me to leverage my valuable insights gained through my **11 years** of professional experience in Project Management. My credentials showcase that I am a qualified and high-performing individual with excellent professional and technical skills, acquired through cross-functional exposure in areas including project management, budget management, deliverable management, process optimization, onsite delivery, and team management. Experienced leader adeptly integrates Agile, Scrum, and training management to excel in efficient service delivery and leverage analytics for informed decision-making.

**Core competencies include:**

* Scrum
* Project Management
* BFT/SLA/ KPI/ Quality Tools
* Task Prioritization
* Agile Methodology
* Burndown Charts
* Customer Centric Mindset
* Coaching
* Conflict resolution
* Technology Management
* Problem-Solving and Analysis
* Facilitation
* MS Office Suit / MS Teams
* IT Operations
* Leadership & Rapport Building

**SUMMARY**

* Versatile, achievement-driven **Manager with nearly 11 years of experience in Delivery managing End-to-End** project Management; worked in multiple industries like, Banking, e-procurement and health care.
* Currently working at a management capacity as **Manager** with one of the leading technology services companies: **CITIUSTECH HEALTHCARE PVT LTD**; directing a team of 20 Professionals for delivery of projects with 100% quality & accuracy.
* Aptitude in managing complex technology projects and in managing multiple stakeholders, priorities, resources, escalation & risks.
* **Proficient in managing coordination & communication between business & technology teams** and stakeholders including AEs, Operations SMEs, Product Owners & Vendors relationship managers across different geographies: managed coordination between Offshore Team and client Team.
* Designed and developed test cases a generated test scripts: developed test cases based on Software Requirements Specifications SRS and Functional Requirement specifications (FRS); experienced in developing test plans, cases, scenarios and strategies as per business requirements.
* **Techno-managerial skills with expertise in test procedures, strategies/plans** formulated & updated test documentation such as test scenarios, test cases, test scripts, test metrics, defect analysis, SIT integration reports & test project status reports using tools like Jira & finding bugs in the application logging defects.
* Drove testing engagement strategies, effective risks & issues management, ensuring processes are effectively used: monitored testing activities to ensure the quality and functionality of assigned systems: ensured timely and accurate test communication with Project Manager and Senior Management throughout the project lifecycle.
* **Collaborative, adaptable & approachable person with strong interpersonal**, analytical, and problem-solving skills; quick learner with

**Academics Details**

**Bhilai Institute of Technology| Chhattisgarh| INDIA**

**Bachelor of Engineering | Major in IT**

**Grade - First Class | 7.2**

**PROFESSIONAL EXPERIENCE**



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**CITIUS Tech Healthcare LTD Sept 2021 – June 2023**

**Pune, India**

***Manager -* BIClinical Engineering *(Modular healthcare BI and Analytics platform, with integrated clinical, financial, and regulatory KPIs – leveraging Microsoft Platform to measure and monitor the performance of Physicians in terms of Clinical quality care)***

* Overseeing and leading Asset/Product Development objectives for various healthcare IT projects, with a commitment to timely issue resolution and reporting to management.
* An assertive professional with a strong track record in developing and leading highly effective project teams.
* Possessing exceptional motivational skills to facilitate the achievement of strategic goals and project objectives. Monitoring team attrition, maintaining TAT (Turnaround Time), ensuring quality, productivity, and behavioural standards are met for both the team and the project.
* Preparing weekly and monthly Governance Decks to provide management with a comprehensive view of the overall status of projects under development.
* Creating and updating project plans to ensure efficient project execution.
* Managing Business Development tracking for Client Success teams, including the creation of status reports for business development opportunities related to client accounts and the commercialization of healthcare IT products.
* Generating progress status reports on EPIC/Features/User Stories in Jira, maintaining and updating this tool for development and support status. This data is used for various management reports and burndown charts.
* Facilitating Sprint Planning and Retrospective scrum meetings.
* Ensuring that project budget utilization aligns with the allocated budget.
* Identifying and addressing risks and exposures promptly with respective owners.
* Preparing variance tracking and project burn report views for finance and internal stakeholders to maintain transparency and financial control.

**HCL Technologies July 2018 – Aug 2021**

**Pune, India**

**Senior QA/Lead (MOC project consists of mainly 3 different dashboards viz. Regulatory Reporting Dashboard, Client Metrics Dashboard and Controls & Breaks Dashboard. The Regulatory Dashboard is used to report trade exceptions and other trade details for various jurisdictions across EMEA, APAC and NAM regions and allows to add commentary for each exception. Controls & Breaks Dashboard is used for the ‘attestation and final validation’ by the CITI Middle office Operations team for the exceptions, wherein the trade information is verified. The Client Metrics Dashboard summarizes the Performance of CITI’s client at each step of the OTC lifecycle for Cash, FX and Derivative products distinguished by EQ and FI products which are then used by the Operational Client Relationship Management team for analysis and meetings with clients)**

* Financial Management: Creating and managing budgets, resource plans, and project planning for the project. Also responsible for stakeholder management and monitoring project budgets and financial demands to ensure adherence to allocated budget.
* Project Deliverables Management: Overseeing project scoping, planning documents, and project status deliverables for customers. Managing payment milestone deliverables within projects.
* Client Engagement: Preparing reports on project capital expenditures (Capex) and operating expenditures (Opex), identifying gaps or risks, and communicating effectively with customers. Additionally, handling site mix reports and customer communications.
* Stakeholder Engagement: Collaborating with various line managers to analyze resource demands and manage the Demand Management System to meet stream needs efficiently.
* Risk Management: Identifying and addressing project risks and exposures in a timely manner, involving respective owners for resolution.
* Management Reporting: Preparing weekly governance decks and updating project milestones for timely presentation to senior management.
* Project Planning: Developing and maintaining project plans, as well as generating progress status reports on EPIC/Features/User Stories using JIRA. Configuring user access in JIRA for project teams.

**Zycus Infotech Pvt Ltd Feb 2016 – July 2018**

**Pune, India**

***Associate lead (Working as testing professional on web application, which manages buyer side of Procure to pay solution working on integrations of Procure to pay applications with Source to Pay Applications)***

* Analyzed the Business Requirements Document and system specifications and identified the test requirements.
* Participated in design review meetings to understand technical and functional systems overview.
* Creating Test Requirements Specification documents, Test plan and Test Result documentation.
* Involved in developing and implementation of the Test plan, Test cases.
* Involved in **SDLC**, Business Process Design and Implementation.
* Involved in developing and implementation of the test plan, test cases.
* Wrote and executed the test cases manually and automated.
* Performed regression, data driven and system testing.
* Recorded scripts to capture business functionality to be tested.
* Performed Functional, Integration, UI, regression, positive, negative and UAT testing.
* Used SQL statements extensively to perform Database Testing.
* Conducting Performance test, Stress test and Load test of application server using **JMeter** tool.
* Logged the errors, reported defects, determined repair priorities, and tracked the defects until resolution using Jira.
* Involved in code reviews and white box testing.

**SLK Software Dec 2012 – Feb 2016**

**Pune, India**

***Business Analyst/QA Analyst (Working as Business /Testing Analyst on web applications, which manages revenue and payment gained by the organization in due course of time)***

* Attending business meeting with stakeholder for test requirement gathering
* Meeting with business team and IT team on requirement understanding and test strategy formulation
* Create test plan and related test design artifacts
* Co-ordination with business on the test data setup and test environment availability
* Executing test cases and performs detailed evaluation on the issues.
* Log the defect/bug failures with detailed business logical analysis
* Host the defect triage to discuss the severity with business team and defect fixes follow-up with the development team.
* Identify risk and challenges and report to the management team
* Publishing status report Daily, Weekly, Monthly & Yearly Basis
* Provide GO/NO-GO decision on production migration to the management team on testing deliverables
* Take the entire responsibility on test design and test execution deliverables
* Interviewed business clients to analyze their business requirements, recommend, and design technological improvements to their business processes and operational procedures.
* Developed process mapping of current and future business processes
* Prototyped new procedures and trained new users on software enhancements.
* Conducted stakeholder Joint Application Design (JAD) interviews and facilitated meetings with project teams
* Translated business user concepts and ideas into comprehensive business requirements and design documents.
* Created project plans in accordance with project management framework standards and procedures. Identified ongoing issues and gaps within project plans, to eliminate implementation issues
* Planned, facilitated, and reported on quality assurance testing efforts.

**IT SKILLS**

Technology: - Postman, Rest Assured, CI/CD Jenkins, Jmeter

Methodologies: - Agile , Waterfall

Tools: - Jira, Bugzilla

Operating systems: - Windows

Database: - SQL Server

Proficient: - Agile JIRa/Azure Devops, Project Leadership, Resource planning, Backlog management, User Stories

** AWARDS**

* + Outstanding IT Professional – CitiusTech Healthcare Pvt LTD,
  + Valuable Contribution Award - HCL Technology,
  + Best Team Performance – HCL Technology,
  + Rewarded by annual award for most valuable performer of the year - Zycus Infotech Pvt. Ltd,
  + 1 Swan Award - Zycus Infotech Pvt. Ltd,
  + Best Performer Award in for delivering successful deployment of Oracle HRMS with quality and on time release – SLK Software,
  + Awarded thrice for best monthly performance award for delivering best quality – SLK Software,