**AFREEN KHAN**

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**SUMMARY**

* An astute management professional with 11+ years of progressive experience in project management in multiple industries, including IT, GIS and banking sector, with increasing responsibility
* Possess extensive knowledge in Agile, Scrum, Waterfall model of project management and leverage technical expertise in Microsoft Office, SoW SignOff, SharePoint Site, BMC Remedy Ticket, Clarity, SAP, N2K, Team Forge, Jira and Lean Six Sigma
* Adept in managing teams, resources and projects, budgeting, forecasting, improving processes, service reporting and implementing plans and strategies
* Experienced in offshore and onshore project delivery and offshore customer management
* Competent in delivering multiple and complex projects, including operations and transitions
* Self-motivated, flexible, proactive team player with strong decision-making, leadership and analytical skills and the ability to thrive on working in a new and challenging environment
* Achieved multiple accolades and appreciations for outstanding performances and establishing the company’s success

**AREAS OF EXPERTISE**

Project Management | Budgeting and Forecasting | Process Improvement | Resource Management | Service Reporting | Program Management | Portfolio Management | Implementation

**TECHNICAL SKILLS**

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| --- | --- |
| * Microsoft Office: Word, Access, Excel, PowerPoint, Outlook * SoW SignOff * SharePoint Site * BMC Remedy Ticket * Clarity * SAP * Alteryx | * Methodologies: Waterfall, Agile Scrum. * N2K * Team Forge * Jira * Lean Six Sigma * Effect * Ms Teams |

**PROFESSIONAL TRAINING & CERTIFICATIONS**

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| --- | --- |
| ***Certifications:***   * Completed Certificate Course in Prince2 Foundation * Completed Certificate Course in Prince2 Practitioner * Completed Certificate Course in Agile Scrum Master * Completed Harvard University Certificate Program in Project Manager * Completed Certificate Course in Engagement Management | ***Trainings:***   * Completed Training in Agile * Completed Training in Lean Six Sigma Yellow Belt * Completed Workshops in MDI, 5S and Lean for Quality Standardization |

**EDUCATION**

* Master of Science in Information Technology, University of Mumbai, Mumbai, India, 2014
* Bachelor of Science in Information Technology, Rizvi College of Arts, Science and Commerce, Mumbai, India, 2011

**WORK EXPERIENCE**

**JP Morgan Chase Bank**, Mumbai, India

**Program Manager | Portfolio Management Mar 2021-Ongoing**

* Assisted clients to solve complex issues by performing analysis, providing recommendations through a combination of consulting experience, industry knowledge, tools and technology.
* Develop work plans for client engagements and lead the delivery of defined project objectives
* Work with a range of stakeholders both internal and in client organizations, as a subject matter expert on Programme Leadership.
* Ensure on-time project delivery within scope and budget
* Perform business analysis and process mapping
* Work closely and build relationships with project stakeholders to identify, model, and document business requirements, coordinate with all relevant internal stakeholders and ensure technical feasibility
* Create weekly dashboard within the portfolio to highlight the status of each project as well as any key updates, milestones, setbacks, project schedules and any important details and publish it to all the stakeholders
* Implement and manage project governance following industry best practice
* Develop project plans, resource schedules and financial reports and manage project scope, resource demand, supply, project budgets and quality
* Track project progress against plans and produce progress metrics and reports
* Manage project risks and issues and ensure their escalation as required

**Capgemini India Private Limited**, Mumbai, India

*Achievements:*

* Achieved highest OTACE score in the UK twice in a row
* Received ‘Project Star’ award
* Received ‘Customer Delight’ recognition for providing excellent support during Go-Live activity

**Senior Consultant | Project Management Apr 2018-Jan 2021**

* Organized and managed the deployment projects to convert them into commerce cloud
* Evaluated the initial project charter, scope and deliverables, organized and managed project teams to implement cloud services for new customers, or to migrate/upgrade existing customers
* Ensured projects deliver results on time and within budget without compromising with the quality of services to satisfy customers
* Provided feedback to the engineering team on the implementation performance of the managed servers network, security, servers and storage infrastructure, provided regular and thorough project reporting as required
* Coordinated with support teams to ensure successful project delivery

**Consultant | Resource Management Jan 2017-Mar 2018**

* Ensured correct resource mobilization and utilization, successfully coordinated and managed the smooth knowledge transfer between onshore and offshore resources at the onsite location in the United Kingdom
* Met all staffing needs by hiring new employees or relocating them to fill vacant positions and trained workers as per project requirement
* Created and maintained the organizational structure for the entire business unit
* Established recruiting, testing, and interviewing program and counseling managers on candidate selection
* Maintained historical resource records by designing a filing and retrieval system

**Consultant | Project Management Aug 2015-Dec 2016**

* Implemented governance standards across the portfolio, including tracking, monitoring and updating the status of program deliverables
* Continued to evolve the processes and templates throughout the project lifecycle
* Communicated with customers and key stakeholders to assess the needs of the customer and identify key challenges, constraints, and risks and thereby defined the project scope after extensive due diligence
* Effectively translated the business needs and constraints into the project charter and obtained the sign off
* Developed and created a monthly dashboard and published the same to the onshore service coordinators
* Prepared agenda for the steering committee meeting, recorded meeting minutes and followed up on action items
* Created and updated statement of work and handled project budgeting and scheduling

**Here Solutions India** **Private Limited**, Mumbai, India

*Achievements:*

* Received ‘Golden Impulse Award’ for showcasing excellent project management
* Received ‘Best Project Award’ for Q3-14 and ‘Runners up Award’ for Q4-15
* Won 1st prize in quality week
* Received ‘A3 Award’ from GPO India Here Maps

**Analyst Level II | Lead Project Responsible Jul 2011-Jul 2015**

* Dealt with clients to determine scope of project and analyzed current systems and procedures
* Assisted senior managers, trained team members, coordinated with subordinates and team of coders to delegated work
* Performed managerial duties and made project specific presentations
* Assigned coding tasks to team members and set milestones to monitor progress
* Maintained constant communication with project leader and project manager to report progress, identified issues, allocated resources and delegated work
* Improved quality of the project using various quality management models including Kaizen, SDLC, Agile and Waterfall
* Performed weekly analysis of project KPI’s on the parameters of cost, speed and delivery
* Tracked the status of doubts and exceptions of projects using JIRA tool