**MAMATHA NANDAKUMAR**

**Delivery Head – Project Manager**

**Contact No: 91- 7760533725/ 9663973975 ; Email ID: mamathanandakumar@gmail.com**

**PMP Practitioner, PMI-ACP Practitioner, Six -Sigma Black Belt, MS Project 2013, Business Analyst, ITIL Foundation**

**Address:-**

#527, 5th Main, 11th cross, Near Syndicate Bank, Dollars Colony, Bangalore-94

**Project & Process Operations Management**

*Offering 9+ years of career success in managing project deliverables & process operations across IT & non IT industry sector*

***PROFILE***

* A qualified master of computer science with strong skills in project management &execution, product development, process operations management, service delivery management and team management across IT industry. Currently working with Brighter India Foundation as Project Manager
* Handling different Organizations on requirement for web and mobile app technical needs.
* Thorough grasp of product development life cycle including initiation, pre-sales, business function & feasibility study, preparing product roadmap, effort & time estimation, SOW formulation, RFP responses and business case preparation, etc.
* Adroit in implementing service strategies according to the set targets and actively involved in controlling service deliverable as per given SLAs & TAT,
* Possess demonstrated capabilities in managing process verticals with strong background in implementing process improvements and quality initiatives for desired performance levels.
* Highly skilled in providing end-to-end Customer Service Delivery Solutions along with in strong capabilities implementing the Customer Service Delivery Process covering Capacity Management, Service Level Management, Resolution Process, Escalation Management and Control Process; developing Business Continuity Plans, procedures, and Service Standards for Business Excellence.
* Experience in dealing efficiently with customer’s queries & complaints & ensuring total customer satisfaction.
* A complete manager capable of performing a wide range of people management functions from recruiting through on- boarding, goal setting, performance appraisal, training, competency building, resource utilization & capacity planning, knowledge transfer, etc.

***CORE COMPETENCIES***

*Customer Service Operations Management •Process Quality Management • Service Deliverable Management*

*• Business Process Excellence • Process Transitions Management • Product Development • Process Modelling & Reengineering • Process Performance Management • Resolution Process Management • Team Leadership • Training & Development*

***EXPERIENCE DETAILS***

**Magna Infotech – Contract with IBM - Middleware Services Client - ANZ (Eco-World, RMZ) – Nov 15th 2017 to till the date**

**Agile Project Manager for Middleware Services at ANZ Client Ecoworld**

* Procurement Management – Estimating cost of Project and Resources
* Managing middleware service team i.e. MQ(Messaging queue), WAS, CD(Connect Direct)
* Resource allocation and performing risk mitigation
* Lead the Program level, daily activity calls and provide management with overall dashboards for accomplished activities.
* Led efforts for end- to –end process and data migration to retain critical client
* Provide leadership and direction on complex multiphase projects, improve quality
* Regularly conducted stand up meeting
* Tracking Melbourne and Weekend support
* Coordinated with vendor and Client in multiple Projects and received appreciations from the Client. Worked in small or large teams, per Project need.
* Tracking Projects & its Issues using Jira tool
* Research on next upcoming Projects to understand better and motivating team members to maintain energy among group.
* Tracking performance of the Project and resource.
* Working with SDM Portal to track and report Change Order of the particular Project
* Resource Deployment based on skills required for the Projects

**Brighter India Foundation**

**Project Manager (From: Mar 2009 - Aug 201 7)**

* **Organizational Initiatives**
* Introduced Agile Methodology & Responsibilities
* New Project (Proposals, Solutions)
* Account Management (SOW, Contract Negotiations)
* Delivery Management (Deliver projects within triple constraints)
* Stakeholder Management (Client, Internal Practices, Business Solutions)
* Team Management (Hiring, Development, Appraisals & Retaining )
* MIS Reports to senior management ( leadership team)
* Chair / Participate various forums like advisory committee
* Internal / External / Client Audits
* Participate in Architecture & Design discussions
* Over-all Program management (Objectives, Cost, Schedule, Quality)
* Vendor Management on data entry and other software requirement
* Identification of missing roles/resources and resolution/escalation of same
* Issue/Risk communication/resolution/escalation – removing blockers
* Resolution/escalation of inadequate or ill-defined user stories – ensuring Product Owner accountability

**Agile Project Manager** Worked with different Organization implement requirements using different methodologies **-** *Implementation of Website, Portal, and Mobile App (With version control) Related to Field Operation*

* Working with different Organization and played role of Project Manager/Scum Master
* Lead the Program level, daily activity calls and provide management with overall dashboards for accomplished activities.
* Led efforts for end- to –end process and data migration/portal to retain critical client and conduct pre-post Website & Mobile app testing.
* Provide leadership and direction on complex multiphase projects, improve the quality of Portal and effectiveness of Operations, and help returning officers achieve their goals in the field Operation.
* Facilitate and participate in Sprint Planning, designing and estimation of requirements based on Product log.
* Regularly conducted stand up meeting
* Monitor the Sprint Burn down – Measure the completed story points
* Measuring Velocity – Expressed in number of Story points completed per Sprint.
* Coordinated or Conducted on training and development for Operation Team to make understand the Product and its working.
* Coordinated with vendor and Client in multiple Projects and received appreciations from the Client. Worked in small or large teams, per Project need.
* Work with Operation team to understand the performance of field activity to improvise or enhance the Project requirements or in next Iterative Cycle.
* Research on next upcoming Sprint to understand better and motivating team members to maintain energy among group.

**MS Project 2013**

**Project Phases update, Resource allocation, Project Status, Reports related to Project and its constraints tracking done using MS Project 2013(Start to end of Project life cycle).**

**Air India SATS Airport Services - HR Admin - Customer Service (March 2008 - Nov 2008)**

**Kendriya Vidyalaya N.A.L Campus & M.E.G & Centre School - Computer Instructor (April 2006 -March 2008)**

***PERSONAL DETAILS***

**Date Of Birth:** 16th November, 1984**; Language Proficiency:** English, Hindi, Kannada, Tamil, Telugu

**References**: Available on request