**KEY ATTRIBUTES –**

|  |  |  |
| --- | --- | --- |
| * **Business Analysis** | * **Team Coordination** | * **Stakeholder Management** |
| * **End-to-End Project Management** | * **Program Management** | * **Continuous Improvement** |
| * **Agile Methodologies** | * **Risk Management** | * **Technical Acumen** |
| * **Requirement Gathering** | * **Collaboration** | * **Decision Making Skills** |
| * **Quality Assurance & Testing** | * **Problem-Solving Skills** | * **Excellent Communication** |
| * **Documentation & Reporting** | * **Organisational Skills** | * **Strong Work Ethics** |

**CONTACT**

**Soniya Khatri**

**CERTIFICATIONS**

* **M365 CO-PILOT**
* **M365 SECURITY AND EMS SUITE**
* **MICROSOFT INTUNE**
* **MICROSOFT 365 SERVICE SHAREPOINT ONLINE, EXCHANGE ONLINE, TEAMS**
* **MCTS 70-667 CERTIFIED IN SHAREPOINT 2010**
* **COMPLETED MICROSOFT CERTIFIED ENGINEER PROGRAM FROM IACM**
* **CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)**

**EDUCATION**

**BACHELOR OF ELECTRONICS AND COMMUNICATION**

**FET RBS COLLEGE**

**AGRA, UTTAR PRADESH**

**2007**

**HIGH SCHOOL YEAR 12**

**ST. MARYS INTER COLLEGE**

**ETAWAH, UTTAR PRADESH**

**2003**

**PROFILE**

**Results-oriented and highly skilled Consultant, Technical Business Analyst and Technology Manager with over 14 years of experience leading IT projects, utilising agile methodologies to deliver high-quality technology solutions while prioritising customer satisfaction and stakeholder engagement. Recognised for strong analytical skills with the ability to derive insights from complex data sets, identify trends, and provide actionable recommendations to drive informed decision-making and optimise business performance.**

**Committed to proactively identifying challenges and creative solutions and implementing process improvements to enhance efficiency, productivity, and customer experience.**

QUAKERS HILL, NSW

0426 696 839

**Soniya.tiwari3@gmail.com**

**www.linkedin.com/in/soniya-khatri-94983124**

* **Leadership in Project Implementation: Proficient in coordinating project activities, managing timelines, and ensuring deliverables are completed within scope, budget, and schedule constraints. Leverages strong experience in Scrum Agile Methodology to effectively facilitate daily scrum meetings, maintain Sprint Backlogs, and conduct retrospectives to enhance project efficiency and collaboration.**
* **Organizational Skills and People Management: Demonstrated capability in coordinating efforts and leading cross-functional teams to ensure the smooth implementation of performance reviews and health checks across various project portfolios.**
* **Portfolio Analysis and PMO Collaboration: Possesses expertise in portfolio analysis, collaborating closely with Project Management Offices (PMOs) to streamline schedules and deliver comprehensive reporting.**
* **Risk Management and Mitigation: Experienced in identifying potential risks and implementing mitigation strategies to minimise project disruptions and ensure successful project outcomes.**
* **Data Analysis and Interpretation: Experienced in conducting thorough data analysis to identify trends, patterns, and insights that inform strategic decision-making.**
* **Business Process Optimization: Skilled in analyzing existing business processes, identifying inefficiencies, and recommending solutions to streamline operations, improve productivity, and achieve business objectives.**
* **Technical Proficiency: Demonstrated technical expertise in executing complex technical tasks, including designing and implementing new processes across frameworks and various tools such as Jira, Confluence, Project Online, and Azure DevOps.**
* **Collaborative Team Player: Recognized as a collaborative team player, fostering a positive team environment and actively contributing to team cohesion and success.**
* **Change Management and Stakeholder Engagement: Highly capable of managing change initiatives and engaging stakeholders throughout the project lifecycle, ensuring buy-in for project deliverables.**

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**WORK HISTORY**

**SUBJECT MATTER SPECIALIST | SHAREPOINT MIGRATION PROJECT**

**SYDNEY TRAINS**

**APR 2019– OCT 2019**

**CONTRACTOR | ECM SUPPORT SPECIALIST**

**SYDNEY TRAINS**

**OCT 2018 – APR 2019**

**WIPRO LTD**

**SHAREPOINT ADMINISTRATOR**

**JAN 2008 – MAR 2010**

**TECHNICAL SKILLS**

**MICROSOFT TECHNOLOGIES:**

**M365 Purview platform,** *implementation of Microsoft Purview Information Protection, Purview Data Loss Prevention, Purview Insider Risk Management, Defender for Cloud Apps, Data Loss Protection (DLP), Microsoft Intune, Windows 11, Windows Autopilot, Exchange online, Microsoft Defender for Endpoint, MS SharePoint Portal Server 2003, WSS 3.0, MOSS 2007, SPS 2010, SharePoint 2013, SharePoint 2016, InfoPath 2007/2010, MS Office Suite 2007/2003/2000, SQL server 2014/2012/ 2008 R2/2008/2005, Office 365. SharePoint Governance, Azure fundamentals. Microsoft Project online, Identity management, Intune, Co-management, Microsoft Information Protection (Purview)*

**OPERATING SYSTEMS:**

*MS Windows XP to Windows 10, Windows Server 2000/2003/2008/2008 R2/2012,2014, Microsoft Exchange Server 2000, 2003 & 2007*

**DATABASE:**

*Microsoft SQL Server 7/2000/2005/2008/2008 R2/2012 RC/2012 RTM/2014*

**OTHER TECHNOLOGIES:**

*IIS 5/6/7, Active Directory, DNS, DHCP*

**PROFESSIONAL EXPERIENCE**

MICROSOFT OCT 2022 – PRESENT

FASTTRACK MANAGER AND FASTTRACK M365 CONSULTANT

* **Customer Onboarding and Adoption Facilitation**: Responsible for facilitating customer onboarding and adoption of Microsoft technologies, providing comprehensive technical guidance, best practices, and resources for a seamless transition.
* **Technical Issue Resolution**: Handles the resolution of issues related to Microsoft cloud technologies, encompassing Azure Active Directory, Exchange Online, SharePoint Online, Teams, Microsoft Intune, Windows 11, and other Microsoft 365 services, ensuring smooth operations.
* **Consultancy Services Provision:** Offers consultancy services for information protection capabilities in the M365 Purview platform, including the implementation of Microsoft Purview Information Protection, Purview Data Loss Prevention, Purview Insider Risk Management, Defender for Cloud Apps, and Data Loss Protection (DLP).
* **Dedicated Technical Support:** Provides dedicated technical support to customers, addressing inquiries, troubleshooting issues, and resolving technical challenges associated with Microsoft products and services, fostering customer satisfaction.
* **Collaborative Solution Recommendation**: Collaborates closely with customers to understand their unique business requirements and recommend tailored solutions leveraging Microsoft technologies, ensuring alignment with organisational goals.
* **Project Oversight:** Oversees customer projects related to the implementation and assimilation of Microsoft technologies, overseeing project timelines and budgets for successful project completion.
* **Training Session Delivery:** Conducts informative training sessions for customers, equipping them with the necessary knowledge and skills to effectively utilise Microsoft technologies.
* **Cross-functional collaboration:** Works with cross-functional teams within Microsoft to expedite the resolution of customer issues, ensuring a seamless support experience.
* **Security Approach Leadership:** Leads the implementation of an identity-driven security approach grounded in Microsoft's best practices, ensuring robust security measures.
* **Remediation Plan Collaboration**: Works with customer IT staff to develop a recommended remediation plan, addressing potential security risks and enhancing system security.
* **Enablement of M365 Services**: Drives the enablement of M365 services and delivery of best practices, ensuring customers derive maximum value from their Microsoft investments.
* **Deployment Oversight:** Oversees deployment efforts, maintaining alignment across program stakeholders through effective communication, measurement, organisation, and leadership.
* **Knowledge Sharing Initiative**: Shares knowledge proactively with others through communities, solution documents, and social media platforms, fostering collaboration and knowledge sharing across the FastTrack community.

TRANSPORT FOR NSW JUL 2022 – OCT 2022

MANAGER, BUSINESS SERVICES IN COMMUNITY & PLACE – GREATER SYDNEY BRANCH

* **Strategic Operational Support:** Provided operational support, including advice to senior management on facilities, financials, and information services, driving informed decision-making.
* **Resource Management:** Managed organisational resources efficiently to ensure optimal utilisation and alignment with strategic objectives.
* **Reporting Design and Presentation**: Designed reporting for Executive directors and presented in weekly meetings, enhancing transparency and facilitating data-driven discussions.
* **Team Management and Reporting**: Utilised experience working with and managing teams to produce Monthly ED and Quarterly reports for visibility in top management, ensuring key insights were communicated effectively.
* **Resource Analysis and Reporting Preparation**: Analysed complex resource issues and prepared reports, summaries, and submissions to support evidence-based processes.
* **Guideline Development:** Developed administrative, financial, and operational guidelines for staff to ensure consistency and compliance with organisational policies.
* **Team Leadership and Development**: Led, developed, and managed the administrative team to ensure smooth operations and maintain high-performance standards.
* **Initiative Promotion and Representation:** Promoted new initiatives and represented the organisation at functions, contributing to the enhancement of the organisation’s reputation and stakeholder engagement.

**PROFESSIONAL EXPERIENCE**

TRANSPORT FOR NSW OCT 2020 –JUL 2022

PROCESS SPECIALIST BUSINESS ANALYST | RDS IT DIVISION

* **Tool Management and Administration:** Managed and administered the TBM (Apptio) and PPM, Project Online tools, overseeing their functionality and ensuring efficient operation.
* **Data Integration and Quality Assurance:** Oversaw the integration of data from various IT systems into the tools, continuously reviewing and improving data quality and integrity.
* **Governance Compliance**: Ensured governance compliance by managing the program, project, and portfolio to adhere to established governance standards.
* **Tool Administration:** Managed and administered the SharePoint and PPM (MSP) tools, optimising their usage and performance.
* **IAM Solution Integration**: Managed end-to-end integrations of IAM solutions using Access Management Suite, including requirement gathering, analysis, design, development, maintenance, and upgrades.
* **Workflow Development:** Developed custom workflows with multi-level approval, enhancing operational efficiency and ensuring proper authorisation processes.
* **Cloud-Based Identity and Access Management Deployment:** Deployed a full-featured cloud-based identity and access management solution, delivering single sign-on and password management capabilities.
* **End-User Training:** Provided training for end-users to ensure prompt issue resolution.
* **Process Improvement:** Contributed to the improvement of Branch procedures, work instructions, forms, schedules, and templates by compiling and periodically reviewing them.

EMPIRED LTD. OCT 2019 – OCT 2020

SENIOR CONSULTANT FOR OFFICE 365

* **System Management and Monitoring:** Managed and monitored systems associated with IAM solutions, providing incident and problem management support.
* **Environment Assessment and Improvement:** Assessed the environment and made continuous improvements to align with future state architecture.
* **Security Overlay Development:** Participated with application and infrastructure architects to provide security overlays for IAM development and deployment patterns.
* **IAM Artifacts Development:** Developed and maintained IAM artifacts such as strategy, decisions, and solution designs, ensuring alignment with security requirements.
* **Documentation and Knowledge Sharing**: Developed, participated in, and documented standard operating procedures, best practices, and technical documentation in a shared repository, facilitating knowledge sharing and collaboration.
* **System Documentation Management:** Created and maintained system and process documentation, ensuring clarity and consistency in system operations and processes.
* **Office 365 Implementation and Migration:** Collaborated with clients on the implementation of Office 365, including migrating SharePoint on-premise to SharePoint Online for organisations such as DCS Sydney and The Metropolitan Fire Brigade, ensuring a smooth transition and optimal utilisation of Microsoft's cloud services**.**

V2SOLUTIONS MAR 2010 – APR 2018

SHAREPOINT PROJECT LEAD

* **Migration Management:** Successfully led the migration of SharePoint from one version to another, completing migration from SharePoint 2010 to SharePoint Server 2013.
* **Project Management:** Developed and maintained project plans, managing scope, budget, resources, and deadlines to ensure project success.
* **Strategic Liaison:** Liaised with IT on the future strategy of the platform, including upgrades, and effectively communicated updates and decisions to the team.
* **Meeting Facilitation:** Facilitated client and team meetings, including chairing monthly Governance forums consisting of Business and IT role-players.
* **Progress Communication:** Effectively communicated project progress to senior management, developing and delivering progress reports on projects, migrations, upgrades, and other initiatives.
* **Team Leadership**: Coached, mentored, inspired, and motivated the team, conducting performance management and appraisals to drive continuous improvement.
* **Resource Utilisation and Work Distribution**: Planned, distributed, and managed work deliverables and deadlines effectively within the team.
* **Technology Support:** Assisted the team with technology-related issues on SharePoint and SQL, providing guidance and troubleshooting assistance.
* **Collaboration with Application Development:** Worked with the Applications Development team to design, build, and implement solutions leveraging SharePoint.

**REFEREES**

**AVAILABLE UPON REQUEST**