

Shraddha Ransinghe

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• ITIL Certified Professional

• SLA Management • Cloud Infrastructure Understanding • Service Delivery Management • Project Management

PROFILE SUMMARY

- Industrious Project Manager offering 4 years' experience in the Cloud and Data Center Services experienced in various facets of project management. Skilled in developing processes that facilitate continual progress and team achievement by successfully completing projects, Dedicated to applying principles of agile management to projects and tasks. Organized and facilitated overall.
- Experience in managing teams on the best use of project management disciplines and approaches, acting as the first point of contact for any queries.
- Proficiency in managing service delivery operations with key focus on identifying accounts, defining SLAs, contracts, SOPs, skilled in ensuring optimal utilization of resources along with handholding of key stakeholders.
- Excellence in process engineering/ business transformation initiatives, managed several projects at organisational level to improve processes and deliver value.
- Keen customer centric approach with skills in addressing client's priorities and resolving escalations within prescribed TAT, thereby attaining delight and high compliance scores.
- Exceptional communication, presentations & mentoring skills with distinguished abilities in leading teams for developing business continuity plans, procedures and service standards for business excellence.

AREAS OF EXPERTISE

~ Project Management
~ Agile Methodology
~ Time & Budgetary Control

~ Cloud Infrastructure Understanding ~ Service Delivery
~ Version Control System & Reporting
~ Risk Mitigation and Mgmt. ~ SLA Management

WORK EXPERIENCE

March 2017– Present with ESDS Software Solutions, Pune as Project Manager

Key Result Areas:

- Involved in analyzing current Agile processes and prioritizing areas of improvement, and work alongside key stakeholders to implement the improvements.
- Facilitate and MAP solutions to the customer's unique business and technical requirements to ensure strategic long term value, stakeholder meetings, and software, Cloud Infra demonstrations.
- Protect development team from outside distractions, impediments or team conflicts, and maintain focus on product backlog and project timeline, Manage and own competing requests across multiple client engagements.
- Work closely with project owner in backlog management and continuous delivery of features.
- Educate and reinforce Project methodology and agile framework to team members and key stakeholders.
- Direct and Lead the Setup and Infra delivery team from project initiation through the delivery of final product.
- Planned and monitored project budget/spending, efforts estimations.
- Guided projects to completion on time, within scope, and on budget.
- Managed project scope to ensure delivery was compliant with scope commitment.
- Tracked and managed product backlog, burn down metrics, velocity, and task breakdown.
- Addressed problems through risk management and contingency planning

March 2017 – Aug'18 with Global Data Centre- ESDS Software Solutions – Nasik, Maharashtra
Joined as Technical Account Manager – As a rose to the Project Support Team

Key Result Areas:

- Performing process auditing, quality initiatives, process improvement & service management activities for efficiently managing Customer Advocate world class customer liaison.

- Discussing Operations Report entailing Account Level Information like Revenue, Project Margin, Project Margin%, , Resource Details, Action Items and RFP Checkpoints.
- Developing Client SLA Reports for the tickets details for ensuring smooth functioning of IT operations , Understand the customer's relevant business challenges while functioning as a trusted advisor for "best practices" and drive adoption of ESDS solutions within the assigned accounts.
- Liaising with Domestic Sales Team as a channel for the attaining business objectives
- Working as SPOC for all ESDS Internal Project Delivery related Support and SLA Management
- Supervising end to end projects Closing with CRM systems, Kayako,Sales Force, working with Support , DBA,NOC,SOC Finance Teams for checking bottlenecks and escalations.
- Fetching information from multiple sources, evaluating multi-dimensional data and presenting findings in High Level Executive Reports for client & internal reviews
- Preparing SOPs for new joiners in PMO Team to understand tasks in a better way
- Arranging:
 - Internal and external meetings on project progress
 - Weekly calls with customers and participating in monthly & quarterly business reviews; communicating with stakeholders at multiple levels
- Participating in engagement management activities; creating and fostering a healthy environment which facilitates high performance of team members and accomplishments of organizational goals
- Play a pivotal role in anchoring client RFPs Ensure superior quality, content of RFP responses.
- Support customer business objectives by effectively leveraging TAM program deliverables

Highlights:

- Receive
 - Project Lead for Pune Municipal Corporation, Pune Smart City Project based of RFP Infra Knowledge
 - Worked on projects Like EESL/Smart Meter/LNT/ NHAI /KSFE to as a PMO Coordination SPOC
 - Top Performer 2019-2020 for Showcasing the Project Accomplishmen
 - Received Best Performer for year 2017 & 2018 Award in ESDS for High number of SLA Managements throughout the Project Handling

EDUCATION

2016-2017 **Diploma in Computer Engineering** from Khalsa Education – GGSP, Nasik-Maharashtra
2013-2014 **X** from St. Francis high School /Xavier Groups Nasik - Maharashtra

IT Skills : Windows 8,2000,XP,Linux,Unix,Ubuntu,Redhat,Network Firewalls(Paulo Alto,Sophos,Fortinet,checkpoint), SOC at data centre level, MS-Word, MS-Excel, Power Point and Outlook.

CERTIFICATION

- ITIL Foundation Certified
- Red Hat Certified Engineer (RHCE®)
- Cpanel & WHM Administrator Certified
- JLPT Level Certification

PERSONAL DETAILS

- **Date of Birth :** 29th August 1998
- **Languages Known:** English, Hindi and Marathi
- **Address:** Amanora Township, Hadapsar Pune.