

Anju Bala

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EDUCATION

CHAUDHARY DEVI LAL UNI.

BSC in Computer Science

July 2021 | Sirsa, India

LINKS

LinkedIn: [Linkedin.com/in/anjubalaaa/](https://www.linkedin.com/in/anjubalaaa/)

COURSEWORK

GRADUATE

Software engineering

Relational Database Management System Operating Systems

HARD SKILLS

- Project management
- Agile Methodologies
- Project planning
- Project management tools
- Negotiation
- Writing
- Organization
- Prioritization and goal setting
- Budget management
- Multitasking
- Scheduling
- Meeting Coordination
- Report Generation

SOFT SKILLS

- Communication
- Leadership
- Motivation
- Conflict management
- Adaptability
- Resourcefulness
- Teamwork
- Influence

TOOLS

- Jira
- Azure DevOps
- Oracle SQL Developer
- One Note
- MS Visio
- MS Excel
- MS Office

EXPERIENCE

Paymentus – Project Manager

Remote | Nov 2023 – Present

- Coordinated and led the end-to-end delivery of payment solutions for enterprise clients, ensuring compliance with deadlines, scope, and quality standards.
- Facilitated cross-functional collaboration between development, QA, client support, and integration teams to ensure seamless onboarding and configuration.
- Managed project risks, dependencies, and escalations, ensuring proactive resolution and stakeholder satisfaction.
- Oversaw third-party vendor integration and tracked deliverables to align with the overall project roadmap.
- Conducted project closure reviews, post-implementation analysis, and documentation handover for support and audit readiness.
- Regularly interfaced with clients to gather requirements, provide updates, and align project milestones with business goals.
- Utilized PSA tools and dashboards to maintain up-to-date reporting for senior leadership and executive teams.

RELIANCE JIO INFOCOMM LIMITED | Deputy Manager
Oct 2022 - Present | Navi Mumbai, IN

- Ensured that all aspects of a project are organized and in conformance with timeline and deliverables requirement
- Develop and maintain project performance database that tracks overall progress and achievement of milestones
- Assign and monitor resources effectively to boost project efficiency and maximize deliverables output
- Report project risks and outcomes to appropriate management channels, and escalate issues according to project work plan
- Serve as point of communication between company teams and external resources
- Deepen partnerships with outside resources, including third-party vendors and researchers

PROJECTS

STREAM: SMSC Aggregator

- Provided administrative and coordination support across multiple workstreams.
- Handled documentation, scheduling, meeting coordination, and communication with external vendors.
- Created comprehensive reports and maintained project databases for performance tracking.

STREAM: CTAS IPSM

- Spearheaded software planning initiatives leading to a 25% boost in process efficiency.
- Partnered with development teams to create technical flowcharts and documentation.
- Conducted weekly project reviews, tracked KPIs, and communicated updates to stakeholders.
- Authored software maintenance procedures for smoother user onboarding and training.