

Mrinall Verma

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Summary

Professional project manager with extensive experience in various facets of project management. Knowledgeable and Certified in applications of scrum, waterfall, agile methodologies & skilled in developing processes that facilitate continual progress and team achievement. Coaching teams & supporting product owners to remove impediments and backlogs, enhance velocity, and help teams adopt Agile methodology.

Technical Skills

- **MS Office.** : Word, Excel, PowerPoint, Outlook, Access and OneNote.
- **Operating Systems.** Microsoft Windows and macOS.
- **Big Data Management** : Data Quality Assessment, Data Analysis, Pattern and Trend Identification and Visualization of Data Insights.
- **Research** : Data Mining, and Data Science research Methods.
- **Project Management** : Waterfall, Crystal and Scrum Methodologies and PRINCE2 Agile Methodologies.
- **Project Management Software** : JIRA, Confluence, Kanban and Microsoft Project.
- **Business Intelligence** : Tableau, MySQL and Microsoft Power BI.
- **Spreadsheets** : Google Sheets, Pivot tables, link to database and vertical lookups.

Non- Technical Skills

- **Troubleshooting** : Assessment, system knowledge, analytical skills, calm mindset, problem-solving, logic, critical thinking skills, collaboration, communication.
- **Sales Skills** : Lead generation, Product knowledge, Buyer engagement, Effective communication and sociability and Negotiation.
- **Planning** : Analysis, conceptual skills, brainstorming, decision-making, forecasting, logistics, problem-solving skills, cost-assessment, requirements-gathering.

Work Experience

SENIOR PRODUCT SPECIALIST | BYJU'S (Think & Learn Pvt. Ltd) | 10/2019 - Present, New Delhi/Bengaluru, India.

- Managing daily team operative, determining and monitoring project schedule, delegating and directing the team activities, overseeing pre-production, production, and post-production of the assigned project.
- Designed visually impactful dashboards in Excel and Tableau.
- Identified and fixed product bugs, leading to a marked increase in customer satisfaction as measured by online surveys.
- Conducted market research, drafting consumer surveys to collect feedback on company product range(offline and online) in order to deliver functional and quality improvement.
- Partnered with IT and product leadership to drive and manage the solution development process and ensure the product team understands the direction and vision.
- Demonstrated understanding of software development and product life cycle.
- Collaborated with teams to discover and deliver the best solution to the market presented by the product team lead and the business.
- Applied Agile methods and processes to promote a disciplined and transparent project management process.
- Facilitated Daily Scrum Meetings and Sprint Reviews. Conducted sprint retrospective and followed up on action items for continuous improvement.
- Educated and reinforced scrum methodology and agile framework to team members and key stakeholders.
- Educated a team in better estimations encouraging strong collaboration within the team and between the Product Owner.

DEVELOPMENT EDITOR(Product) | Oak Bridge Publishing | 05/2019 - 10/2019, Gurugram, India.

- Produced over 20 reports on business performance and customer satisfaction, presenting key findings to various stakeholder groups.

Project Management Professional | Tableau and Power BI Certified | PRINCE2 Agile Practitioner | Agile Scrum Master

- Monitored the progress and deliverables across 16 projects, adjusting priorities and resource allocation as necessary and meeting 100% of deadlines and 98% performance goals.
- Kept project's clients informed, solicited their feedback, and managed changing expectations.
- Monitored market and competitor trends, and analyzed customer feedback data, leading to 5 key product feature changes during tenure.
- Helped managers and stakeholders understand Scrum/Kanban implementations within the organization.
- Guaranteed completion of tasks within the time and budget. Used agile methodology and worked in short Sprints to achieve goals.
- Coordinated and participated in weekly estimation meetings to provide high-level estimates (Story Points) for backlog items.

CONTENT/CONSULTANT DEVELOPER | Apti Plus Civil Service Academy | 06/2018 - 06/2019, Kolkata, India

- Developed and updated instructional content to meet the learning requirement of the reader.
- Gather course requirements from internal and external non-technical audiences and key partners.
- Defined project roles and responsibilities in close collaboration with the Customer, including project scope and objectives to ensure a cross-functional understanding amongst project members.
- Design and develop comprehensive technical courseware that includes presentation slides.
- Create engaging learning activities and compelling course content.
- Develops comprehensive measurement strategies for all learning solutions to demonstrate business impact and effectiveness.
- Served as the tactical point of contact for clients regarding project planning, timeline forecasting, organizing deliverables, relaying meeting minutes, and driving client projects forward.

ASSISTANT TO DIRECTOR, HK Chemicals | 06/2016-06/2018, Haryana, India

- Founded company which promoted Institutional Cleaning with emphasis on Health and Hygiene in pre-COVID era.
- Monitored retail operating costs, budgets and resources. Analysed consumer behaviour and adjust product positioning.
- Gained experience in performance and operations management and some knowledge of business regulations and quality standards.
- Implemented a cold calling campaign that raised product outreach. Communicated with clients to identify and formulate their requirements.

AUTHOR & PRODUCT REVIEWER | | 2012-2018 | Haryana, India

Prepared for Civil Services Examination and authored books as well. Before Scrum Master and Entrepreneurship role, I converted my expertise and knowledge of Civil Services Examination into books. I have authored 7 books till now, recent being with Oxford University Press, which became 3rd best book of 2021. I also created a Professional relationship with many publishing companies and was obliged to fully read and review various products received from publishing companies.

Certifications

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| • PRINCE2 Agile Methodologies: Simplilearn & AXILOS | • Project Management Professional Certificate: Google & Coursera |
| • Agile Scrum Master: Simplilearn & EXIN | • Tableau Desktop Qualified Associate: Edureka. |
| • Microsoft Power BI: Intellipaat and Microsoft | |

Education

- **Bachelor of Technology (B.Tech)** - SBIT/MDU, Rohtak | 08/2007-08/2011 Course - Electronics and Communication Engineering.
- **Professional Certificate in IT Project Management** - University of Washington & edX | 2021-2022

Declaration

I hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge and belief.

Mrinall Verma