

Lekha Chauhan

Contact No.: 08169128469 ~ E-Mail: lekhahchauhan@gmail.com

Uniquely Qualified for

Team Management, Scrum Master, Business Development, Agile Methodology, Analyst, Large Account Management, Customer Retention & Relationship management.

SNAPSHOT

- * **Professional Scrum Master with 3+ years of experience in Jira** and a proven track record of raising revenue.
- * Enthusiastic Scrum master. Have worked in the **Agile environment for 3 years.**
- * Professional background in production analysis, strategic forecasting and product implementation, as well as multiple project management and quality assurance for the real estate and design industry.
- * Keen analyst with efficiency in gathering and understanding requirements of clients & other multiple stakeholders (Technical & Non-technical), followed by translation into functional specifications as well as provisioning of suitable solutions.
- * Identifying and defining client needs and ensuring on-time deliverables within pre-set cost parameters.
- * Handling Multiple Projects Concurrently, followed the **project life cycle methodology** defined under the process framework; ensured that customer deadlines were met within project budgets.
- * Skilled in developing relationships with key decision-makers for revenue growth.
- * A keen communicator with problem solving, analytical, strong networking, presentation and negotiation skills wherein comfortable interacting with multiple levels of organization, management and staff from different locations.
- * Skilled in developing and motivating high performing/delivering teams with strong leadership capabilities.
- * **Total experience of 5+ years of Project Management / Business Development and around 3+ years of Scrum Master experience.**

PROFICIENCY MATRIX

- Good Communication skills	- Meeting facilitation	- Agile/ Scrum/ Jira
- Time Management	- Business Development	- Strategic Planning
- Requirement Gathering	- Vendor Management	- Removing Impediments
- Mentoring & Knowledge Transfer	- Documentation	- Servant Leadership
- Project Execution / Management	- Decision Making	- Customer Relationship Management

EMPLOYMENT RECITAL

2018 - 2021: Heer Software Services

Technology Used: MS Word, MS PowerPoint, MS Excel, MS Projects, Jira

- Highlights:**
- * Worked on two scrum teams and filled in as scrum master on several occasions.
 - * Proven history of successful work with a cross functional team.
 - * Was a part of Daily Scrum, Sprint Planning, Sprint Demo and Sprint Retro meetings.

- * Managed customer centric operations and ensured customer satisfaction by achieving delivering timelines and service quality norms.
- * Helped the team learn and apply scrum to obtain business value and remove impediments.
- * Gathered and understood requirements as well as Project Monitoring & Knowledge Transfer.
- * Worked on project Documents.
- * Team player
- * Forecast & pursue quarterly sales target.
- * Reducing the site rejections.
- * Maintain a high level of customer satisfaction.
- * Fit to multitask and work in a challenging, fast paced environment.
- * Managing end-to-end solutions.

2015 - 2017: **Naresh Shah & Associates**

Technology Used: MS Word, MS PowerPoint, MS Excel, MS Projects, 2D Auto Cad, Sketch Up

Highlights:

- * Managing clients with high end Interior Projects.
- * Documentation, Maintaining MOM.
- * Gathering information from Clients & Vendors.
- * To meet existing customers in a timely manner and add value to the existing services by handling end – to – end solutions.
- * Hands on Commercial Projects.
- * Minimizing Escalations.

SCHOLASTICS

2015-16 **BCom (Business Management)** from Mumbai University.

2011-2012 **H.S.C.** from Mumbai University.

2008-11 **Diploma in Interior Designing** from P.V.Polytechnic College of Interior Design, S.N.D.T. Juhu, Mumbai.

PERSONAL DOSSIER

Date of Birth: 03rd January 1993

Contact Address: Andheri west, Mumbai - 400058

Languages Known: English, Hindi, Gujarati and Marathi