

RADHIKA SHARMA

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PROJECT MANAGEMENT | TRANSITION MANAGEMENT 5 YEARS | IT

**Optimal & Agile Thinker with 5 years of elevating experience in
Transition and Project Management**

CAREER SUMMARY: An organized, detail-oriented and conscientious self-starter IT Business expert. High energy, confident professional with an infectious enthusiasm for technology and management. An effective leader, skilled in managing high potential teams on critical transitions and projects.

AREAS OF EXPERTISE

- Adept at implementing transition project plans, as per client specifications
- Focused on maintaining compliance, process management, transitioning business, knowledge transfer & strategic development under rigid timelines
- Ability to develop and implement strategic managing and sourcing tasks
- Remarkable ability to efficiently handle multiple project requirements
- Well-versed with Data Power XB60, UNIX, IBM Web Sphere Message Broker, Remedy 7.1

CORE COMPETENCIES

End to End Project Management | Requirement Gathering & Analysis | Project & Knowledge Transfer | Control, Coordination & Execution | Service Delivery | Change & Operations Management | Quality Assurance

PROFESSIONAL EXPERIENCE

Business Domain Specialist :Transitions & Projects, CSC, Noida

Since Jul'12

Key Deliverables:

- Leading meetings with **Client & CSC** teams for multiple Transition and transformation(TNT)programs
- Responsible for **Efforts Estimation, Scheduling and Risk Management**, involving RIOM Anlaysis (Risk,Issue,Opportunity Management)
- **Generate, analyze and share monthly, weekly & daily environment dashboards** with client stakeholders
- **Lead project team resources on small, medium or large sized client engagements**
- Ensure deployment of IT services is scheduled, communicated & completed to provide end-user satisfaction
- **Develop and record development lifecycle** for integration and interdependent project pieces
- Maintain clear mechanisms to communicate project status & change with the project team & other stakeholders
- **Train and lead personnel** within a technical team environment, ensuring successful achievement of milestones
- Skilled in managing **global multi-site, multi-vendor projects using innovative, simple, cost-effective techniques**
- **Amalgamating People,Process and tools** to build a vibrant ecosystem
- Support EAI (Enterprise Application Integration) applications involving technologies like IBM Web Sphere Data Power XB60 over UNIX, SRT Tool Version 7.1, etc.

PROJECTS EXECUTED

As Offering Delivery and Transition Specialist

Clients:Itergo Germany(Current Engagement),Motorola,Geosciences Australia,TEMA, TMS, Toyota, Phoenix Life,National Grid, UK and I Transition

- ➔ Working closely in the **Due Dilligence phase** with Sales Team hence formulating **BAFO(Best and Final Offer)** and **RTM(Requirement Tracebility Matrix)** in order to execute a smooth SDLC Cycle
- ➔ Manage **knowledge transitions** involving stakeholders in a **globally distributed environment**
- ➔ Validate whether **Client deliverables** and **dependencies** are included in applicable Project Schedules as milestones
- ➔ Execute observe, participate & perform phase during the **SDLC Cycle** by conducting Mid Term **Operational Readiness Review(ORR) & Pulse Check Quality gates**
- ➔ Regularized KAT and E3 Programs across GBS and GIS globally
- ➔ Implemented **UK and I Programs** involving transitioning of work from onshore to

	<p>offshore for over 300 employees</p> <ul style="list-style-type: none"> ➔ Responsible for Creation of Issue/Risk Registers ,henceforth devising Mitigation Plans ➔ Responsible for chairing Governanace Meetings and touch base calls with global stakeholders ➔ Chair the Plan of Day (POD) call to discuss any critical issues pertaining to program ➔ Hold dependency review calls weekly or fortnightly as required. ➔ Acted as frontier for CSC-Client Interface ➔ Prepare any Ad-hoc report for transition
As Project Controller @ RMG, UK	<ul style="list-style-type: none"> ➔ Process Owner for implementing WPPs & ARCFs, while creating IDDs and IDS ➔ Responsible for prototype buildup,testing and final execution of any new Service Request ➔ Formulated project requirements detailing client specifications ➔ Collaborated with IT / external customers / third party vendors to prioritize, plan and deliver quick solutions ➔ Involved in driving end-to-end on-ground implementation of updated processes ➔ Received 'Women Achiever' award for outstanding performance across multiple initiatives within first 4 months ➔ Awarded 5000 points in a contest titled 'How Royal Mail Group (RMG) can gain more market in UK'
As eConnect Dispatcher @ DuPont, USA	<ul style="list-style-type: none"> ➔ Handled all activities related to Data Management,Post Maintenance,Service Delivery, weekly review of change orders and generating a daily TAM report of PQRs handled by the team ➔ Coordinate meetings between onsite and offshore teams to identify new developments ➔ Solely transitioned work of eConnect-Phase 1(DuPont) ➔ Generated new ideas on how Common Problem Management Tool can be used more efficiently by removing decaying processes from the system
As Professional Technical Expert @ Royal Mail Group, UK	<ul style="list-style-type: none"> ➔ Managed SRs 1,2,3 by working in close collaboration with RCT (Release Control Teams) to implement enhancements ➔ Gained functional expertise on SDLC including requirement analysis, designing, coding, testing, integration, maintenance & production support ➔ Successfully implemented SRs within agreed SLAs, maintaining quality standards & with zero deviance ➔ Implemented EDG/ESB Migration to BIG and Message Broker and created Interfaces for new B2B Units

ACADEMICS

MBA-Marketing	Punjab University, Chandigarh	2015	8.5 (Gold Medalist)
BE (Honors) – CSE	Rayat and Bahra University,Chandigarh	2012	8.7 (Gold Medalist)
XII (CBSE)	GMSSS -35, Chandigarh	2008	87.6%
X (CBSE)	Sacred Heart School, Chandigarh	2006	91.8%

PROFESSIONAL ACCOMPLISHMENTS

- **"Employee of Quarter"** thrice in a row in year 2016
- **Promoted twice within a span of 6 months based on delivery** brilliance
- **Nominated as "Regional Lead"** for **Australia Region** to develop transition capabilities
- Winner of "**Spot**" award 4 times for **smooth accomplishment of deliverables especially focusing on innovation**
- **Anchored** CSC's Annual Fest UTSAV-2014
- Won the **Table Topics Contest** at **District Level** - an Initiative by CSC Noida **Toastmasters Club**
- Successfully launched an initiative '**D-Amazi of the Quarter**'
- Initiated "**Kat-i-co**" and "**Innovesta**" Program that ignited the intellect of the entire team
- **Chief Editor** of CSC newsletter '**Timesframe**' reaching 4500 people globally
- Successfully launched and acted as the **front face** of **LEAP Program**
- Designed robust and client-friendly procedures by introducing reforms in existing processes
- Significantly contributed in making **Learn @ Week** a great success
- Received "**Cards of Appreciation**" for my core and best trait that is **"INNOVATION"**

- Conducted a session on **10 most interesting jobs** in the world for bringing out hidden talent of employees
- Inculcated team spirit value amongst teams by organizing various **Team Building activities**
- Actively participated in Skit and Fashion Show in CSC's Annual Fest Samskruti
- Responsible for **Spotting and Inducting** new talent in KAT Team internally and externally

TRAININGS

- ITIL Version 3 in 2015
- GPMF-Global Project Management Framework
- GTMF- Global Transition Management Framework (GTMF)
- Transition Rules of Engagement (ROE)
- Startups and Service Integration (SSI)
- RIOM-Risk,Issue,Opportunity Management
- Project Financials for Project Managers
- Monthly Delivery Assurance Review Guide (MDAR)
- PM10 Accreditation Process
- Economic Game Plan
- New Business Training
- Core Process Training-Global Infrastructure Services
- ITSM-CSC training from Noida in 2015
- Toastmasters training from Competent Communicator and Leader in 2014
- 1 week XB60 training from CSC Noida in 2013
- 1 week IBM Message Broker 6.1 training from CSC Noida in 2012
- Qualified BEC (Business English Certificate) exam conducted by Cambridge University scoring 80%
- Rajiv Gandhi Youth Leadership Program held at Chennai in 2012
- Semi Annual Conference of Toastmasters Resonance 2013 held at Puri; represented CSC, National Level

EXTRAMURAL ACHIEVEMENTS

- Recipient of **Best Graduate Award and Best Post Graduate Award** for **excellence in Academics from 2008 – 2012 and 2013-2015 respectively**
- 1st position at zonal level in **Debate Competition** at PTU Youth Festival in 2010
- 1st prize in code masters in technical event Ekaansh
- Best Discussant at Rajiv Gandhi Youth Leadership Program held at Chennai in 2012
- Selected as Guest of Honor at the Academic Excellence Felicitation function held during Graduation (2012) & Post Graduation (2015)

PERSONALITY TRAITS

- Has a proven track record of Academic and Professional Excellence
- Has a go getter attitude towards all things in Life
- 3Rs that define Radhika: Resilient, Resourceful, Radiant

" My mission in life is not merely to survive, but to thrive; and to do so with some passion, some compassion, some humor, and some style"