



SUNITA CHOUDHARY

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❖ **Carrier Objective**

To utilize my knowledge and interest in pursuing a challenging career. Seeking a responsible position in a progressive organization with innovative and new opportunities

❖ **EXECUTIVE SUMMARY**

- An incisive & result oriented professional with more than 9 yrs. of experience in Project Transition, Performance Improvement, Service Delivery & Customer Services
- Currently associated with HCL Technologies Ltd. as PMO - Deputy Manager and taking care of multiple pipe line and live projects
- Endowed with excellent relationship management and communication skills coupled with ability to handle subordinates effectively
- Excellent communication & interpersonal skills and strong commitment to the profession
- Good Experience of Transition, Transformation & Steady State phases of project and Cross-Functional Team management
- An extensive insight and hold on all the internal system/tools to delivery all the tasks effectively and well on time

❖ **Professional Work Details -**

Total work Exp. - 9+ Years

HCL Technologies LTD - Noida

May'2012 till date

Working with HCL Tech, Global Technology and IT Enterprise operates in 38 countries.

HCL Technologies is fourth largest IT Company in India and is ranked 48 in the global list of IT services providers.



Customer

***Transition Projects - BJ's Wholesale Club, GE-RFIH (Synchrony Financials), Nortek Inc., INFOR, HCSC
Steady State Projects - Capsugel Inc., Chemtura Inc., PSP (Platform Speciality Products)***

Designation

Deputy/Project Manager- Project Management Office

Roles & Responsibilities

Transition, Day to day Project Management Tasks, Budget & Cost Control, Risk Documentations, Reports

Roles and Responsibilities:

Transition Project Manager

- Representing my organization as the Transition/Transformation Project Manager along with Transition team to the New Business/Deals for timely closure and delivery of the project to Operations/Delivery
- Working under all the constraints - Cost, Time, Quality, Scope, Customer Satisfaction, Risks. With support of Finance Team, working on managing budget of the project
- Effective communication of the project status to account stakeholders, Business Unit heads and Delivery Managers on daily, weekly and monthly basis
- Publishing status updates presentations to Customer - as per the pre-decided frequency for sharing updates (daily/weekly/bi-weekly/monthly)
- Publishing minutes & action items for daily/weekly/monthly internal meeting

- Co-ordinating with Technical SMEs to track and manage the KT/KA status on daily/weekly basis and to publish the status to all the required stakeholders
- Working closely with all support teams in order to finalize the delivery location and to make sure the complete readiness of the same along with all required setup
- Taking care of Resource management - coordinating with Hiring team, Resource Management Team for hiring and aligning resources into the project/account
- Taking care of Procurement - from the point of collecting requirements from all stakeholders of all the procurement and to co-ordinate with vendor for quotations with the help support team till the final delivery/installation and testing the functionality at the working location
- Billing - co-ordinating with Finance and other support teams to raise and send invoices to Customer for all the payments finalized Transition Charges/Cost
- Participating in Project Quality Audit and Health checks to make sure of effective and timely delivery for all the deliverables and also to abide by all the work ethics and rules

Risk Management

- Identification of the SIRI (Self-identified Risk Issues), Categorization of the Risk items into standard risk categories (Known - Unknown, Unknown - Unknown, Known-Known), escalation through Service/production delivery manager (SDM/PDM), documentation of the risk item into the Risk Register and regular tracking of the mitigation status
- Facilitating and managing comprehensive internal audits to identify, eliminate and control the factor related with Project risk based on pre-defined values
- Works with CAB (Change Advisory Board) for review and approval on high risk changes in the client's infrastructure

Delivery/Steady State PM

- Working closely on data from finance like: - On & Off-shore cost, TP resource cost, Financial reports & other project billings
- Collecting service & quantity data from every track & getting sign-offs from client on a monthly basis and billing them accordingly
- Planning for development & promotions for individual resource of the project by scheduling different training according to the track they are looking into
- Worked as Project Lead on various projects of Microsoft Office365 Mail box Migration-creating WBS, prioritize tasks, communication among all stakeholders, keeping the records updated with information related to project, maintaining the lesson learnt
- Business Continuity Management - Responsible for tracking the version control, changes and updating the BCP document quarterly for multiple clients

Reporting and Tracking

- Responsible for circulating the Project Critical Path Status report on weekly basis of pipeline projects.
- Dashboard reporting and project snap shot status report presentation to the internal clients and other stakeholders of the project.
- Single point of contact of Response SLA report , Resolution SLA, Survey reports, Incident reports, DSAT reasoning reports
- Primary contact for all Client/Service Delivery Manager's queries related with quarterly half yearly and annual SLA reports.

Worked for 4.8 years with HCL Tech B-Serve

Client **British Telecom**
Designation Quality Analyst, Team Lead
Roles & Responsibilities Performance and Quality control, Team Lead,

- Played a significant role in team building strategic plans toward operational excellence - developed and implemented organizational strategies and policies
- Interacted daily with the internal Client - Managed performance in coordination with management
- Supervised and increased effectiveness and efficiency of operational systems and processes/policies to support organization's mission; specifically, supported management reporting/information and Quality
- Supervised and coached team on a daily basis
- Prepared monthly activity reports, fulfilled performance related requirements and generated performance reports
- Handled Client Interactions regarding Business Improvement and Enhancement
- Managed Quality, Feedback and Coaching
- Based on the performance, was identified by Management to apart training for new joiners

❖ **Educational Qualifications:**

- PGDBA (Customer Relationship Management), Symbiosis, July 2011
- Bachelor of Science, Annamalai University, 2009, Specialization IT
- 3 Years Technical Diploma from Govt. Institute in Computer Science & Computer Technology Implementation

❖ **Professional Certifications**

- Certification in Project Management - PRINCE2, June'2015
- Certification in Project management PMP, October'2012 , March 2015
- Certification in ITIL V 3.0 - 2012
- HCL Certified Six Sigma Yellow Belt 2008, HCL Certified Six Sigma Green Belt (Participation)

❖ **Tools**

Presentation & Documentation utilities	Quick Deck, MS Power Point, MS Excel, MS word
Project Management	MS Projects 2013
Others Tools	Billing and accounting tools, SLM sheets, Project performance tracking tools (SP based)

❖ **Achievements**

- Key Contributor award for Project Transition (BJ's) - 2015
- Outstanding Performer as PMO-Delivery for two projects- 2014
- Team Quality Award in HCL for high quality performance -2011

- Best Team Contributor Award – 2010 for coaching the team members
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❖ **Hobbies**

- Listening to Music, reading books , travelling , shopping and spending time with friends & family
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❖ **PERSONAL DETAILS**

Father's Name	Late Sh. Dharamvir Singh
Date of Birth	21 st August'84
Marital Status	Unmarried
Visa Consent (Travelled in June'2016)	US – Business (B1/B2) – Valid till Nov'2024
Address: Road	H.No-365, Bhagat Singh Colony (Arya Nagar), Mohna Ballabgarh- 121004 (Faridabad - Haryana)
Language Known:	English and Hindi

Place: Faridabad
Date:
Choudhary)

(Sunita