Profile

* Effective Communication skills which involve tact and assertiveness
* Able to work as team player.
* Excellent organizational skills to reach the required deadlines.
* Result oriented.
* Strong Planning and multi tasking skills
* Able to work under pressure and independently.

Technical Skills:

* Microsoft Word
* Microsoft Excel
* Power Point
* MS Access
* MS Project

Enterprise Project Management

* MS Project Server
* MS Viso

Professional Experience

Project Management

* Preparation of Proposals , Review of BRD
* Create and execute project work plans and revise as appropriate to meet changing needs and requirements.
* Identify resources needed and assign individual responsibilities.
* Manage day-to-day operational aspects of a project and scope.
* Effectively apply methodology and enforce project standards.

CAREER PATH CORE COMPETENCIES

Communication

* Facilitate team and client meetings effectively.
* Hold regular status meetings with project team.
* Deliver engaging, informative, well-organized presentations.
* Resolve and/or escalate issues in a timely fashion.
* Understand how to communicate difficult/sensitive information tactfully.

Technical Understanding

* Possess basic understanding in the areas of technical documentation, database and system design.
* Review and edit requirements, specifications, business processes and recommendations related to proposed solution.

Client Management

* Manage day-to-day client interaction.
* Communicate effectively with clients to identify needs and evaluate alternative business solutions.
* Continually seek opportunities to increase customer satisfaction and deepen client relationships.

ORGANIZATIONAL RESPONSIBILITIES

Internal Operations

* Suggests areas for improvement in internal processes along with possible solutions.
* Review the status reports of team members and address issues as appropriate.
* Comply with and helps to enforce standard policies and procedures.

Training:

Training the Management using MS-Project 2003/2007 for clients like   
Mahindra & Mahindra (Mumbai, Nasik), Mukund Industries, Shopper's Stop, Tata Communications, Dawnay Day av Analytics.

Employment History

**Feb 2013 – Till Date: Project Manager : Anant Infomedia Pvt Ltd**

**Abbott Nutrition International (India) Pvt Ltd ,**

Stakeholder Management, Project Initiation, Project Planning , Implementation of Abbott International's Sales Force Automation system to Abbott affiliates in the Asia Pacific Region (Philippines, HongKong, Australia, Indonesia, Thailand.).

The Key Objective of the Project is to implement a user friendly and robust sales fore automation solution to track sales force effectiveness which contains various modules , Daliy call report , leave module , Sales , Inventory Module , target achievement , marketing module, mobile app, Analytical module etc.

Job Profile :

* Create and execute project work plans and revise as appropriate to meet changing needs and requirements. Coordinating with business and operations teams for gathering requirements to get it developed also suggesting work arounds.
* Manage, coordinate, & implement IT & business projects, processes, & initiatives
* Lead and coordinate the delivery of projects, ensuring they are executed to plan and timelines. Single point of Contact for the development team and offshore clients.
* Analyze client requirements, prioritize tasks, identify dependencies,
* Define scope, develop timeline, schedule deliverables. Manage day-to-day operational aspects of a project and scope.
* Proactively communicate with external and internal customers to analyze information required and or specific functional requirements.
* Function as interface to users & stakeholders; oversee releases & update; report project status
* Develop plan, manage & administer projects, coordinate IT programs, deliver results.
* Manage and work effectively with variety of people and collaborate while dealing with complex situations.

**1st September 2008 – May 2012**

**Project Manager - Healthcare IT**

**Maestros Mediline Systems Ltd**

Maestros one of the most preferred partner of Microsoft and the market leader in providing Information Technology (IT) services, is focused on converting technology to business benefits for its esteemed customers

Working with internal business groups like sales, service management, product teams to identify areas where manual processes can be automated and enhance end customer experience. I gained good exposure in terms of understanding the various business processes and aligning the same with IT to ensure a good and enriching experience for the customers.

Job Profile:

* Create implementation plan and conduct kick off meeting with customers
* Experience in co-coordinating with business and IT across all phases of software development life cycle.
* Expertise in gathering, analyzing and documenting business requirements and developing Business Requirement Documents and Functional Requirement Specifications.
* Documenting functional and non functional requirements. Experience in using VISIO, MS office
* Conduct status meetings with team members and project sponsors; formulate weekly written status reports.
* Single point of contact for customer, Weekly status and monthly program review calls with customer. Oversee implementations , Conduct training (webex / onsite)
* Ensure successful project deliveries to customers . Ensure project documents are complete, current, and stored appropriately
* Training with reference to complete coverage of the product and the customization done as per client requests.

Training on Project Management Tool to the corporates in various industries, Process Management, Team Management, Operations, Project Management, Client servicing

Practical Expertise in writing (Project scope document, Project Charter, Proposals, Presentations , Ads , Brochure etc.),research, business development, corporate/administrative management, time management.

**Initiative**

Initiated understanding of concepts of TQM, CMMI, IEEE Standards and working towards Process Improvement in the entire organization. te SharePoint Portal Implementat

**07 March 2005 – 27th August 2008**

**First Advantage Private Limited**

**Position: Senior Associate**

**Location: Mumbai**

Managing and Help Client Queries, Maintaining Logs with Accuracy and Efficiency , working in the Employment Screening Division, Conducting Background Screening of the Individuals. Workflow automation, process transition, roll out and management of online system.

**Job Profile:**

* Conducting screening checks for clients on background verification for their on-boarding workforce.
* Thoroughly verifying the educational , professional qualifications and employment history of a job applicant
* Collaborating with the team members and senior management to maintain a continuous stream of information for maintaining SLAs
* Liaising with various teams for completion of urgent reports.
* Ensuring consistent quality of delivery   
  – Handling client queries   
  – Ensuring continuous adherence to existing processes  
  – Pro-active communication of performance to respective Clients   
  – Coordinating within various teams/functions to ensure seamless Client delivery   
  – Ensuring adherence to people related policies / procedures  
  – Working on a system called CSPi which will be used by the organization across location - Process Transition
* Assisted in Workflow automation, process transition, roll out and management of online system. (CSPi)
* Part of Software Implementation Team

**05 June 2004 – 01 March 2005**

**GE CAPITAL BUSINESS PROCESS MANAGEMENT SERVICES LIMITED**

**Position: Customer Service Associate**

**Location: Mumbai**

Managing and Help resolve customer queries, request and complaint within TAT. Preparing Daily MIS, Taking Inbound Call for Debit Cards from Ahmedabad, Bhopal, and Mumbai.

**03 April 2003 - 04 June 2004**

**Reliance Web world**

**Position: Customer Service Associate**

**Location: Mumbai**

Handling all customer related queries, solving billing problems, handling insurance procedure, updating team on new products, and training the staff, solving escalated cases, Managing the team at Reliance Web world Lokhandwala.

**Educational Qualification**

* Bachelor of Arts from Mithibai College of Arts – Specialization –Economics 2nd Class – Year 2002
* H S C from Mithibai College of Arts – 2nd Class- Year 1999
* SSC from IES Dadar – 1st Class – Year 1997

**Additional Certifications/ Programmes**

Sucessfully completed ***Professional Program in Management (PPM)*** with specialization in Banking and IT from Bhartiya Vidya Bhavan's Centre for Inter-Disciplinary Studies(BCIDS), established under the academic guidance of S.P.Jain Institute of Management and Research (SPJIMR),

The Professional Program in Management is a program which includes understanding of concepts of General Management, Marketing & Sales Management,Managerial Economics , Human Resource Management, Operations Management, Corporate Environment & Personality, Business Communication, Business Presentations, Personality Development , Managing Business Using IT

Managerial Correspondence, Corporate Presentations,Quantitative Analysis.

Awarded as ***MCTS (Microsoft Technology Specialist)*** in Microsoft Office Project 2007,Managing Projects for paper 70-632  
  
Awarded as **MCTS (Microsoft Technology Specialist)** in Microsoft Office Project Server 2007,Managing Project for paper 70-633

**Sucessfully completed Project Management Training and attained 35 PDU’s from Knowledgewoods consulting PMI Global R.E.P. and Microsoft® Partner. Pursuing PMP certification.**