

Sheena Chugh

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Career Summary

- 9+ years of progressive experience in Project and Program Management across technology and business domains.
- Expert in Agile execution, end-to-end delivery, and stakeholder management to achieve measurable business outcomes.
- Proven ability to streamline operations, optimize resources, and improve cross-functional collaboration.
- Skilled in KPI tracking, budget management, and risk mitigation to ensure project success and sustainability.
- Strong communicator adept at aligning executive priorities with operational execution.

Core Skills

- **Project Management:** End-to-End Delivery, Planning & Execution, Scope & Budget Control, Risk & Issue Management, Process Optimization
- **Leadership & Collaboration:** Stakeholder Engagement, Cross-Functional Coordination, Executive Reporting, Team Mentoring
- **Methodologies:** Agile, Scrum, Waterfall, SDLC, PMO Practices
- **Tools & Platforms:** Jira, Confluence, MS Project, Trello, Asana, Power BI, Excel, SharePoint, Google Workspace
- **Analytics & Communication:** KPI Dashboards, Reporting Automation, Business Case Development, Data-Driven Decision Making

Professional Experience

Idealogical Group – Markham, ON

Project Manager | May 2024 – Present

- Lead strategic programs across technology operations, ensuring alignment with corporate objectives and measurable KPIs.
- Collaborate with executives to define program roadmaps, secure approvals, and manage cross-functional delivery outcomes.
- Develop analytics dashboards for real-time visibility into progress, risks, and KPIs, enabling data-driven decisions.
- Optimized delivery processes, reducing manual effort by 40% and increasing planning accuracy by 25%.
- Prepared business cases and strategic recommendations to gain leadership buy-in and budget approvals.

TestingXperts – Remote (India)

Project Manager / Coordinator | Aug 2021 – Jan 2024

- Managed delivery of 15+ enterprise projects with 98% on-time completion and adherence to scope and quality goals.
- Facilitated Agile ceremonies, sprint planning, and executive updates for global cross-functional teams.
- Implemented project governance models and reporting frameworks to track deliverables and risk indicators.
- Enhanced stakeholder communication and change control, reducing rework by 30%.
- Developed and presented project proposals to support resource allocation and funding approvals.

Seasia Infotech – India

Associate Project Manager | May 2019 – Aug 2021

- Coordinated project planning and execution for large-scale healthcare and finance programs.
- Monitored schedules, deliverables, and budgets, ensuring full compliance with SLAs and quality standards.

- Assisted senior management with stakeholder communication and project documentation for global clients.
- Introduced reporting templates that increased visibility and reduced follow-up delays by 40%.
- Supported process improvement initiatives that enhanced delivery predictability and client satisfaction.

Tech Mahindra – India

Project Coordinator | Aug 2016 – Apr 2019

- Supported deployment programs for national utility and telecom projects ensuring zero downtime.
- Coordinated between onshore and offshore teams to maintain delivery timelines and stakeholder alignment.
- Created project reports and dashboards for leadership, improving decision-making speed by 25%.
- Facilitated documentation, change management, and risk tracking for multi-phase implementation programs.

Education

Master of Computer Applications (MCA), Indira Gandhi National Open University (2017–2021)

Bachelor of Science (BS), Computer Science – Kurukshetra University (2013–2016)

Certifications

- ISTQB Certified Tester – Advanced Level Test Management
- Business Analyst Certification