SHEENA CHUGH

Senior Project Manager | Program Lead | Release Manager

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sheenachugh22.github.io/portfolio

EXECUTIVE SUMMARY

Results-driven Project Manager with 9+ years of progressive experience leading enterprise programs across cloud infrastructure, MSP software, and application platforms. Deep expertise in Jira administration, process automation, and AI integration—reducing manual coordination by 40% and improving forecasting accuracy by 25%. Proven track record in client relationship management, cross-functional leadership, and governance frameworks ensuring on-time, on-budget delivery.

CORE COMPETENCIES

• Program & Portfolio Management • Agile/Scrum/Waterfall • Stakeholder Engagement • Release Management

• Risk & Issue Mitigation • Resource & Budget Planning • Jira & Confluence Administration • Process Automation

• Client Communication • Cross-Functional Leadership • Requirements Management • AI Integration

PROFESSIONAL EXPERIENCE

IDEALOGICAL GROUP – Markham, ON
Program & Project Manager | May 2024 – Present

- Lead strategic programs across MSP software and infrastructure, aligning with corporate objectives
- Drive client engagement; maintain communication channels for internal/external stakeholders
- Own project estimations for resources, timelines, and cost planning across workstreams
- Pioneered AI integration into test case generation, mapping outputs to Jira for QA traceability
- Author requirement documents from client meetings; resolve gaps and ambiguities
- Architected Jira dashboards, portfolios, timelines for 50+ stakeholders
- Designed 9+ workflow automations, reducing manual coordination by 40%

TESTINGXPERTS – Remote
Project Manager / Coordinator | Aug 2021 – Jan 2024

- Delivered 15+ enterprise projects across cloud, API, web platforms with 98% on-time completion
- Managed client relationships; served as primary contact for project communications
- Developed requirement documents from stakeholder meetings; resolved scope gaps
- Led resource, timeline, cost estimations ensuring accurate scoping and budget adherence
- Facilitated Agile ceremonies, sprint planning, executive reporting for global teams
- Implemented governance frameworks, reducing rework by 30%

SEASIA INFOTECH – India
Associate Project Manager | May 2019 – Aug 2021

- Managed project planning for large-scale healthcare and financial services programs
- Cultivated client relationships through proactive communication across lifecycles
- Conducted resource/timeline estimations; documented requirements from stakeholder sessions
- Introduced reporting templates increasing visibility, reducing follow-up delays by 40%
- Automated 150+ workflows, reducing manual effort by 60%

TECH MAHINDRA – India
Project Coordinator | Aug 2016 – Apr 2019

- Supported deployment programs for utility and telecom projects ensuring zero-downtime
- Maintained communication channels with internal teams and external vendors
- Coordinated 20+ monthly deployments with playbooks and readiness packs

- Created dashboards improving decision-making speed by 25%
- Developed automation scripts reducing incident resolution time by 30%

KEY ACHIEVEMENTS

- 40% Reduction in manual coordination through Jira automation
- 25% Improvement in forecasting accuracy via story point tracking
- 98% On-time Delivery rate across 15+ enterprise projects
- Pioneered AI Integration for automated test case generation
- 50+ Stakeholders using real-time dashboards for visibility

TECHNICAL EXPERTISE

PM Tools: Jira (Admin), Confluence, MS Project, Azure DevOps, ServiceNow

Automation: Jira Workflows, Excel VBA, AI-driven Test Generation, Scripting

Collaboration: Slack, Microsoft Teams, SharePoint, Git/GitHub

Methodologies: Agile, Scrum, Kanban, Waterfall, SDLC, SAFe

EDUCATION

Master of Computer Applications (MCA) – IGNOU, 2017–2021

Bachelor of Science, Computer Science – Kurukshetra University, 2013–2016

CERTIFICATIONS

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