

SHEENA CHUGH

Senior Program Manager | Lead to Cash Transformation | Cross-Functional Leadership
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EXECUTIVE SUMMARY

Results-driven Senior Program Manager with 9+ years of experience leading complex transformation programs across enterprise operations, cloud infrastructure, and business process optimization. Proven expertise in driving Lead to Cash process improvements, cross-functional stakeholder alignment, and data-driven decision making. Trusted advisor to senior leadership (VP+), delivering strategic program outcomes through process innovation, standardization, and technology implementations. Deep experience with Jira, Salesforce ecosystem tools, and project management platforms including Smartsheet. Track record of reducing manual coordination by 40% and improving forecasting accuracy by 25% through automation and process excellence.

CORE COMPETENCIES

- Complex Program Management • Lead to Cash Process Optimization • Cross-Functional Team Leadership • Strategic Roadmap Development
- Stakeholder Management (VP+) • Risk Mitigation & Issue Resolution • Business Process Transformation • Data-Driven Decision Making
- Budget & Schedule Management • Change Management • Process Standardization & Simplification • Technology Implementation

PROFESSIONAL EXPERIENCE

IDEALOGICAL GROUP – Markham, ON

Program & Project Manager | May 2024 – Present

- Serve as trusted advisor to senior leadership, actively involved in all phases of program strategy and delivery for MSP software and infrastructure initiatives
- Partner with program leadership to prioritize transformation outcomes and capabilities aligned to long-term strategic roadmaps
- Develop detailed program plans including scope, schedule, and budget; drive accountability for on-time, within-budget delivery across cross-functional teams
- Facilitate Project Core Team meetings to mitigate risks, make decisions, and accelerate project execution
- Act as primary point of contact for program stakeholders, providing regular updates and managing expectations across varied leadership levels
- Leverage data insights to propose execution strategies; reduced manual coordination by 40% through process automation
- Identify and implement process improvements, enhancing program efficiency through Jira automation and standardized workflows
- Pioneer AI integration for test case generation, demonstrating innovation mindset for operational excellence

TESTINGXPERTS – Remote

Project Manager / Coordinator | Aug 2021 – Jan 2024

- Managed complex program delivery across 15+ enterprise projects with 98% on-time completion rate
- Cultivated trusted partnerships with internal stakeholders, partners, and PMOs to develop project strategies enabling customer success
- Identified issue root causes, developed business cases, procured stakeholder alignment, and recommended solution prioritization
- Effectively managed and motivated cross-functional project teams, ensuring alignment and collaboration to achieve program goals
- Implemented governance frameworks and best practices, reducing rework by 30% and enhancing program effectiveness

- Facilitated Agile ceremonies, sprint planning, and executive updates for global cross-functional teams
- Leveraged data insights to measure results and propose execution strategies across cloud, API, and web platforms

SEASIA INFOTECH – India

Associate Project Manager | May 2019 – Aug 2021

- Led project planning and execution for large-scale healthcare and financial services transformation programs
- Drove process standardization and simplification initiatives, improving operational efficiency by 60%
- Identified opportunities for process improvements; automated 150+ workflows reducing manual effort significantly
- Introduced reporting templates increasing visibility by 40%, enabling data-driven decision making
- Managed schedules, deliverables, and budgets ensuring SLA compliance across multiple workstreams

TECH MAHINDRA – India

Project Coordinator | Aug 2016 – Apr 2019

- Coordinated complex deployment programs for national utility and telecom projects ensuring zero-downtime
- Managed 20+ monthly deployments with detailed playbooks, readiness packs, and risk mitigation strategies
- Built dashboards and reporting tools improving decision-making speed by 25%
- Developed automation scripts reducing incident resolution time by 30%
- Coordinated between onshore and offshore teams, driving alignment across differing methodologies

KEY ACHIEVEMENTS

- **40% Reduction** in manual coordination through Jira automation and process standardization
- **25% Improvement** in forecasting accuracy via data-driven story point tracking and metrics
- **98% On-time Delivery** rate across 15+ complex enterprise transformation projects
- **60% Efficiency Gain** through workflow automation and process simplification initiatives
- **50+ Senior Stakeholders** using real-time dashboards for program visibility and decision-making

TECHNICAL EXPERTISE

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

CRM/Business: Salesforce Ecosystem, Lead to Cash Processes, Business Operations

Automation: Jira Workflows, Excel VBA, Process Automation, AI-driven Solutions

Methodologies: Agile, Scrum, Kanban, Waterfall, SDLC, SAFe, Lean Six Sigma Principles

EDUCATION

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

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

CERTIFICATIONS

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