

SIDDHANT GUPTA

PMP-Certified Project Manager | Technology & Business Delivery

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Skillset

Tools:

- Project AI Enabled Delivery Platforms:**
Smartsheet (Control Center, Data Mesh, Data Shuttle), Jira, ServiceNow, Cherwell, OpenAir, Open Project
- Reporting & Analytics:**
Power BI, Smartsheet Dashboards, Microsoft Excel
- Automation & Collaboration:**
Power Automate, Microsoft 365, SharePoint, Outlook
- CRM & Access Management:**
Salesforce, ITG, WST

Profile Summary:

- PMP-Certified Project Manager with a strong background in delivering enterprise technology and business transformation initiatives.
- Experienced in leading projects through the full lifecycle — initiation, planning, execution, monitoring & control, and closure using PMI best practices.
- Proven in aligning diverse stakeholders, managing scope, risks, and dependencies, and maintaining schedule and cost discipline to ensure predictable delivery.
- Skilled in establishing governance frameworks, performance metrics, and executive-level reporting for transparency and informed decision-making.
- Adept at driving process standardization, operational efficiency, and value realization through platforms such as Smartsheet, Power BI, and Power Automate.
- Experienced in driving AI-enabled, data-driven project delivery through automation, analytics, and real-time performance monitoring.

Work Experience

SSPM Consultants

Bangalore, India

Project Manager

December 2024 – Present

- Led end-to-end delivery of multiple enterprise project portfolios, managing scope, schedule, cost, risks, and stakeholder expectations across IT, finance, and operations teams.
- Established project governance frameworks including status reporting, escalation paths, and KPI-based dashboards for leadership visibility.
- Built and managed integrated project schedules, resource plans, and financial tracking using Smartsheet and Power BI.
- Identified, analyzed, and mitigated project risks and dependencies, reducing delivery slippage and rework.
- Led stakeholder reviews, steering meetings, and change control processes to ensure alignment with business objectives.
- Automated workflow approvals, milestone tracking, and reporting to improve cycle time and decision-making.
- Delivered training and adoption programs to ensure standardized project execution across teams.
- Implemented data-driven and AI-assisted delivery models using Smartsheet, Power BI, and automated workflows to predict delays, optimize resources, and improve decision-making.

Ultimate Kronos Group

Noida, India

Business Application Analyst II

July 2021- Nov 2024

- Led delivery and support of multiple Smartsheet-based project management solutions used by global business teams.
- Managed intake, prioritization, and execution of enhancement requests, automation, and integration as mini projects.
- Coordinated with engineering, DevOps, and business stakeholders to deliver platform upgrades and workflow improvements.
- Performed root cause analysis and corrective action planning for high-impact incidents.
- Maintained project documentation, change logs, and release schedules.
- Improved SLA compliance, reduced rework, and increased customer satisfaction through structured incidents and change management.
- Enabled intelligent project operations by integrating automation, analytics, and structured data models across Smartsheet and enterprise platforms.

HCL Technologies

Noida, India

Analyst

December 2019 – July 2021

- Supported enterprise IT service delivery operations for global clients, ensuring continuity of business-critical systems.
- Managed incident prioritization, escalation, and resolution in line with SLA and severity frameworks.
- Coordinated with cross-functional resolver teams to restore services during P1 and high-impact outages.
- Maintained incident, change, and problem records in ServiceNow and Cherwell to ensure auditability and governance.
- Produced operational reports and dashboards to track service performance, backlog, and resolution trends.
- Contributed to continuous improvement initiatives by identifying recurring issues and process gaps.

- Supported enterprise IT and application services for a global client (SC Johnson) under a managed services engagement.
- Assisted in incident handling, service reporting, and stakeholder communication during system support operations.
- Gained exposure to client-facing delivery, SLA-based operations, and structured service governance.

Accomplishments

- Delivered multiple AI-enabled and automated project delivery platforms using Smartsheet, Power BI, and workflow automation, resulting in 25% faster project turnaround and improved cross-team collaboration.
- Implemented data-driven governance and predictive reporting, enabling leadership to identify delivery risks, bottlenecks, and resource issues before they impacted project outcomes.
- Led root cause analysis and corrective action programs using trend data and system analytics, reducing repeat incidents and stabilizing critical enterprise platforms.
- Improved project transparency, reporting accuracy, and stakeholder confidence through real-time dashboards, automated status reporting, and KPI-driven performance management.
- Enabled smarter executive decision-making by replacing manual reports with integrated, AI-assisted performance and portfolio insights.

Certifications

- Project Management Professional (PMP®) – PMI – 2026
Credentials - https://www.credly.com/badges/4a2c7c9a-5f31-4f22-a6c4-c61898a29ba6/public_url
- 2025-06 – Microsoft Certified Power Platform Fundamentals
- 2022-06 - Microsoft 365 Certified Fundamentals
- 2022-02 - Microsoft certified Azure Fundamentals
- 2023-09 - ITIL® 4 Foundation
- Smartsheet Core Product certified
Credentials - https://www.credly.com/badges/80d94079-a704-4834-9f69-7c6c1654dac4/public_url
- Smartsheet Control Center certified
Credentials: https://www.credly.com/badges/3ca586f7-5366-480f-8193-6ba32c7396a1/public_url
- Smartsheet Project Management Certified
Credentials: https://www.credly.com/badges/44d1fa37-e102-47bc-bb30-d6e48f715ab4/public_url
- Smartsheet Aligned Certified Solution Professional
Credentials: https://www.credly.com/badges/674d67d4-b3be-4f80-a6f2-49e38decef16/public_url

Education
