

Sukriti Sarkar, PMP®Certified

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PMO (Project Management Office) PROFESSIONAL

Stakeholder Management | Strategic Planning | Risk Management

- Dynamic PMO Professional with 5 years of experience in project governance, risk management, and complex IT project delivery. Proven track record in implementing project frameworks, optimizing resource allocation, and enhancing stakeholder communication to achieve project success.
- Adept at leading cross-functional teams and implementing innovative solutions, I excel in optimizing processes to enhance efficiency and deliver exceptional results.
- Recognized for managing complex projects and improving operational performance, I am committed to leveraging my diverse technical background to solve intricate challenges and propel organizational growth.

WORK EXPERIENCE

Capgemini Engineering – Bengaluru, Karnataka

Nov 2022 - Present

Professional I - PMO

- Implemented and maintained project governance frameworks to ensure compliance with organizational standards and PMO methodologies, resulting in a 95% adherence rate across projects.
- Led change management initiatives, including stakeholder communication, training, and transition plans, to ensure smooth adoption of new technologies.
- Leveraged Microsoft Project to monitor resource allocation and track project expenses, enabling accurate financial forecasting and optimal resource utilization across projects.
- Used Microsoft Project Plan to identify dependencies and potential risks, creating detailed Gantt charts and task trackers to proactively address challenges and maintain project timelines.
- Conducted risk assessments and developed mitigation strategies to address potential project challenges.
- Developed and implemented robust quality assurance processes to monitor and evaluate project deliverables throughout the project lifecycle.

Key Projects:

1. **Migrating on premises Cisco Video TelePresence to WebEx Edge:**
 - **Outcome:** Successfully migrated 150+ devices, reducing operational costs by 25% and improving system reliability by 30%.
 - **Role:** Associate Project Manager, overseeing the entire migration process, managing a team of 12, coordinating with stakeholders, and ensuring minimal downtime and disruption.

2. CVI Integration for Cisco TelePresence Devices:

- **Outcome:** Enhanced interoperability, resulting in a 40% increase in video call usage and a 20% improvement in user satisfaction.
- **Role:** PMO Professional, leading the integration process, facilitating change management activities, providing training sessions, and ensuring successful adoption of the new system.

British Telecommunications, BT – Kolkata, West Bengal

July 2021 – Nov 2022

Service Reliability Engineer (Worked as Supportive PMO)

- Developed comprehensive project plans outlining project scope, objectives, timelines, and resource requirements for MPLS network deployments.
- Implemented contingency plans to minimize project disruptions and ensure timely completion.
- Established and maintained a centralized information management system, improving project data accessibility and reducing retrieval time by 40%.
- Negotiated contracts, service level agreements (SLAs), and pricing with vendors to optimize project outcomes and minimize costs.

Key Project:

MPLS Deployment for Enhanced Connectivity:

- **Objective:** Implement Multiprotocol Label Switching (MPLS) to optimize network performance and improve connectivity for over 200 branch locations.
- **Outcome:**
 - Successfully deployed MPLS across 80% of targeted sites within 6 months, enhancing data transfer speeds by 50%.
 - Reduced latency by 40%, resulting in improved application performance and user experience.
 - Achieved a 30% decrease in network downtime, contributing to higher productivity levels across the organization.

Openreach, BT Global Services – Kolkata, West Bengal

Aug 2019 – June 2021

PMO Associate

- Achieved a 90% on-time delivery rate for project milestones, reducing project disruptions by 20% through effective risk management and feasibility assessments. This resulted in enhanced connectivity and user satisfaction, contributing to a 15% improvement in decision-making efficiency and overall project transparency.
- Developed comprehensive project dashboards and status reports, providing critical insights to senior management, which improved decision-making efficiency.

Key Project:

FTTP Site Migrations:

- **Objective:** To efficiently migrate multiple UK locations to Fiber to the Premises (FTTP) services, enhancing network performance and reliability while ensuring minimal disruption to existing services.
- **Outcome:**
 - Successfully managed the initiation, planning, and execution of 25 FTTP site migration projects across various UK locations, resulting in a

seamless transition to fiber-to-the-premises services and improved network performance.

EDUCATION

JIS College of Engineering – *Kalyani, West Bengal*

Bachelor of Technology – Electronics and Communications Engineering, 2019 Grade: 8.76/10

12th Standard (CBSE Board, PCM with Computer Science) – *Barrackpore, West Bengal*

Kendriya Vidyalaya Barrackpore Airforce, 2015 Grade: CGPA 10

10th Standard (CBSE Board) – *Barrackpore, West Bengal*

Kendriya Vidyalaya Barrackpore Airforce, 2013 Grade: 84.2%

PROFESSIONAL SKILLS

- Technical Software and Tools: Microsoft Project and JIRA
- Project Management Techniques: Agile & Scrum, Waterfall Methodology
- Strategic Planning and Cost Reduction
- Project Governance & Compliance
- Budgeting & Financial Management
- Resource Allocation & Optimization
- Data Analysis & Reporting
- Process Improvement
- Change Management

CERTIFICATIONS AND TRAININGS

- Project Management Professional (PMP)® by PMI - Issued on April 2024
- Introduction to Service Management with ITIL 4 (Udemy)
- Basics of Lean Six Sigma: Green Belt
- Certified Scrum Master Training (Pursuing)

AWARDS AND HONORS

- Received "GEM Award" twice for outstanding contributions to project success from Capgemini Engineering in the Q3 2023 and Q1 2024.
- Awarded as "Top Performer" for Q3, FY 20/21 for my excellent and consistent performance from BT Global Services.

- Awarded by the Program Manager - FND North with a certificate of recognition for my extraordinary effort on the behalf Openreach Field Project Team in 2019 from BT Global Services.

PROFESSIONAL MEMBERSHIPS

Member, PMI Chapter West Bengal

- Actively participate in chapter meetings, professional development events, and networking opportunities to stay updated on industry best practices and advancements in project management.