**Ankeeta Srivastava**

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**Phone: +91 9717450022**

Result-driven professional, targeting assignments in **Project Management**, preferably in **Gurgaon**

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| **CORE COMPETENCIES**  Project & Program Management  Program Governance  Vendor Management  Stakeholder Management  Contract Milestone Tracking  Client Relationship Management  Process Improvement  Team Management  Resource Management |  | **PROFILE SUMMARY**   * **ITIL and Prince 2 Certified** with **nearly 11 years** of experience in the areas of **project management, program management, IT operations, product management, vendor management strategies setup, practice set up & management and key account management** * Proficient in overall **SLA Monitoring** such as preparing & submitting **SLA adherence** report to **CXO** with respect to **ITIL framework** * Skilled in engineering/ QA/ program/ product management experience to deliver all types of critical projects, managing substantial revenues, flawless executions of strategies within defined budget, time and quality * Exceptional communication, collaboration & analytical skills with proficiency at grasping new technical concepts quickly and utilizing the same in a productive manner |

**ORGANIZATIONAL EXPERIENCE**

**Since Aug 2015 United Health Group, Gurgaon as Manager - IT Project Consultant for PMO Governance**

**Key Result Areas:**

* Performing project monitoring and governance of project which is analyzing the overall risk of project to track the milestone of project
* Supporting the adoption of the project lifecycle and deliverables using smart sheets
* Tracking status of programme deliverables and milestones with respect to contract
* Monitoring the status of projects transitioning and analyzing the Gap
* Preparing and submitting SLA adherence report to CXO with respect to ITIL framework
* Sharing weekly dashboard report to CXO for overall project milestone status and contract deliverables/compliances
* Contributing to quality reviews and coordinating activities in support of quality objectives
* Preparing Standard Operating Procedures, Operations Manual and ensuring the complete approval cycle.
* Supervising the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximise customer satisfaction level.
* Selecting candidates & training them on culture, accent neutralization, voice culture & process specific **Highlights:**
* Successfully managed customers such as Haryana State Health Resource Centre (HSHRC)
* Engaged in process on cost reduction by innovative designs as applicable

**Sep’10 – Aug’15 Tata Consultancy Services Gurgaon as PMO Lead**

**Key Result Areas:**

* Initiated process consulting and management, preliminary scope and agreement or contract definition
* Created Draft contract report and get the final sign-off from customer with detail understanding on Milestones and Deliverables
* Engaged in overall project monitoring with respect to milestone/billing
* Designed project dashboard, client dashboard, and defect removal efficiency monthly report to CXO
* Drafted project revenue and cost report and trimatrix cost dump report to stakeholders post analysis
* Prepared percentage resource utilization and bench report per project
* Supervised organization verticals monthly dashboard reported to the CEO including cost for FTE and Non FTE/Gross Margin status and indirect expense on the projects reports
* Worked on ITIL 2011 compliant processes like incident management, problem management and change management
* Monitored and released left over budget (UUCB) regularly for all project in vertical to reduce revenue loss

**Highlights:**

* Successfully managed Global customers for 11 accounts

**PREVIOUS EXPERIENCE**

* **Jun’09 – Aug’10 ANZ as Project Analyst**
* **Feb’07 – May’09** **Mahindra Satyam Computers as Support Analyst**

**ACADEMIC DETAILS**

* **Post Graduate Diploma** in **Software Design and Development** from CDAC Noida in 2007
* **B.Tech. (Information Technology)** from Allahabad Agricultural Institute Deemed University, Allahabad in 2006; secured 76%

**CERTIFICATIONS**

* ITIL Foundation 2011 Certified
* ITIL Intermediate PPO Certified
* ITIL Intermediate OSA Certified
* PRINCE2 Certified

**TRAINING**

* Completed training for:
* ITIL Intermediate CSI
* 35 PDU of PMP

**PERSONAL DETAILS**

**Date of Birth:** 04.01.1984

**Languages Known:** English

**Address:** House no 1634 Sector 46 Gurgaon Haryana