

SUHASINI JOHN GADAM

CAREER OBJECTIVE

To obtain a challenging management position where I can apply my 5 years of project management experience, creative problem solving and lean management skills to enhance the company's productivity and grow as a project manager.

EDUCATION

M.S. Engineering Management (GPA: 3.9/4.0)	<i>International Technological University, San Jose, CA, USA</i>	May'15 – Apr'17
M.B.A Marketing, Production & Operations Management (GPA: 3.7/4.0)	<i>IGNOU, India</i>	Jun'11 – Jun'13

TOOLS

MS Project, MS Office, JIRA, Bugzilla, Salesforce.com, Zendesk, Trello, Sketch, Adobe Creative Cloud

SKILLS

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| • Scrum Master & Agile Methodologies | • Planning Poker Effort Estimation | • Strategic Planning & Execution |
| • Six Sigma & Lean Agility | • User Experience Research | • Cross-Domain Collaboration |
| • Sales Pipeline Management | • New Product Development | • Requirement & Quality Analysis |
| • Operations & Logistics Management | • Marketing & Advertising | • 360 Degree CRM Strategies |
| • Risk Identification & Mitigation | • Leadership & Negotiations | • Scheduling & Budgeting |

EXPERIENCE

- **Engineering Management Intern** **International Technological University, San Jose, CA** **Jan'16 - Dec'16**
 - Pitched, planned and executed **SGA Build & Pitch Hackathon** by collaborating with 25 volunteers, 100 participants, 20 faculty/staff members and guest speakers. Involved in all phases of project lifecycle, maintained project schedules, meeting summaries and status reports for effective collaboration between team members.
 - Successfully hosted a **Toastmasters Speed Networking Event** for IT professionals by managing a team of 20 volunteers. Designed reports, graphs and charts to provide a summary of event status to senior management and faculty members.
 - Contributed to successful closures of both projects, with complete report documentation and feedback reviews.
 - Managed **ITU Presents**, a school event similar to **TED Talks**, which hosts experts in engineering disciplines to present tech trends.
- **Associate Project Manager** **Codeforce 360, Hyderabad, India** **Jun'11 - Jul'15**
 - 4 years of project and product management experience, managed cross-functional teams of 20 developers, designers and testers.
 - Applied Agile, Six Sigma and Lean project management techniques for optimizing project resources and maximizing performance.
 - Communicated regularly with clients to update project and prepared reports to communicate gathered data and drove decisions to improve delivery timelines by 2x.
 - Improved project velocity by communicating regularly with developers and testers through daily stand-ups, sprint review reports, scrum notes and project retrospectives.
 - Reduced 15% attrition rate by proposing and executing a project plan for a Zendesk ticketing system for company clients.
 - Utilized Sprint Burn-Down, Gantt Charts and Planning Poker technique for effort estimation depending on project priorities and backlog length to ensure quality and timely delivery.
 - Improved project velocity by breaking down requirements into short and focused user stories with inputs from stakeholders.
 - Delivered two successful releases within 6 months for [The Integral](#) and increased their sales pipeline by 22%.
 - Owned product strategy and roadmap supported by revenue and user experience analysis and research.
 - Conducted product design sprints with UX teams to rapidly prototype wireframes and draw up requirement documents for features.
 - Worked closely with UX teams for researching CRM customization benefits and techniques to introduce new products to clients.
 - Successfully drove customer engagement by 3x, integrating Email Marketing & Campaign Management with customer feedback loop.
 - Delivered CRM solution by integrating data & knowledge management systems that increased customer service productivity by 18%.
 - Developed product strategy by evaluating client interaction impact and released first version of product (TrackTop – Project Status & Monitoring Tool) in 5 months and increased new client acquisition rate by 20%.

ABOUT ME

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