**Ruchika Jain Tel**.: 09560450055 **Email**: [ruchika.available@gmail.com](mailto:ruchika.available@gmail.com)

**OBJECTIVE:** To obtain a challenging consulting position where my skills and experience can be successfully utilized for increasing the profitability of the organization. I have more than 5 years of experience in the field of Project Management, administration, Reporting, and MIS with overall experience of 12.5 Years.

**PROFESSIONAL PROFILE**

* A dynamic professional with about **13.4 Years** of extensive experience in **PMO**, **Project Management**, **Reporting and Management Information System**.
* Working at the payroll of **HCL Technologies Ltd.,** Noida (19th September 2011 till date) at the designation of **Senior Executive** in Infrastructure division.
* Worked with **John Keells** **BPO**., Gurgaon (15th DEC 2009 to 1st Sep 2011) at the designation of **Solution Engineer**.
* Worked with IBM Daksh, Gurgaon (27th May 2008 to 14th Dec 2009) the designation of **CCE**.
* ***Certifications*** - **ITIL Foundation V3 2011, Prince2 Foundation and Practitioner**

**PMO**

* Maintaining BRQ Reports, RAS Reports. PRF Reports
* Raising CCG request and getting PO, SOW signed from CCG (Contract Closure Group) Team­
* Working on blocking resources for interview through i-tap edge in Smart Recruit portal
* Initiating BGV of resources through Smart Verify Portal
* Assignations and Delimitations on RAS portal
* Raising Capex requests as per project requirements
* Raising PRFs as per project requirement in the portal (smart recruit)
* TMS closure for Work Permit and domestic transfer cases
* Project code creation and Modification.
* Maintaining Revenue Forecast Trackers, Defining/ Validating Projections checking Revenue monthly from PP.
* Raising BRQ for various types of billing: FPP, RFB, T&M, B2B, Device Based, Output Based

**Project Management**

* I have been working as Project Manager under UPM client.
* This involves initiation of Project with the help of Project Charter, creation of Project management plan, scheduling kick-off meeting, defining & verification of scope, cost estimation, creating scope, schedule and cost base lines, development of risk/issue log.
* I have mostly worked on projects based on New site creation/migration, Database upgrade, OS upgrade, Network and Security Domain projects, which involved migration of the technologies and servers.
* Updating Archive for the future reference.
* Managing Stakeholder and driving Project towards success.
* Closing the Projects with customer feedback.

**Projects handled:**

* UPM Hydro Power Plant Network Segregation
* Closing Raflatac Montreal Sales office
* Korea New Raflatac Terminal Project
* Financekit DB upgrade
* MDM DB upgrade
* AIX OS upgrade
* HRCC Malaysia Solution
* HydroScada & FINCCS network segment
* Cisco ACS migration to Aruba ClearPass solution
* Vietnam Terminal Relocation project
* Durban sales office movement to Johannesburg
* Domain controller Network migration

**MIS**

* Managing the Reporting team of the HCL’s client UPM.
* Supporting their reporting task for the client located in China, Finland, India and Poland.
* Scheduling calls with client for meeting the client’s expectations and business clarity.
* Manage ADHOC requests made by client and other supporting teams.
* Designing solutions based on the request and creating/updating/Automating the reports and

Representing it with client.

* Build up procedures and standards to enhance ongoing business projects.
* Taking care of SLAs, KPIs, agreements with clients, process adherence on global basis.
* Creation of various reports using SNOW tool including Global Dashboards, GITOMs, process reports, calculation of response time.
* Productivity analysis based on the performance of agents across the project.
* Aware of pivot tables, filters, and other functions used in Microsoft Excel.
* Creating presentations using MS-PowerPoint as per the requirement shared by management.
* Trend analysis and reporting.
* **Duties and Responsibilities handled with John Keels BPO**

Worked as a shift lead for Service desk which includes taking clients escalation calls and Managing Active Directory, SAPtool.

* Preparing shift roster and managing resources in the shift.
* Worked on BMC Remedy tool (ITSM) for ticket creation.
* Monitoring calls, Chats, and emails.
* Proving subject matter expert support on Outlook issues which includes shared mailbox creation.
* Making sure that the SLA must be intact and client calls is taken care in defined AHT.
* Preparing the shift handover Reports.
* **Duties and Responsibilities handled with IBM Daksh**
* Was associated with one of the LOB's of one of the major ISP's in Canada.
* Handled inbound technical customer queries relating to the same at 1st level of service.
* Handled high volume of calls.
* Remedy tool was used for ticket creation.
* Troubleshooting on modems and routers.
* Use to take remote session on the user’s computer using Lync to fix the issue.
* Adhered to AHT, Customer escalations, feedbacks, and quality work.
* Extended shift when the volume is high.

**Key Skills**

* MS-Office Suite
* Automation of reports
* Reporting SLA
* Analysis and Design
* Project Planning / Scheduling / implementating
* Budgeting and Billing
* Presentations
* Resource Allocation
* Problem solving
* Negotiation
* Stress Management
* Communication skills
* Adaptability

**ACADEMIC CREDENTIALS**

* **MBA (Post Graduate Diploma in Information Technology) from** Symbiosis, New Delhi **2011-2013**.
* **BCA** from JIMS (Jagannath Institute of Management Studies Affiliated to Guru Govind Singh Indraprastha University) New Delhi **2005- 2008**.
* **Intermediate (XII)** from CBSE Board, Mother Teresa Public School New Delhi in **2005**.
* **High School (X)** from CBSE Board, Mother Teresa Public School New Delhi in **2003**.

**PERSONAL VITAE**

Date of Birth : 4th November 1986

Spouse name : Mr Nikhil Jain

Marital Status : Married

Permanent Address : Sadbhawna Enclave House no 481 Sector 2C Vasundhara Ghaziabad.

Passport No : H6298842

PAN No : AJYPJ6899D

Preferred location : Delhi-NCR