

# KRITIKA SINHA

## Project Coordinator (Senior Executive)

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Highly skilled professional targeting roles in Project Management to leverage expertise in project management, cloud infrastructure, and risk mitigation to drive successful outcomes and exceed client expectations in a senior project management role.

### PROFILE SUMMARY

- Program and Project Management professional with nearly 4 years of experience delivering global IT, cloud, and infrastructure projects from initiation to closure, **ensuring timely and within-budget execution**.
- Proven expertise in **cross-functional team** collaboration across geographically dispersed teams and third-party vendors, aligning technical, operational, and client-facing efforts for seamless delivery.
- Skilled in proactive **risk identification**, **issue resolution**, and **RAID log** management to ensure strong **project governance** and uninterrupted execution.
- Proficient in using **JIRA**, **Power BI**, **ServiceNow**, and **SharePoint** for real-time tracking, **compliance documentation**, and executive reporting.
- Strong understanding of cloud platforms with a continuous learning mindset toward emerging technologies and enterprise IT environments.

### CORE COMPETENCIES

- Project Coordination
- Stakeholder Engagement
- Project Management
- Risk & Issue Management
- Change Management
- Performance Reporting
- Project Governance
- Resource Allocation
- Time Management
- Client Relationship Management
- Service Optimization
- Cloud Transformation
- Agile Methodologies (Scrum)
- Deliver Assurance

### TECHNICAL SKILLS

- Microsoft Office
- JIRA
- Service Now
- Power BI

### EDUCATION

- PGPM in HR & Marketing – IBS Bangalore (2019–2021)
- BBM – Magadh University (2015–2018)

### CERTIFICATIONS

- Certified Scrum Master by Scrum Alliance
- Certified Safe Agilist by Scaled Agile
- AZ 900: Microsoft Azure Fundamentals by Microsoft
- ITIL Foundation (In progress)

### WORK EXPERIENCE

#### Jul'21 – Present: Project Coordinator (Senior Executive) | HCL Technologies – Noida

##### Key Result Areas:

- Led the **end-to-end lifecycle** of multiple concurrent IT and infrastructure projects, including planning, execution, delivery, and closure, ensuring timely and within-budget completion.
- Collaborated with internal stakeholders, **cross-functional teams**, and external vendors to gather requirements, define scope, and implement structured change and risk management frameworks.
- Utilized tools like **JIRA**, **ServiceNow**, and **Power BI** for sprint planning, project tracking, compliance documentation, and generating executive-level dashboards and reports.
- Maintained RAID logs, executed Scrum ceremonies, and **monitored TAT** (Turnaround Time) to ensure project governance and smooth agile delivery across global initiatives.
- Developed and managed **Statements of Work (SOWs)**, ensuring deliverables met client expectations, quality benchmarks, and contractual obligations.
- Acted as the primary point of contact for project escalations, proactively identifying risks, managing stakeholder communications, and driving resolution to maintain high **client satisfaction**.
- Supported pre-sales activities, budgeting, and **resource allocation** for new initiatives, contributing to strategic business decisions and continuous service improvement.

### Key Projects

#### Vulnerability Remediation:

- Led the end-to-end remediation process using Qualys data, driving the shift to SCCM-based automation that reduced manual intervention by 60%.

- Successfully coordinated resource allocation, approvals, and updates, ensuring transparent communication and improving delivery efficiency, resulting in a 25% reduction in overall project costs.

**DHCP Migration from On-Prem to Cloud (GCP):**

- Directed the migration of over 200 on-premises DHCP servers to a cloud-based infrastructure -GCP (Google Cloud platform) significantly enhancing scalability and operational reliability.
- Managed a €250K budget, optimized cloud resources to reduce costs by 35%, and improved network performance, ensuring minimal downtime across 90+ countries.

**AFS Physical Server Decommissioning:**

- Managed the decommissioning of 265 AFS servers across 65 countries, facilitating approvals and smooth execution with minimal disruption.
- Delivered cost savings by eliminating server maintenance expenses and optimized resource allocation, ensuring that all milestones were completed on time and within budget.

**Cloud Infrastructure Build (Azure):**

- Led the deployment of a secure and scalable Azure cloud infrastructure, optimizing virtual machines, application gateways, and databases for high availability and performance.
- Delivered 30% cost savings through efficient resource management and ensured successful implementation of 8–10 concurrent cloud projects with strict adherence to timelines and budgets.

**RHEL Server OS Upgrade:**

- Directed the large-scale upgrade of 163 Red Hat Enterprise Linux (RHEL) servers, improving system security and performance with minimal operational disruption.
- Managed the €100K project budget, ensured timely completion, and streamlined coordination with stakeholders to align on goals, achieving an on-schedule and cost-effective outcome.

**SOFT SKILLS**

- Adaptability
- Problem Solving & Multitasking
- Team Leadership & Collaboration
- Stakeholder Communication
- Decision Making
- Attention to Detail

**PERSONAL DETAILS**

- **Date of Birth:** 8<sup>th</sup> April 1998
- **Languages Known:** English, Hindi
- **Address:** Noida, U.P. India