

JIGYASA MUKHARYA

✉ jigyasamukharya95@gmail.com | 📞 +91-7000857518 | 🌐 India

🌐 [LinkedIn](#)

Project & Program Manager | IT & Digital Transformation

PROFESSIONAL SUMMARY

Experienced and detail-oriented Project & Program Manager with 4 years of experience leading end-to-end IT infrastructure, cloud migration, and digital transformation programs across EMEA, AMER, and APAC. Strong track record in Agile and Waterfall delivery, stakeholder management, PMO setup, and governance. Adept at managing cross-functional global teams, aligning technology initiatives with business objectives, and driving operational excellence through risk control and metric-driven execution.

CORE COMPETENCIES

Project & Program Management | IT & Digital Strategy | Agile (Scrum, Kanban) & Waterfall | PMO Governance | Stakeholder Engagement | KPI Reporting & Dashboards | Budget Management & Forecasting | Risk Management & Mitigation | Process Optimization | Cross-Functional Team Leadership | Third-Party Vendor Management

PROFESSIONAL EXPERIENCE

CAIDYA — Technical Project & Program Manager

Aug 2024 – Jan 2025 | Projects: Plexus, QMS

- Spearheaded enterprise-wide digital transformation projects, delivering strategic outcomes across multiple departments.
- Built and enforced PMO governance structures to ensure program transparency and risk control.
- Conducted Agile ceremonies (daily stand-ups, sprint planning, retrospectives) to streamline team collaboration.
- Designed KPI-focused dashboards for real-time tracking of costs, timelines, and resource efficiency.
- Increased team productivity by 15% by optimizing resource utilization and capacity planning.

CARDINAL HEALTH — Project Lead, Digital & Infrastructure Programs

Jan 2024 – Jul 2024 | Projects: EDI Integration, FY24 DCS Rebuild, Disk Expansion

- Directed infrastructure projects valued over \$500K, managing scope, budget, and timelines across global stakeholders.
- Enabled 20% boost in Agile delivery velocity through adoption of lean processes.
- Deployed scalable IT upgrades, enhancing system security and performance.

- Fostered cross-functional alignment between engineering, infrastructure, and business teams.

PHOTON INTERACTIVE — Project Lead, Digital Transformation & E-Commerce

Mar 2021 – Dec 2023 | Clients: L'Oréal, Maybelline, Garnier, Essie

- Delivered multimillion-dollar global e-commerce and transformation projects for premium beauty brands.
- Reduced delivery bottlenecks by 30% through proactive resource and sprint planning.
- Liaised with stakeholders across EMEA, AMER, and APAC to ensure solution alignment with business strategies.
- Integrated third-party platforms to boost website functionality and user experience.

EDUCATION

Post Graduate Diploma in Management (PGDM), Finance – ICFAI Business School, Mumbai | 2021

Bachelor of Engineering (B.E.), Computer Science – CSVTU | 2018

CERTIFICATIONS

- PMP (In Progress), PMI-ACP, Certified Scrum Master (CSM), Certified Scrum Product Owner (CSPO)
- Lean Six Sigma Black Belt (LSSBB), Lean Six Sigma Green Belt (LSSGB)
- Microsoft Azure Fundamentals, Jira User Certification, Brand Management – London Business School

KEY ACHIEVEMENTS

- **Program Recognition (2022):** Received client award from L'Oréal for exceptional program management.
- **Business Impact:** Delivered €7,148 in incremental revenue through strategic execution.
- **Agile Leadership:** Led enterprise Agile transformation, enhancing delivery cadence by 25%.
- **SEO Achievement:** Attained WSF status for LRP via performance-driven SEO strategy.

TOOLS & TECHNOLOGIES

Project Management Tools: Jira, Confluence, MS Project, Smartsheet, Adobe Workfront

Development & CMS Tools: Sitecore CMS, SQL, .NET, Vue.js, React

Methodologies: Agile, Scrum, Kanban, Waterfall, Hybrid Models