

Associate Manager PMO	HCL Technologies	Jul 2022 – Present
------------------------------	-------------------------	---------------------------

- Supported to prepare **BRD & FRs** documents by collaborating with cross-functional teams & stakeholders.
- Supported successful **delivery** of projects through effective facilitation, tracking & reporting. Acted as a **central point of contact** for assigned project & managed communication plan.
- Tracked **project milestones** & provided regular status updates to clients & senior leadership. Also, responsible for producing **key operational metrics & KPIs** presentation.
- Liaise & communicate between stakeholders & collated the business requirements across multiple global teams.
- Conducted meetings & provided minutes & action items. Developed good working relationships across functions & borders.
- Monitored & analyzed ageing of tickets (Incidents, Service Tasks, Problem & Change tickets) on **Service Now (SNOW)** portal & engaged with technical teams which helped reduce avg ticket closure time by 15%.
- Brought down P2 – High priority tickets from 18 – 20 per day to 4 – 5 per day by engaging with teams to fix bugs & promote automation activities which helped to bring down **MTTR** for tickets from 5 days to 1 day.
- Dealt with optimal **resource allocation & costing** for the project to ensured **project profitability**.
- Designed & managed **trackers & dashboards** for streamlining operations, efficient monitoring & follow-ups.
- Monitored, recorded & tracked SLAs for tickets & also worked to reduce **SLA breach** by almost 15%.
- Co-ordinated with Product owners & Scrum teams on the **release management** of enhancement items & also to refine backlog activities.
- Managed **escalations** & employed **SDLC** principles to reduce them by 20% by utilizing **Agile** concepts.
- Scheduled timelines & designed SOPs for smooth **project delivery**, reducing task time by 15% with hands-on experience in **MS Project, JIRA & Trello**.
- Worked on GRC documentations like **TRP** document for disaster recovery, **SOX audit & SOX controls & Vendor certificates, COMPASS** audit etc.
- Monitored **UAT & functional testing** & developed strategies to expedite defect logging & reporting.
- Some Notable Projects - Mattel (toy industry), CSL (Healthcare & Lifesciences), TPRM (Anti Bribery & AML), Onsemi (Semiconductor).

Management Trainee	HDFC Bank	Sept 2021 – June 2022
--------------------	-----------	-----------------------

- Utilized **CRM Next** to document business requirements, manage information flows, & analyze data comprehensively.
- Managed **HNI** customer portfolios averaging **₹15 crore**, engaged clients for their operational needs, received recommendations from 10+ clients & boosted portfolio revenue by 25%.
- Collaborated with channel partners for cross sales financial products (Insurance, Mutual funds, Loan against securities (LAS), Home loans, Loan against property (LAP), Personal loans (PL), CASA & TD) based on client's suitability.
- Disbursed personal loans over ₹1 crore monthly & consistently earned Performance Linked Pay (PLP) quarterly.
- Worked on **troubleshooting** & **conflict resolution** with different verticals in case of grievance redressal escalation raised by client.
- Dealt with legal documents like MoA, AoA, Board Resolution, COI, Partnership Agreement etc during a company formation.

Live Project	Vridhi Investments	July 2020 – Sept 2020
--------------	--------------------	-----------------------

- Used top-down approach to analyze economy, industry & company **fundamentals** & then produced 130+ **equity research reports** across sectors.
- Analyzed quarterly results of 150+ companies & provided recommendations, leading to 12+ clients achieving over 75% returns on their investments in span of 3 months.

Summer Internship	Personifwy	June 2020 – July 2020
-------------------	------------	-----------------------

- Developed a **pricing** structure for employee engagement **SaaS** software based on market **competition analysis**.
- Made a **valuation** model for the company based on estimated future cash flows through **Discounted Cash Flow (DCF)** method.
- Created & managed a live Excel **PnL** statement & handled other **business-as-usual** tasks.

Education

Course Name	School/College & University	Duration	Percentage/CGPA
MBA Finance	SIIB, Symbiosis International University, Pune, India	2019 - 21	7.02/10
B.E. (Hons)	RGPV, Bhopal, India	2014 – 18	7.65/10
Class 12 th	DPS Prayagraj, India	2012 – 13	84.60%
Class 10 th	DPS Prayagraj, India	2010 – 11	89.30%

Technical skills

- Project Management (PMO), SAFe 6.0, Lean Six Sigma Green Belt by KPMG, MS Project, JIRA, Trello, Service Now, Advanced Excel, Data Analytics, Power BI, CRM, Bloomberg.