

Deepika Pal

LinkedIn: Deepika Pal | LinkedIn

Email: Deepika.pal1996@gmail.com

Contact No. - +91-9109469650

Objectives:

Highly motivated and results-driven Project Management professional with over 3 years of experience in Project Management Office (PMO). Seeking a challenging position to leverage expertise in driving successful project delivery, optimizing processes, and ensuring project success. Strong organizational, analytical, and communication skills with a proven ability to deliver projects on time and within budget.

Skills-

Technical Skills:

- Microsoft Project Plan (MPP)
- Power BI
- Advanced Excel
- Agile & Scrum Methodologies
- PowerPoint
- ITSM, Service Exchange

Soft Skills-

- Project Management
- Planning & Scheduling
- Cross-functional Team Collaboration
- Problem-solving
- Adaptability
- Quick Learner

Work Experience:

Project Manager – HCLTech, Noida (2021-Present)

- Managed cloud computing projects, including KT sessions and onboarding of new resources, ensuring smooth project execution.
- Developed project goals, deadlines, schedules, budgets, and resource allocation plans, and coordinated across teams for timely project delivery.
- Regularly presented project progress, issues, and final results to upper management.
- Collaborated with cross-functional teams to ensure project requirements were met and expectations exceeded.

Key Projects:

- EdTech: Led the migration of HCL's internal educational platform to AWS. Managed customer onboarding onto Service Exchange.
- Novo Nordisk: Successfully migrated a pharmaceutical client to the AWS platform.
- LSG (Lufthansa SkyChef Group): Managed customer onboarding to HCL Service Exchange and implemented native monitoring solutions.
- ASM: Deployed e-bonding between HCL and ASM ITSM systems. Configured Zabbix, Moogsoft, and AWS CloudWatch for monitoring and alerts.

Achievements:

- PSM I (Professional Scrum Master) – Certified Scrum Master
- HCL Jewel Award – Recognized for outstanding performance

Academic Credentials:

Examination	Year	Institution	Percentage
MBA (Telecom and Marketing)	2021	BITM, Pune	68.2%
BCA	2017	Lucknow University	63.8%
Class XII	2013	Morning Star Secondary Academy, Orai	77.2%