

Komal Mishra

7906423969 - kmoofficial901@gmail.com - Noida, India
<https://www.linkedin.com/in/komalm180/>

Dynamic and results-driven Project Manager & Scrum Master with a proven track record in leading Agile transformations and driving successful project deliveries. Adept at implementing Scrum methodologies, risk management, and cross-functional team collaboration to optimize efficiency and streamline workflows. Experienced in managing enterprise-level clients, ensuring compliance, and maintaining project transparency through meticulous documentation. Certified in Salesforce Administration, CSM, and CAPM, with hands-on expertise in tools like JIRA, ClickUp, Everhour, and Zoho.

EXPERIENCE

Scrum Master | Lynkit Solutions Pvt. Ltd | Delhi

July 2024 - Present

- Successfully implemented the **Scrum framework** with a focus on its five pillars, leveraging Zoho.
- Created and documented SOPs to streamline and standardize organizational processes.
- Facilitated key Scrum ceremonies - **Sprint Planning, Reviews, Retrospectives, and Roadmap Sessions**.
- Ensured adherence to **SOPs**, raising alarms and **escalating** issues to mitigate risks effectively.
- Managing **project updates, managing delays**, forming **release plans** to ensure smooth delivery.
- Cross functional team coordination, including Managers, DevOps, and QA, to align on software releases.
- Maintained key documents such as **requirement sheets, MOMs, and BRD** for project transparency.
- Collaborated with **Legal, Finance, HR, PM, and Sales** for discussions on commercials.
- Oversaw the **project lifecycle**, including beta **go-live**, production releases, **UAT**, and training sessions.
- **Resource allocation** for development and QA teams while managing delivery for three products.

Project Manager | HIC Global Solutions | Noida

April 2023 - April 2024

- **Agile & Scrum Implementation in Project Management**
 - Led high-impact projects from initiation to completion, ensuring timely and successful delivery.
 - Worked with stakeholders to define project scope, objectives, and deliverables that align with business goals.
 - Developed and managed project timelines, budgets, and risk mitigation plans along with CI/CD.
 - Reported project progress to leadership, highlighting roadblocks and solutions.
 - Facilitated daily stand-ups, sprint planning, retrospectives, and demos.
 - Implemented end-to-end Agile Scrum from start to finish, boosting project and team efficiency.
 - Managed and scheduled pre-arranged meetings, follow-ups from teams and clients.
 - Maintained reports on new requests, backlogs, and analyzed turnaround time.
 - Led daily standups/scrums for teams to manage the Kanban board and resolve blockers.
 - Improved the pace of delivery by keeping the project on scope and through risk management.
 - Collected feedback and converted projects into case studies, improving brand value.
 - Worked with design, production, and quality teams to ensure timely project execution.
 - Optimized project management practices by applying key insights and lessons learned.
 - Conducted quality analysis, bug resolution, and small-scale audience testing before deployment.
- **Risk & Compliance Management**
 - Defined governance and compliance processes (BRD Sign-off, SLA, PO generation, etc.).
 - Implemented risk management strategies to proactively address potential roadblocks.
 - Ensured project compliance with company policies and regulatory standards.
 - Send alerts to stakeholders in case of scope creep, exhausted timelines, or support end.
 - Monitored and reported project progress to senior leadership, identifying risks and solutions.

➤ **Stakeholder & Client Management:**

- Managed projects for 15+ international clients, ensuring timely delivery of e-commerce websites, apps, Salesforce integrations, and Shopify solutions.
- Led and managed Salesforce products like Sync Made Easy, Sign Made Easy, Docs Made Easy, and QBSync Made Easy.
- Arranged and managed project SOW, abiding by SLA, project plans, and timelines.
- Sustained stakeholder engagement by detailed MOMs, weekly progress reports, and updates.
- Send alerts to stakeholders in case of scope creep, exhausted timelines, or support end.
- Built strong relations with customers and stakeholders, driving business growth and revenue.
- Handled clients in escalated situations and resolved conflicts through negotiation.
- Served as a point of contact between clients & stakeholders, improving communication.
- Collected 20+ positive client testimonials, boosting the customer satisfaction index to 90%.
- Ensured query resolution within two hours, enhancing product experience and user satisfaction.
- Critically analyzed several use cases and proposed solution plans for smooth operations.
- Collaborated with the product owner and marketing department to optimize UI and functionality.

Project Coordinator | HIC Global Solutions | Noida

August 2022 - April 2023

➤ **Team Leadership & Cross-Department Coordination:**

- Acted as a key liaison between departments, managing onboarding, training, and administrative tasks across multiple platforms.
- Successfully motivated teams to achieve a 5th rank on Trailhead by resolving technical challenges.
- Led induction and in-house training sessions for new technical team members.
- ClickUp & JIRA onboarding expert for technical, marketing, and quality analyst teams.
- Coordinated project delivery across UX design, technology architecture, planning, and implementation. Ensured quality assurance and timely client deliveries.

➤ **Process Governance & Operational efficiency**

- Defined and standardized processes, ensuring alignment with organizational goals.
- Developed project management frameworks, methodologies, and best practices.
- Created structured templates, workflows, and reporting systems for project tracking.
- Drove governance and compliance (BRD sign-off, SLA, PO generation, etc.).
- Led change management initiatives to enhance process adoption and efficiency.
- Analyzed roadblocks, implemented solutions, and optimized collaboration tools.
- Managed Slack, ClickUp, Everhour, JIRA, Kanban, and SharePoint to ensure smooth operations.

Project Management Intern - MIS (Manipal Integrated Service) | Jaipur

Jan 2017 - May 2017

- Study on Quality Control & Potential risk on a Construction site and its Safety measures & quality control.

EDUCATION

Bachelor of Technology in Civil Engineering
Manipal University Jaipur

Aug 2013 - Sept 2017

SKILL AND ACHIEVEMENTS

- Successfully Completed Certification for **Salesforce Administrator**.
- Successfully Completed Certification for **CSM**.
- Successfully Completed Certification for **CAPM**.
- Successfully Completed Course on **Google Project management: Professional Certification, 2022**.
- **Successfully Completed Course on PMP Basics, 2022**.
- Successfully Completed **Microsoft Excel** for Project Management.
- Have been awarded as **Employee of the month** twice along with **Outstanding delivery performer** award.