

APALA AGARWAL

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SUMMARY

Experienced Project Manager with a Master's in Project Management and over 5 years of experience leading complex, high-value projects across Agile, Hybrid, and Waterfall methodologies. Expertise in risk management, SDLC, API integration, and change management, with a proven ability to drive strategic initiatives, optimize workflows, and align technology solutions with business objectives. Demonstrated success in managing cross-functional teams, enhancing stakeholder engagement, and delivering projects on time, within scope, and on budget.

WORK EXPERIENCE

GBS (Global Banking School)

Noida, India

Project Manager

December 2024 – Present

- Develop data-driven project roadmaps integrating Agile, Hybrid, and Waterfall methodologies to optimize software integration workflows and ensure seamless system interoperability
- Implement structured risk assessment frameworks using RAID logs and predictive analytics to proactively mitigate potential RISK integration challenges and ensure 100% project continuity
- Drive continuous improvement by embedding developer feedback into integration strategies, enhancing API performance, and standardizing middleware communication protocols to enhance system efficiency and reliability by 90%
- Streamline cross-functional collaboration through structured stakeholder meetings and real-time status reporting using Excel, ensuring transparent project tracking in JIRA and alignment with business goals
- Standardize technical documentation in Confluence for system-to-system integrations, API management, and SDK developments to empower third-party developers and accelerate onboarding

The Contact Company

Birkenhead, United Kingdom

Project Manager

January 2024 – November 2024

- Enhanced workflows and software integrations for 20 enterprise projects, resulting in an 85% increase in project efficiency
- Leveraged data insights using Tableau to streamline customer interactions and improve database integrity by 95%
- Increased account expansion by 80% through BT/EE product uptake by automation CRM processes via APIs
- Boosted project visibility across internal teams by 50% through Power BI enabling real-time data tracking and enhanced decision-making
- Conducted regular review meetings with end-users, assessing service performance and aligning future objectives resulting in a 60% increase in user satisfaction, a 50% reduction in support tickets

Lybrate (known as Pristyn Care)

Gurgaon, India

Project Manager

May 2022 – July 2022

- Achieved 100% milestone completion project delivery phase by optimizing team performance and aligning goals with project objectives
- Documented and managed customer requirements in JIRA to ensure smooth development processes and 80% bottleneck reduction
- Negotiated with clients and team members to establish clear project scopes and deliverables ensuring alignment with business objectives and enhancing stakeholder satisfaction
- Resolved projects conflicts and challenges through effective problem-solving and negotiation techniques leading to 50% reduction in project delays
- Designed detailed product roadmap using Microsoft Project ensuring alignment with stakeholders and goals
- Integrated feedback loops into strategic service processes, enhancing efficiency and meeting KPIs by 90% successfully
- Developed and applied preventative measures to control risks, cutting unplanned projects costs by 95% while delivering within scope
- Achieved 90% reduction in operational costs while maintaining project quality and timelines implementing process automation, optimizing resource allocation, renegotiating vendor contracts
- Automated processes using SQL and MS Excel and implemented compliance measures to enhance project delivery by 90%

Namekart

Noida, India

Project Analyst

April 2018 – October 2018

- Designed and implemented domain acquisition strategies by leveraging valuation models and predictive analytics, aligning investments with market demand and ROI potential.
- Collaborated with cross-functional teams to integrate competitive intelligence, SEO trends, and monetization metrics into acquisition frameworks.

EDUCATION

University of Liverpool

Liverpool, UK

Master of Science in Project Management; Degree 2:1

September 2022 – September 2023

- Courses: Project Management, Risk Management, Operations Modelling, Supply Chain Management, Leading and Managing Project Teams, Strategic Purchasing Management, Business Simulation and Analysis and Benchmarking

Galgotias University

Greater Noida, India

Bachelor of Technology in Computer Science

September 2014 – June 2018

SKILLS

Key Skills: Project Lifecycle Management, Software Development Life Cycle (SDLC), Project Planning, Project Scheduling, Agile Methodology, Risk Management, User Documentation, Project Budget Management, Performance Management, Stakeholder Management, Conflict Resolution, Project Documentation, Governance & Assurance

Technical Skills: Jira, Microsoft Excel, Asana, Zoho, MS Project, Confluence, SQL, Python, Google Analytics, MS Azure, D365, Microsoft Copilot