Abhijeet Sharma, (CSM®)Project Manager

Linkedin   +91 82993 11542   Itsabhijeetsharma@gmail.com   Chandigarh, Punjab
+91 97975 78299

SUMMARY

A Goal-oriented **IT Project Manager and Certified Scrum Master with around 3.5 years of comprehensive experience in SaaS, CRM and ERP project management**, operations, pre-sales & working with agile teams. Proven expertise in **understanding, prioritizing** and **translating complex technical and business problems into actionable requirements**. Skilled in **driving consensus among stakeholders across the org** to address both, technical and product adoption concerns. Excellent communication skills demonstrated by **cross-functional collaboration across teams** to drive business value by leveraging data insights and consumer feedback. **Well versed with both backend and front-end operations of mobile app ,web app, CRM & ERP solutions**. Excited to support the evolution of personalization products, accelerating growth across the enterprise.

STRENGTHS AND EXPERTISE

- Certified Scrum Master®
- Lean Six Sigma Certified
- PMI certified AI trained
- ChatGPt & AI tools expert
- CCC Certified
- Smartsheet & Confluence

- Agile Project Management
- Engagement Management
- Resource Management
- JIRA & Devops trained
- Power BI

- Stakeholder Management
- Visualization & Reports
- Operational Optimization
- SaaS Pre-Sales and Client Engagement
- Reporting and Documentation

PROFESSIONAL EXPERIENCE

Cloud Analogy CRM Specialist Ltd.   **July 2024 - Present**
Project Coordinator   **Mohali, Punjab**

Accomplishments:

- **Trained and proficient on CRM tools such as Salesforce, HubSpot, Monday.com & Zoho.**
- **Successfully hunted, prepared, and secured international IT service contracts by bidding on RFPs, RFIs, RFQs, and related tenders, driving business expansion.**

Engagement Management for a Renowned Beauty Brand [Dedicated]

- Streamlined stakeholder communication, proactively addressing service challenges for 90+ resources on billing and optimizing resource allocation to ensure smooth project execution.
- Identified and mitigated resource risks, developing a strategic hiring and replacement plan to maintain long-term project stability.
- Managed purchase orders (POs) and ensured timely invoice processing to update it in Ariba, improving financial tracking and compliance.
- Expanded project scope by onboarding new resources, capturing evolving requirements, and aligning talent acquisition with business needs.
- Monitored and resolved resource-related escalations, including leave management and resolving escalations

SourceDotcom pvt.ltd   **March 2022 to June 2024.**
Group Project Manager   **Gurugram, Haryana**

Accomplishments:

- **Helped the organization to achieve the CMMI Level 3 certification.**
- **Represented Company at North Tech Symposium in IIT Jammu, led by Defense Minister.**
- **Proposed POC model for Satellite Communication for extreme remote location with help of TATA NELCO.**
- **Prepare the technical solution of the tenders to help Bid team prepare response. Representing the organization in tender's technical presentation.**

Project 1 - Automation of Army Group Insurance Fund (AGIF)

- Leading a well-seasoned team of software developers to deliver & implement an Financial automation solution for the Indian Ministry of Defence, currently managing more than 85,000 crore of funds.
- Within a single year of appointment on the project, facilitated to clear the pending payment which was 25% of the total project cost. Also upsell with change request and laid down foundation for other projects.
- Planned & implemented the robust data redundancy mechanism with Database Clustering.
- Establishing the relationship with vendor partners for the supply of equipments and services like Switches, Firewall, UPS, and Preventive Maintenance.
- Oversaw day-to-day operations, resource allocation, and workflow optimization to meet project goals.
- Maintain accurate and comprehensive project documentation, including Project plans, Project Schedules, Gantt charts, Status reports, and client communications in the form of MoM.
- Boosted the productivity of the team by implementing the agile Scrum methodology.

Project 2 - POC of Metro miles for Kochi Metro Rail Limited (KMRL)

- Visited the KMRL headquarter and Operation & Control center (OCC) to do ground study.
- Identified all the pain points & problem statement in the stakeholder discussion. Created the Project documentation & Roadmap.
- Initiated the project and completed the development with the help of the team - including but not limited to decryption & decryption of ticket database, API integration for OTP verification, validation rule, and reward point calculation.
- Successfully demonstrate the working POC to all stakeholder in just 25% of approved budget and within the timeline. Hence, POC went for tendering.

Project 3 - Automation of Ex-Servicemen Contributory Health Scheme (ECHS)

- Coordinated with Delivery Manager for successful delivery and implementation of key features, including the new ECHS website, annual beneficiary validation, card block/unblock functionality, and RFID smart card upgrade (32KB to 64KB), enhancing healthcare access for ex-servicemen.
- Streamlined requirement gathering & development processes, ensuring seamless integration of new modules with existing systems.
- Supported crucial data updates and Level 3 escalation handling, resolving critical issues efficiently and improving user experience.
- Played a key role in Product sales & service to impaneled Hospital, assisting in client discussions, module demonstrations, and reporting to stakeholders.

Info Globe Technology (Expedia)	**November 2021 to March 2022.**
Process Associate	**Gurugram, Haryana**

Accomplishment:

Promoted as the Subject Matter Expert to lead in esclations.

- Hands-on with the GDS software for both lodging and non-lodging bookings.
- Assisting customers from all over the globe.
- Understanding the customer's challenge and giving the best possible solutions and recommendations.
- Upselling with other products for better user experience.

EDUCATION

Master of Computer Applications	**Chandigarh, India**
Institution: Chandigarh University	2024 - Pursuing
Bachelor of Science (Maths Honours)	**Kanpur, India**
Institution: C.S.J.M University	Year of Graduation: 2021
Intermediate - (I.S.C.)	**Lucknow, India**
Institution: St. Mary's School	Year of Intermediate: 2018
Matriculation	**Lucknow, India**
Institution: St. Mary's School	Year of Matriculation: 2016