

Muskan Verma

PMO Analyst

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in [LinkedIn](#)



Core Competencies

Strategic Planning

Risk Management

Budgeting and Forecasting

Project & Stakeholder Management

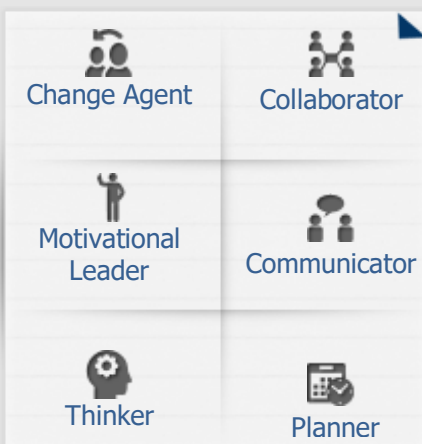
Process Improvement

Results-driven PMO Analyst/Coordinator with 3.8 years of experience in project governance, risk management, and process optimization. Skilled in project tracking, stakeholder communication, and resource management to ensure efficient project execution. Proficient in Agile, Waterfall, Jira, MS Project, and Power BI for reporting and analysis.

Profile Summary

- In my 9.7 years of total work experience, I am currently working as a PMO professional and expertise in project management, strategic planning, and process optimization since past 3.8 years.
- I have also worked for 4.3 years as an IT Help desk associate and 1.6 years as an Operations coordinator.
- Adept at leading cross-functional teams, managing complex projects, and ensuring timely and budget-compliant delivery.
- Skilled in risk management, stakeholder communication (USA/Canada clients), and the use of project management tools such as MS Project, JIRA, and Trello.
- Proven track record of implementing process improvements to enhance project efficiency and effectiveness.

Soft Skills



Career Timeline



Education

- B. Com from Delhi University (2013-2015)
- 12th from Central Board of School Education (CBSE) with 89% in 2013
- 10th from Central Board of School Education (CBSE) with 76% in 2011



Technical Skills



Work Experience

Aug'21 - Present

Tools: : Agile, Waterfall, Jira, MS Project, and Power BI, CRM, Salesforce

Dell Technologies, Gurgaon as PMO Analyst

Responsibilities:

- Analyze staffing plans and ensure that the delivery locations are appropriately staffed based on LOB requirement and internal capacity plan numbers.
- Responsible for Onboarding/Off-boarding, Planning, Allocation and Deallocations of resources.
- Tracking and monitoring resources timesheets, raising monthly Invoices and getting them approved by stakeholders.
- Working as a liaison between stakeholders and internal teams and successfully handling the operations for process improvement.
- Monthly forecasting and analysis with respect to Forecast vs Actual revenue, Variance analysis, Opportunity improvisation and risk analysis.
- Preparing Monthly Decks in MS-PowerPoint and Excel Reports for reviewing by Senior Stakeholders and internal management.

Key Achievements:

- Mitigated risks effectively, achieving a 98% project success rate by preventing potential delays and cost overruns.
- Fostered strong stakeholder relationships, resulting in a 95% satisfaction rate.
- Led cross-functional teams, promoting collaboration and achieving project goals ahead of schedule.

Situation: "In my role, we faced a challenge with project delays due to inefficient tracking systems."

Task: "As a PMO Analyst, I was responsible for improving project tracking and ensuring timely delivery."

Action: "I implemented a new project tracking system that streamlined processes and provided real-time updates."

Result: "This led to a 15% reduction in project completion time and increased team productivity.": Got recognized and awarded for consistent

Apr'17 - Jul'21

SHUTTL- SUPERHIGHWAY PVT. LTD, Gurgaon as IT Helpdesk

Responsibilities:

- Managed IT helpdesk fixing hardware and software issues across departments.
- Resolved Chat & Email tickets. Collaborated with cross-functional teams to drive task success and ensure timely delivery.
- Diagnose and resolve hardware issues, including desktops, laptops, printers, and network devices.
- Perform regular maintenance and upgrades to ensure optimal performance of hardware components.
- Install, configure, and update software applications and operating systems.
- Provide technical support for software-related issues, ensuring minimal downtime for users.
- Troubleshoot network connectivity issues and ensure secure and efficient network operations.

- Assist employees with technical issues and provide training on new hardware and software
- Conduct regular security audits and updates to safeguard against vulnerabilities.
- Develop and maintain backup and recovery plans to ensure data integrity and availability.
- Perform regular backups and test recovery procedures to minimize data loss risks.
- Collaborate with different departments to understand their technical needs and provide tailored solutions.
- Act as a liaison between IT and other departments to ensure smooth communication and support

Sep'15 - Oct'16 & Nov'16- Mar'17

Oyo Rooms - ORAVEL Stays Pvt. Ltd. & Tech Mahindra as Operations coordinator

Responsibilities:

- Assisted in managing and tracking service requests, ensuring timely issue resolution.
- Maintained and updated internal documentation, improving process efficiency.
- Coordinated between cross-functional teams to streamline workflow and enhance operational effectiveness.
- Monitored and analyzed customer interactions to identify trends, optimizing service strategies.
- Prepared reports and dashboards on issue resolution metrics, helping management make data-driven decisions.

Tools used:

- Managed and tracked service requests using CRM software, Salesforce, ensuring timely resolution and process efficiency.
- Maintained and updated internal documentation using SharePoint, improving knowledge-sharing and standardization.
- Coordinated between cross-functional teams using JIRA, streamlining issue resolution and workflow management.
- Prepared reports and dashboards using Excel (Pivot Tables, VLOOKUP) / Power BI, providing insights for management decision-making.
- Assisted in compliance tracking and process audits using Smartsheet, ensuring adherence to company policies.

- Dell Certification on AI learning 2024
- Learning about AWS (Amazon web services)

Date of Birth: 21st April 1994

Languages Known: English & Hindi

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Certifications



Personal Details