

ANKITA SARAF

ankitajhs123@gmail.com

PMO-Senior Executive

+91 9452121050

www.linkedin.com/in/ankitapmoseniorexecutive

PROFESSIONAL SUMMARY

Project Management Officer with 2.5 years of experience at HCL Tech, driving project success across APAC and EMEA, aligning project deliverables with key business objectives. Proven ability to strategically manage stakeholders and proactively resolve escalations, implementing robust governance frameworks. Skilled in risk mitigation and issue management, data analysis, and delivering strategic insights to leadership, consistently optimizing operational efficiency. Also experienced in coordinating agreements and Standard operating Procedure (SOPs), and as a trainer, facilitating knowledge transfer and on-boarding for project teams.

WORK EXPERIENCE

➤ **HCL Tech**

Senior Executive-PMO

Jul 2022 - Jan 2025, Nagpur (MH)

- Executed the end-to-end Partner Governance Framework lifecycle across APAC & EMEA, acting as SPOC for 40+ stakeholders; facilitated kickoff meetings, scheduled governance calls (daily to quarterly), created MoM's, defined agendas/timelines, and ensured timely action item closure via tracker-based follow-ups.
 - Created and maintained comprehensive project documentation (SOPs, FAQs) and partner governance decks, ensuring process clarity, operational consistency, and strategic alignment to support effective decision-making.
 - Led Escalation Mailbox Monitoring and data-driven reporting initiatives, improving issue resolution by 25% and enabling trend-based decision-making through structured dashboards using metrics from 40+ FSG partners (FTE, attrition, dispatch tickets, etc.).
 - Conducted data analysis for escalations and developed weekly and monthly dashboards to presents insights to leadership, improving issue resolution strategies.
 - Reviewed Master Service Agreements (MSA) and prepared Standard operating Procedure (SOP) to ensure compliance and clarity in project scope.
 - Designed and maintained a robust Escalation Trend Dashboard for leadership, enabling root cause analysis of P1/High-volume issues and reducing repeat escalations by 40%; developed SOPs for the Escalation Mailbox Monitoring Team to streamline processes and ensure timely, SLA-driven resolution.
 - Maintained and updated leadership and partner manager insight documents with strategic recommendations based on key operational metrics; owned and streamlined the SharePoint Knowledge Hub by managing MOMs, trackers, dashboards, and business review materials, while enhancing folder governance for improved accessibility and efficiency.
 - Collaborated with multiple partner managers on diverse projects, ensuring timely and accurate competition to drive project success
 - Conducted training sessions for the EMM team, improving team competency and operational effectiveness.
 - Spearheaded employee engagement initiatives including Fun Fridays, enhancing team morale and participation; independently managed recurring tasks and swiftly adapted to complex, high-priority assignments with minimal supervision.
-

EDUCATION

- Jaipuria Institute of Management, Noida, UP
Post Graduate Diploma in Management (PGDM), 2022
HR & Marketing
 - Renaissance college of Commerce & Management, DAVV, Indore, MP
Bachelor's of Commerce (BCom), 2020
-

ACHIEVEMENTS

- Received the Extra Mile certificate for June 2023, acknowledging superior performance and dedication as the Top-Quality performer of the month.
 - Received commendation from partner managers for delivering well-organized work and maintaining up-to-date reports, contributing to enhanced project management and stakeholder satisfaction.
-

CERTIFICATION

- Agile Methodologies
 - PRINCE 2 (Foundation & Practitioner) Certified
-

SKILLS

Technical Skills : MS Excel, Powerpoint, Sharepoint, MS Teams, Project Management & Coordination, Escalation Handling, Governance and Compliance (MSA & SOP Reviews) Data Analysis and Reporting, Process Optimization & Documentation, Training Knowledge Sharing, Strategic Planning & Execution, Microsoft 365.

Interpersonal Skills: Strong Verbal & Written Communication, Stakeholder Engagement & Communication, Ownership & Accountability, Cross Functional Team Leadership, Time & Priority Management, Well-organized and Detail-oriented.

PERSONAL PURSUITS AND ATTRIBUTES

- Love exploring new places and building connections with people from different backgrounds.
 - Enjoy playing musical instruments as a creative outlet that promotes relaxation and mental clarity.
 - Enjoy reading Romantic Novels & Self-help Books.
 - Proficient in working across virtual global teams.
-