**Mrs. VIDHU, PMP®,PSM I**

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##### Summary

Over 8 years on experience in IT in program management, project management and test management in various domains such as Telecom/Health Insurance/ E-commerce-currently, looking for an opportunity in IT/ITES industry to relocate in Dubai.

##### Professional Snapshot

* Working as Program Manager in Dell Technologies currently
* Managed multiple waterfall and agile projects over different domains
* Experience of modern concepts of end-to-end program financial planning and implementation
* Exposure in working with cross-cultural and global teams - America , Europe, Middle East, Asia Pacific
* Exceptional ability to make decisions based on huge data, metrics and derive analysis
* Effective communication, collaboration & team building skills with proficiency at grasping new technical and domain related concepts
* Automated billing reporting from Cognos to MPWR in UnitedHealth Group for Project/Program management department
* Introduced process improvements such as incident tracker, IT tracker, and deployment management in current team at Dell

##### Skill Set

-Project Management - Program Management - Waterfall SDLC

-Incident Management - Release management - Process Improvement

-Risk Assessment and risk management -Stakeholder Management -Status Tracking/Reporting

-Change Management - Agile / Scrum - Defect Management

##### Professional Experience

**Apr’16- Present Dell Technologies, Bangalore as Project Program Management Senior Advisor**

**Business Unit: Sales Operations/ Frictionless**

**Domain: E-Commerce**

**Role**

Currently working as a Worldwide (AMERICAS/EMEA/APJ) Program Manager as IT liaison for Sales Operations department for online order management systems

* + - * Maintaining and grooming product backlog
      * Prioritizing change requests/ features/ user story and production defects
      * Release management – collaborate with technical project managers/ product managers to get Frictionless work items prioritized in release plans
      * Reporting priority lists/program health per release to senior leaders
      * Act as first Point of Escalation for the team
      * Deployment management- work with UAT managers/ IT PMs to facilitate smooth production deployment for the fixes

**Accomplishments**

Introduced and implemented process improvements like incident tracker, defect tracker and deployment checklist within team

**Jan’13- Mar’16 UnitedHealth Group Pvt. as IT Project Analyst**

**Business Unit: Tech Engineering**

**Sub Unit: Optum Data Management**

**Domain: US HealthCare**

**Role**

Worked as an Agile Project Manager/ Scrum master for small to medium sized Data-warehouse Projects

* + - * + Conducting Daily stand up scrum calls or weekly meetings with stakeholders
        + Conduct and drive Scrum Ceremonies
        + Project health reporting / tracking including escalations at the right time
        + Creating and following Project Plan
        + Reporting actual vs forecasts to Program manager
        + Collaborating with QA / Dev/ BA for estimates , project execution
      * Billing SME (onshore and offshore)
* Worked closely with senior leadership for Resource forecasting as PMO
* Expertise in Resource Reservations, Authorizations, Allocations, Demand and Planning
* Promoted and led PM/ SM Competency for the department

**Accomplishments**

* + - * Received SPOT excellence award in July 2013
      * Received STAR award in October 2014
      * Scrum / Agile trainer for the department

**May’10- Sep’12 IBM India Pvt. Ltd., Bangalore as Project Manager / Test Manager**

**Business Unit: Global Business Services**

**Client: AT&T**

**Domain: Telecom**

**Role**

* Analyzed requirements, managed development, SIT and User Acceptance testing (UAT) for IBM systems for minor and major release projects for AT&T account and ensured quality software is delivered to the clients
* Worked on small size to large complex projects in matrix organization ranging from point releases to major releases
* Held daily / weekly status meetings with client and IBM senior leadership
* Conducted project activities from scope management, project plans, communicating status, and tracking progress of the projects till close out
* Coordinated with Development, test teams and monitored their performance.
* Followed up on open issues and risks through the project life cycle
* Hosted war room, defect triages, for high priority and severity defects
* Responsible for monitoring and maintaining quality, compliance targets and SLA/SLO metrics
* Maintained process and projects documentation.
* Delivered presentations during client visits and to Senior Management
* Mentor/trainer for new joiners to build competencies within the team

**Accomplishments**

* Awarded “Best of IBM Award” (November 2011) for delivering complex a critical high revenue migration project
* Numerous Client Appreciation for excellent visibility during execution with global stakeholders
* Process improvement initiative :Joint Test Workshop (Process Owner) at AT&T Account level in IBM
* Cultural Coordinator- Tower Level for Client visit AT&T at IBM in Oct 2010

**Jun’06 - May’08 TechMahindra Ltd., Pune as Technical Associate**

**Client: British Telecom**

**Domain: Telecom**

**Role** Worked as a functional tester (manual testing) for BT networking devices inbuilt software to support various platforms

Worked in pre-sales team for VAS(Value Add Services) technologies with senior leadership for client presentations

##### MBA Internship

**May’09- June’09 COLT Telecom, Gurgaon**

**Project: Next Generation Billing (Wave 2)**

**Objective:** Project and coordination management amongst various teams in a live project of migration of billing system.

**Tools**: Microsoft Project Plan, Project Trackers

**Role:**

* Assisted resource planning with Technical Delivery Head and Senior Project Manager
* Facilitated Functional and Business requirements gathering
* Ensured smooth operations amongst different vendors by regular follow ups for incomplete tasks
* Recommended use of RACI (Responsible, Accountable, Consulted, Informed) for NGB as process improvement

##### IT Skills

Microsoft Team foundation server (TFS), Remedy ticketing tool, Rally Tool, Planview (PPM),HP Quality Centre (QC), Microsoft Excel (Reporting, Pivots, VLOOKUP, etc. )& MS Word, Microsoft Office, Microsoft Project, HPSM, SharePoint

##### Qualifications

* Masters of Business Administration-MBA (Operations)-**Symbiosis** **Institute of Operations Management(SIOM),**Nasik 2008-10
* Bachelors of Technology (Electronics & Communications)-**Oriental Institute of Science and Technology,** **RGTU**, Bhopal 2002-06

##### Certifications

* PMP (Project Management Professional) – Oct 2015- Sep 2018
* PSM I (Professional Scrum Master I)- Dec 2014
* Certified in Six Sigma Green-Belt by KPMG Advisory Services

##### Note

References available on request

Actively looking to relocate to Middle East because of marriage in Dec 2016- visiting Dubai from 26th Jan- 30th Jan 2017