Richa Sharma

🏠 **Delhi**

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Richa Sharma

I am an agile leader with over 14 years of experience in aviation industry specialized Business Intelligence, Cloud ,Presales, Project Management, team management. I am passionate about building software products that are high quality, scalable, performant, simple to use and above all, valuable to customers. I strive to constantly deliver sustainable solutions to clients which further improve and evolve with people, processes, and technologies.

💼 Work Experience

14 + years of total experience and 7 years of leadership and management experience.

RayMach Technologies Pvt Ltd | Delhi, India,
Project Manger IT Implementation and Strategy for SpiceJet
Aug2018 - **Present** (2 years, 5 months)

Jet Airways Pvt Ltd | Delhi, India,
Team Lead Manger
Mar 2014 – July 2018 (4 Year 5 Months)

Jet Airways Pvt Ltd | Delhi, India,
Trainee Cabin Associate
Aug 2007 – Feb 2014 (6 Year 7 Months)

- Professional Scrum Master
- Project Management
- Trained on client relation management specialization c suite.
- Edu Excel London certified in Work culture management

🖼 Skills and Tools

- Project Management
- Professional Scrum Master
- Pre-Sales
- Transition Consultant
- IT Strategy
- Change Management
- Global Delivery
- SDLC, SLA and Implementation
- Vendor Management
- Service Delivery Management

MBA in HRM and Finance

- Agile Scrum
- Azure Fundamentals
- AWS Technical Essentials
- JIRA
- API (Web services Middleware etc.)
- SAAS
- Optimization.
- MS Office (Office, Power Point etc)
- MS Project
- Trello Board
- Atlassian
- SQL

⚙ Recent Work Summary (Sr Project Manger)

- **People, Product Delivery and Support for Spice Jet**
- Currently managing a team and bridging the communications across engineering functions such as PM, Architecture, Security, Performance and Development across multiple geographies.
- Built and led diverse technical teams across areas such as UI, Release Management, Database, Backend Services and Account Management (SOW, SLA, CR, Transition etc) along with several functional teams such as REW, Finance, DEV OPS etc.
- Pre-Sales, Bid Management, Transition Consultation and Implementation until Go-Live and Support.
- Creating proposals, cost estimation and help to negotiate the contract.
- ROI Assist sales in developing responses and proposals to prospective and existing customers, including RFI/RFP, SOW, technical queries and demonstrations
- Responsible for analyzing, consulting and positioning IT solution opportunities (new and up/cross-sale) including system design, gap analysis and integration analysis
- Develop and implement executive dashboard, reporting tools.
- Assist and schedule financial aggregations reporting.
- Ensure that the team is exemplars for a world class delivery.
- Fostering and maintaining relationships with internal and external stakeholders to correctly manage the expectations and achieve successful program outcomes.
- Scope Creep, Issue, Risk, Burn Down, Gantt chart, Sprint, Action items and Change Management.
- Management of software development, multiple projects including client internal CR development based on the business needs and another being changing the current system of client (ARMS, Merlot, and CRM, HOTAC, API, Navitaire, Navtech, Cloud etc).
- **C**argo, Airport and Airline Management
- Supply and Logistics Solution

Previous WORK EXPERIENCE

Organization → Jet Airways Pvt Ltd
Designation → Team Lead Manager, Delhi/Mumbai, India

- Change Management and Project Implementation UAT for Cloud and SAAS.
- Project management and planning, Handling Scope creep based on the SOW.
- Product Owner to help the solution company to deliver customized solution.
- Checking the safety aspect standards maintained as per Compliance (DGCA).
- Mentoring new joining associates both in process and technical aspects.
- Operations management, Dashboard management, CRM, consolidating FRS Data for review for service development.
- Understanding of KRA AND KPI, performance monitoring and timely updates to meet the global standard.

DECLARATION

I Declare that the Details Furnished Above are true to Best of my Knowledge and Belief

Place: Delhi   Richa Sharma