

RITA MANDAL

Indore, India 452010 | +91 9826461207, +91 6267319399

rita.sgsits@gmail.com | <https://www.linkedin.com/in/rita-mandal-53b42792>

Skype: live:.cid.c878a91c18879c56

PROFESSIONAL SUMMARY

- A highly organized, aggressive and resourceful IT professional with overall 10+ years of work experience facing challenges enthusiastically to achieve consistent quality results.
- Currently seeking a Project Coordinator (or similar) position at an established IT firm in planning and executing innovative software project management & business solutions.
- Possess 5+ years of proven experience in software projects coordination & ITIL change management.
- Proven experience managing IT services and product ownership.
- Proven track record of leading and supervising larger scale, international change management projects.
- Expert knowledge of industry-standard change management methodologies (ITIL), functionality and implementation approaches.
- Skilled in process improvement, business assessment and project deployment.
- Experience leading the change management workstream for complex projects.
- In-depth knowledge of IT Change management methods, tools and best practices.
- Deep experience in ITIL concepts and methodology. Hands-on experience as a leader of IT change management.
- Strong knowledge and understanding of industry leading change management tools and techniques.
- Experience as a strong change coordinator on ServiceNow, stakeholder & customer management.
- Hands-on project management experience in planning, execution and delivery of complex projects.
- In-depth understanding of change and release management in DevOps/Agile environment.
- Strong people management skills with demonstrated experience in leading and motivating teams.
- Extensive experience in global change initiatives, covering such areas as operations, IT and product development; with a track record of accomplishment in large, complex projects and change initiatives.
- Excellent client facing skills with a proven track record of building relationships with business and technology stakeholders at all levels.
- Strong problem solving, risk management and negotiation skills.
- Expertise in improving processes to maximize productivity and streamline cross-functional collaboration.
- Strong analytical skills, an excellent team player with good leadership qualities along with strong oral & written communication skills.
- Passionate about merging technologies and dedicated to exceeding expectations to reduce costs, improve efficiencies and increase revenues.
- Self-motivated and able to grasp new concepts quickly, comfortable and confident in an ambiguous, changing environment.
- Strong ability to work under pressure and tight deadlines.

- Strong leadership skills and assertiveness, balanced with diplomacy, to guide and influence stakeholders to ensure process compliance.
- Solid understanding of the organization's business and how IT contributes to it.
- Natural curiosity, especially about technology.
- Successful in forming profitable and long lasting relationships on technical, administrative and executive levels with organizations of all sizes.
- Strong work ethics with focus on continuous service and process improvement, and a personal commitment to the success of the organization's goals and objectives.
- Good verbal & written communication skills.
- Excellent problem-solving and analytical skills.
- Leadership & management experience.
- Passion to solve problems with continual technology learnings.
- Customer-centric and solution-driven approach.
- Working in pressure situations where timely decision making is critical.
- High sense of responsibility, social competence and reliability.
- Proven ability to build and manage relationships effectively.
- Analytical thinking with the ability to define and present information.
- Deep understanding of Agile values and principles, including Scrum and Kanban frameworks.
- Proficiency in process improvement and communication to others.
- Flexible to work in any shifts per business requirements.

CORE COMPETENCIES

Project Scoping • Project Planning • Problem-Solving • Budgeting & Cost Analysis • Business Modeling • Enterprise Resources • Process Improvement • Team Management • Agile/Scrum • Change/Release Management • Problem/Incident Management • Communication & Leadership • Sales and Marketing • Customer Service • People Skills • Client Relationship Management • Negotiation Skills • Subject Matter Expertise • Productivity Digital Tools

PROFESSIONAL EXPERIENCE

Java R&D Pvt. Ltd., Indore, India

Sr. Process Coordinator Jun '20 - Present

Java RnD Pvt. Ltd. is an IT Development & Consulting Company with a well established parent company Java Labs headquartered at VA, USA providing IT software development services as well as SAAS based product development.

Key Responsibilities:

- Leverage domain and analyst practice expertise to provide the most effective solutions to the business partners in the most efficient means possible - including selecting the appropriate analysis techniques and tools (process modeling, use cases, etc.) for each project or assignment.
- Identifying process improvement opportunities.
- Management of individual project responsibilities including milestones setting, task management, client interview coordination and execution of plan within required time.
- Develop a detailed project plan to monitor and track progress.
- Create and maintain comprehensive project documentation.

- Define and implement the overall business intelligence team goals and tasks in terms of scope, quality, budget, and schedule.
- Planning, Estimation, Budgeting, Forecasting, Prioritization, Stakeholder management and overall resource management.
- Hold regular technical team meetings to determine progress and address any questions or challenges regarding projects.
- Coach, mentor, motivate and supervise project team members and subcontractors, and influence them to take positive action and accountability for their assigned work.
- Serving as the single point of contact for the team to the project stakeholders.
- Ensure that all projects are delivered on-time, within scope and within budget.
- Manage changes to the project scope, project schedule and project costs using appropriate verification techniques.
- Collaborate on projects and initiatives led by the organization.
- Track project performance, specifically to analyze the successful completion of short and long-term goals.
- Ensuring timely updation and processing of timesheets and invoices.
- Resolve any issues and take preventive actions and maintain project logs, documents and status reports.
- Establish and maintain relationships with third parties/vendors.
- Other duties as required.

Young Decade IT Software Solution, Indore, India

Project Coordinator Aug '16 - Jun '20

Young Decade is a software development company specializing in Web and Mobile Application Development, Digital Marketing, UI/UX and Application Maintenance & Support.

Key Responsibilities:

- Create and implement project scope definitions, schedules, budgets, and objectives for small to medium sized projects of moderate complexity.
- Preparing statements of work for project engagements and monitoring performance to ensure that project commitments meet contractual specifications.
- Monitoring and maintaining project plans, deliverables and timelines, identifying the appropriate methods and technologies to achieve goals and communicating with key stakeholders, clients and vendors to ensure timely completion.
- Organizing project team members to ensure communication and understanding of deadlines, assignments and objectives.
- Managing costs, schedules and quality by overseeing project deliverables. Ensuring schedule and budget are met. Identifying the need for changes and revises within established guidelines/policies as appropriate.
- Performing ongoing review of project status, identifying project risks. Developing, recommending and implementing risk mitigation solutions as approved and as appropriate.
- Interfacing with team members and stakeholders to anticipate and manage changes to projects such as technical requirements, business requirements and schedule. Determining when additional resources are needed and implementing the same.
- Developing and making presentations that could lead to expanded business opportunities. Participating in proposal efforts and sales calls to enhance opportunities for future business deals with clients.

- Managing multiple projects and accountable for the timely execution of project administration activities including application testing, client training, troubleshooting, and communication.
- Successfully implemented process improvements, leading to enhanced asset management and costs savings.

**Quick Net Soft LLC, Bury, Greater Manchester
Project Manager (Remote) Apr '15 - Jul '16**

Quick Net Soft is a Web and Mobile application Development company headquartered in Manchester United Kingdom. The company specializes in Software, Mobilet, Ecommerce, iPhone, iPad, Android, Tablet, Payment Gateway, PHP, SharePoint Development and Search Engine Optimization.

Key Responsibilities:

- Provide Project Management/Planning for all software projects. Applying formal project management processes in coordination with assigned technology projects.
- Responsible for maintaining full documentation on implementation projects to include timelines, user testing plans, testing validation results, and transition plans.
- Manage project deliverables, goals, milestones and finances. Ensure that the project progresses on time and on budget.
- Coordinate meeting schedules, timeline and progress updates for all project team members.
- Manage all post-delivery project needs including confirming projects close with key stakeholders, preparing invoices debriefs and creating rebound opportunities and ensuring client satisfaction.
- Expand and leverage client relationships through understanding of client objectives, consultation during sales process, participation in sales calls and meetings, understanding pipeline of existing opportunities and effective investigating and up-selling.
- Other duties as assigned.

EDUCATION

Mahakal Institute of Technology Ujjain, India Jun '15

- ★ **Master of Technology in Information Technology. 77.10% (First Division With Honours)**

Shri Govindram Seksaria Institute of Technology and Science Indore, India Oct '09

- ★ **Bachelor of Engineering in Information Technology. 66.04 % (First Division)**

Samrat Ashok Technological Institute Vidisha, India Jul '06

- ★ **Diploma in Engineering in Information Technology. 75.95 % (First Division Honours)**

GENERAL

Gender: Female

Date of birth: 1 January 1988

Father's Name: Rashik Mandal

Mother's Name: Deepali Mandal

Languages known: Hindi, English, Bengali (Read/Write/Speak)

Passport No.: Z5809209