Snigdha Rashmi

Project Management

Experienced Project Manager and Delivery Lead with more than 10 years in project management with proven success in Software and Information Technology . Highly organized, methodical and skilled at overseeing daily milestones across high-performance teams. Well-versed in Agile planning and deployment. Offers strong analytical, planning and organizational skills to manage competing demands of multiple organizational stakeholders, clients and outside vendors.

Contact

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Skills

Agile project management ●●●●○

Scrum Master & Sprint Management ●●●●○

Delivery Management ●●●●○

Functional & Business Requirements ●●●●○

Strategic Planning ●●●●○

Work History

2018-03 - Current

Project Manager

Novaark Digital Consulting Pvt. Ltd., Hyderabad, Andra Pradesh

1. Scrum Master for Customer 360 -Data Analytics for a leading Restaurants' chain-RBI
o Developed **Project Backlog for 28 Projects** using JIRA
o Detailed **Planning & Effort Estimation for all 28 projects** using MS-Excel & MS-Project
o **Revenue impact of $3Mn** over a duration of 1.5 years
o **Project Manager - Liberty Mutual DIgital Transformation Initiatives**
o **Leading a team of 7 resources for Transformation Initiatives**
o **APM** Implementation using New Relic and App Dynamics for 8 applications
o **Cloud Modernization** - DevOps Assessment, Migration to Cloud for 8 applications
o **RPA based Automations** for 10 activities across 8 applications
o **Power BI Dashboards** for Management Reviews
o Application Validations by **Testing Automation using Selenium**
2. Program Manager & Delivery Lead for Trianz Client - Liberty Mutual Insurance-Hosting solutions
o Led a team of 41 people with a revenue of $1.5 Million per annum
o Single point of Contact for all Client Delivery Requirements
o Developed and negotiated **an additional biz of $500K**

Business Process Re-engineering	●●●●○
Software Development Lifecycle	●●●●●
Documentation Management	●●●●○
Waterfall Methodology	●●●●○
Client liaison	●●●●○

Software

MS-Excel	●●●●○
MS-Project	●●●●○
Atlassian JIRA	●●●●○
Confluence	●●●●○
Power BI	●●●○○
Matlab-Fuzzy Logic and Neural Networks	●●●○○
Dialogflow-AI/ML	●●●○○
Tableau	●●●○○
C,C++,Javascript	●●●○○
SQL	●●●○○

Languages

English	●●●●○
German	●●○○○

in Cloud DevOps

o Leading the **automation efforts** for value-add services on Operation Support using BMC Remedy

3. Product Manager for Trianz Product -Concierto ForeSight-an AIOPs product

o Created the FSD & UI Wireframes

4. Product Manager for Trianz Big Data Testing Framework which is being used by 2 clients with revenue generation of over $1 Million

5.QA Lead

o **Leading a team of 7** for Functional & Regression testing of Web, Android , iOS App,Windows Desktop & Macintosh Desktop App for a **Trianz Digital product-Trasers**

6. Project Manager

o Responsible for ESS Core Team-Resourcing & Management - **Team size ~50**

Manager-Products

Financial Software and Systems , Chennai, Tamil Nadu

o Developed Overall Product Strategy for the Digital Payment Products' Group

o Led Design, Development and Implementation of Card Management System**(FSS-CMS)**

o Conducted Market Analysis, Benchmarking and Feature development of PoS system Software

o Design & Development of Loyalty Management System **(FSS- iRewards)**

o Contributed to **FSS- Aadhaar Pay – Shortlisted among Asia's Innovative Payment Product**

Product Manager-Consultant

Coviam Technologies, Bangalore, Karnataka

1. Product Manager for Merchant Application of an Indonesian Ecommerce Business(blibli.com) with >4000 Merchants & Revenues of $350 million Increase in GMV (due to MTA) from 58% to 71% (Till WS March 15,2016)

o Developed Product Roadmap for organization

o Created User Stories & Wireframes for **Agile Sprints using Atlassian JIRA to develop MTA-desktop and MTA Android Application**

o Created Trello boards for business status reports

2016-11 - 2017-06

2015-12 - 2016-04

Hindi ●●●●●

o **Collaboration with Development, Quality Assurance (Testing Teams) & Business Teams**
o **Mentored** a team of 2 for Data Analytics (Excel, Statistics & Probability)
o **Led a team of 3** for design and development of a Testing Product for hiring of candidates

2015-09 -
2015-11

Product Manager-Presales

GFOI Retail Pvt. Ltd. , Bangalore, Karnataka
o Product Enhancement by collaborating with Sales team
o Management of Digital Marketing (SEO, Social media Advertising)

2015-06 -
2015-08

Product Strategist

Wisdom Infotech Ltd., Chennai, Tamil Nadu
o Launch of Android & iOS based app –AugRay in Indian Market –both online & offline

2015-03 -
2015-05

AVP-Vendor Relationship

International Education Gateway, Hyderabad, Andra Pradesh
o Design & implementation of a project for determining Profile Score of each student
o Setting-up the Digital Marketing Team

2013-06 -
2015-02

Sr.Strategist

Google Inc., Hyderabad, Andra Pradesh
1. Project Management:
o **Design, configuration & Launch of a Product - GeoATS (**a Time Management System) across 5 vendor partners and >310 agents
o Data from GeoATS **(~99% accuracy)** being used for **Invoicing and Billing (100% accuracy)**, better HC forecasting and schedule adherence - **Zero self-reporting** by Vendors on SLAs
2. Vendor Relationship PMO:
o **Created Project Outline, objectives, scheduling of activities, resource estimation, Risks,** Contingency Plans for both business & engineering team
o **Driving better compliance** by tracking Productivity and Capacity Utilization to exceed Operational SLAs

Creation, implementation & management of Contracts with **5 Vendors**

o **In-house software product {GeoATS} Development- Engg. resources -3 implemented for >300 headcount**

o **Received Gold Award for excellence** in Product Management, Project Management & Implementation of GeoATS

3. Operations Manager(EMEA), Ads Review Operations

o Responsible for driving ARO goals (**100% in in EMEA region for 32 + languages;**

o **10 more languages added (EMEA as a market covers ads in 42 languages across 22 formats with total incoming volumes of 300,000 on an avg/week).**

o **Revenue Impact of approx. $300 Million/week**

o **My team hit 100% TAT (in for the largest markets: Dach(German) & French**

o **Successfully led a team of 13 people and managed Stakeholders in EMEA region**

o **Created Stakeholder Engagement Model and a Performance Appraisal Model for the team**

o **Reporting - Web based data analysis using internal dashboards**

o **Forecasting of incoming volumes for business requirements**

2007-07 - 2011-05	**Assistant System Engineer**

Tata Consultancy Services, NOIDA, Uttar Pradesh

1. Analyst (IT Strategy, Solutions Architecture)

o Contributed to defining and alignment of IT Strategy with Business Strategy in collaboration with the CIO of client organization

§ **Application Portfolio Analysis of** 200+ applications across 72 evaluation Parameters and Total Cost of Ownership

§ Recommended deprecation of 50 applications using AHP algorithm, leading to approximate savings of ~100 FTE hours

§ **Business Process Re-engineering** -

· **IT integration of 2 Intel Manufacturing Units in** collaboration with 12 teams situated across 5 countries: USA, India, Israel, Philippines and Switzerland

· **Technical & Information Flow Testing of Network Infrastructure using Hermes and Citrix**

o **Business Process Modeling:** Designed and validated Business Process Models for IT (273 applications, 50+Processes)

o **Supply Chain Management** for Order to Cash, procure to Pay, Design to Deploy cycles

o Implementation of Content Management Systems –Protégé & Drupal

o **Usage of ARIS reduced the time to design Business processes by 67%.**

o Analysis and recommendations for software acquisition

o **Awarded Certificate for Commitment to Excellence**

Education

| 2011-06 – 2013-03 | **MBA: General Management** |

Indian Institute Of Management - Ahmedabad

- CGPA :2.89/4.33
- Specializations pursued : Management of Software Projects & Enterprises,Software Development and Information Systems for Management,Business Strategy
- Awarded **Industrial Scholarship** for Academic Performance in 2nd Year

| 2003-08 – 2007-05 | **B.Tech: Electronics & Communications Engineering** |

Vellore Institute Of Technology - Vellore

o CGPA: 9.03/10 (First Division with Distinction)

o Awarded Merit Scholarship for all the 3 academic years 2004-2005,2005-2006 & 2006-2007

o Awarded for 100% attendance in my 7th Semester

o **Published an International Paper "Automated Diagnosis of Early Alzheimer's disease using Fuzzy Neural Network" at 4th European Conference of the International Federation for Medical and Biological Engineering.**

Accomplishments

1. **Gold award winner** at Google Inc. for creation & Implementation of Geo-ATS- an Internal Google Product
2. Awarded **Industrial Scholarship** at Indian Institute of Management,Ahmedabad for excellent academic performance
3. **Published an International Paper** "Automated Diagnosis of Early Alzheimer's disease using Fuzzy Neural Network" at 4th European Conference of the International Federation for Medical and Biological Engineering.

Certifications

2017-09	Agile Scrum Master
2017-09	Atlassian JIRA
2021-01	PMP Training 2021
2021-01	Data Analytics Training - 2021
2019-01	Moving to the Cloud