

Shweta Singh

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PROFILE SUMMARY

3+ years of experience in Project Management, Operations and Business Analysis. Made successful use of the opportunity to enhance strategic thinking and analytical skills. Successfully prioritized and manage multiple high profile projects within specifications and budget restrictions globally. Self-starter with creative problem-solving skills. Ability to understand client and business driven goals.

Seeking to take up the challenging role of Product Manager aiming to use my proven systems evaluation, operations analysis, and leadership skills. Good ability to multitask for skilled delivery of IT solutions and eager to contribute to process improvements. Blend technology skills with Agile/Scrum experience, customer development and analytical abilities to evolve product strategy.

KEY SKILLS

-IT Project Management	-Data Visualization	-Process Improvement
-Agile Business Analysis	-Requirements Gathering/Epics	-Wireframing
-Reporting	-Data Integration	-Roadmapping
-Team Management	-Coordination	-Prototyping/Mockups
-Skilled negotiation	-Customer Analysis/UAT	-User Stories/Use Cases

CAREER ACHIEVEMENTS

- Achieved consistent 100% customer satisfaction and zero defects in corporate audits
- Utilized resources, implemented process improvements and established cost savings worth 30%
- Leading a team of 5 and promoting a strong culture of standard processes as part of global standards
- Worked on Continuous Improvement plans every quarter for different teams in the project leading to at least 20% TAT reduction and improved process efficiency
- Oversaw 100% compliance of meeting SLA's and KPI's in accordance with customer expectations
- Worked on RFPs from the client which were a result of impeccable services delivered continuously

WORK EXPERIENCE

Since 2016 with TCS as Project Management, Operations/Business Analyst

Key Result Areas:

- Single point of contact between Project Management and IT groups from solution planning, sizing, to fulfillment
- Provided timely and accurate productivity reports and analysis, including the creation and maintenance of regular and ad hoc reporting and the development of improved reporting processes, User Stories, SRS, UML : Use case, Flow chart, Business process flow chart
- Facilitating requirement JADs, root cause analysis and other requirements workshops
- Identified new revenue opportunities and opportunities for cost reductions
- Defined scope and documented BRDs, PRDs or new enhancements based on requirement elicitation, operational constraints, information system architecture and project risks
- Worked directly with product owners and stakeholders to elicit their feedback on customer satisfaction items

- Analyzing existing customer satisfaction functionality requests for providing business-value based recommendations
- Collaborated with internal departments to facilitate client need fulfillment
- Conducted requirements training sessions and developing best practices for product delivery
- Partnered with Development Leads to identify opportunities for better collaboration and process improvements
- Co-ordinated the preparation of manuals and training materials
- Collaborated with the project team in solution development and implementation; presented the business solution to the client
- Analyzed the customer data set with SQL to improve customer experience

IT SKILL SET

Operating Systems: Windows Platforms, Linux
Technologies: SQL, Python, R
Tools: Tableau, Sharepoint, MS Office Suite, ServiceNow, HP Service Manager, Splunk, mPulse, Jira, Dynatrace, mPulse, HP SiteScope, xMatters, HP OMi/BVD, HP BSM, Balsamiq, Axure

EDUCATION

Lucknow University (2013 – 2016)
Bachelor of Computer Application

PROFESSIONAL CERTIFICATIONS AND TRAININGS

Information Technology Infrastructure Library (ITIL) Foundations Certification
Service Management(ITIL 4) Training
Business Processes – Lean Six Sigma Green Belt(TCSL)
Advanced Product Management: Vision, Strategy & Metrics

OTHER COMPANY RECOGNITIONS

4 On the Spot Awards
2 Best Team Awards
2 Star of the Quarter Awards
Team Role Model Recognition from Client Partner

PERSONAL DETAILS

Contact Address: 532, 2nd floor, Orchid Island, Sector 51, Gurgaon
Date of Birth: 16th Dec 1995