

PARUL BHATT BAAHUKHANDI

Strategic Professional

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Versatile result-oriented professional who leads teams to design, leading successful projects that aligns Business and IT objectives and delivers rapid results by managing projects in coordination with the team, targeting assignments in:

Project Management

Location Preference: Noida/ Greater Noida

CORE COMPETENCIES

IT Project Management

Service Delivery

Requirement Gathering

Roll Out

Trainings

Vendor Management

Centre of Excellence (CoE)

Risk Management

Resource Management

Implementation

Training & Development

Strategic Planning

Business Analysis

PROFILE SUMMARY

- **Competent Professional with nearly 14 years of experience** in leading project life cycle methodology defined under process framework; ensured that customer deadlines were met within project budgets
- **SAP PS Certified / PMP Certification** and presented overall leadership to the entire project team including managing deliverables of other functional team leaders
- Managed large and complex projects or multiple components of a large project involving more than one company's product
- Communicated with internal/external clients to determine specific requirements and expectations; managed client expectations as an indicator of quality
- Assessed the estimates, project plan, project schedule, resource allocation and expenses to ensure that targets were reached
- Mentored and coached the project team on areas such as application study, solution implementation, defining functionality tests, test data requirements; planned and integrated the work of multiple teams on a project; provided input on team performance and reward
- Interacted with customers for analyzing their business requirements and delivered the project ahead of time schedule
- Supervised the Product Lifecycle Management (PLM) and managed the orientations and imparted IT trainings
- Coordinated project schedules and execution with offshore teams to ensure timely and quality deliveries
- Created project status reports and presented report status to the client and supervised escalation management for projects at the client office

ORGANISATIONAL EXPERIENCE

Jul'11-Feb'14 Cloud Vision Systems, as Project Coordinator, East Africa Region

Key Result Areas:

- Assessed project management throughout the project lifecycle, including project initiation/ proposals, project delivery, business liaison, post implementation review and project close out/ handover
- Liaised with Development Team to advice concerning adaptation on system levels
- Recommended changes in the system applications and presented expert advice as to proper operation
- Planned weekly internal and external meetings on progress
- Recognized as SPOC for all communications between the customer and development team
- Executed all effective quality control processes are in place to monitor deliverables produced
- Ensured complete implementation and rollout of the product to the end user and presented ongoing support and regular trainings on the system

Highlights:

- Coordinated multiple medium and small sized projects program in a onshore/offshore model (confirm)
- Mentored and coached the project team on areas such as Application study, Solution implementation, Defining Functionality Tests, Test Data Requirements; planned and integrated the work of multiple teams on a project; provided input on team performance and reward
- Identified issues and risks in a timely manner; developed/implemented appropriate mitigation and contingency plans

Oct'10-Jun'11 Cradle Communication Uganda Limited, as IT Officer

Key Result Areas:

- Managed day to day IT requirements of the company such as user management, trouble shooting, help and advised
- Maintained desktop applications, local area networks, IT security and telecommunications
- Led a team of over 8 administrative & technical staff and strengthened the IT infrastructure
- Ensured hardware and software installation, maintenance and repair
- Evaluated and supported I.T. related projects and procured IT hardware, software and maintenance products & services
- Presented support to four spokes offices located at (Tanzania, Rwanda, Kenya, Dar Es Salam)
- Liaised with third party technical specialists and presented application support on the applications like MS Office 2007, MS Outlook and various in-house tool

Apr'08-Jul'10 GAP Inc. (P) Ltd., as Team Leader, Sr. User Support Analyst

Highlights:

- Mentored team of user support executives to provide operational support for all systems used in office
- Planned project management meetings, analyzing, coordinating and implementing the IT requirements for new project kick off
- Played a key role as coordinator/ team member / individual depending upon the size of the projects
- Liaised with:
 - Customers for analyzing their business requirements and delivered the project ahead of time schedule
 - Vendors for various IT requirements and System Support Issues; assigning jobs, technical support/assistance to team members and documentation of the processes of department for SOX standards and adherence to standards
- Supported seven international spokes offices located at (Egypt, Sri Lanka, Bangladesh, Pakistan, Bangalore, Chennai, Indonesia) through remote help desk support within defined Service Level Agreement
- Monitored helpdesk calls to identify business partners' training areas
- Imparted training to end users, maintaining help desk log and following up outstanding issues to ensure problems reported are solved and business partners are informed of the status
- Processed processing documents to maintain the audit standards
- Checked all workflow and documents to help the team to view the same as a run book for support; and maintenance of accurate metrics of direct reports and individual performance, overall team & program level performance
- Built strong working relationships with operations key management personnel as well as clients

Aug'06-Mar'08 GAP Inc. (P) Ltd., as Team Leader, User Support Analyst

Nov'00-Jul'06 Honda Motorcycle and Scooter India (P) Ltd. Information System Department Executive

Highlights:

- Steered all day-to-day mail administration, optimized and tuned lotus notes mail system, and taking care of problems in Lotus Notes Server
- Emerged as a key part of internal helpdesk team to deliver timely resolution of various system problems related to hardware, software and network
- Worked on various kinds of backups/restores, FTP, log file maintenance

May'99-Oct'00 M/S National Products, as Asst. Executive

ACADEMIC DETAILS

- SAP (Project Systems) Certification, in 2012
- Project Management Professional (PMP) Certification, in 2012
- Information Technology Infrastructure Library (ITIL), in 2010
- Master of Business Administration(Operations) from Symbiosis International University, in 2004
- Certificate in Computer (CIC) from Indira Gandhi National Open University (IGNOU), in 1999
- GNIIT Diploma in Computer Software from NIIT, in 1999
- MCSD (Microsoft Certified Solution Developer), in 1999
- Bachelor of Arts from Delhi University, in 1998

PROJECTS MANAGED

Project: Cloud Education Management System (EMS)

Role: As Project Coordinator for East Africa region, worked with Marketing Team to promote and give EMS ERP demos to various education institutions. After finalization of the product, worked with the client and development capacity for end to end delivery

Project: Vendor Profile System (VPS)

Role: Played a key role as Project Coordinator and coordinated with the various spoke offices and departments to finalize the system requirements. Liaised with the VPS Development Team, and worked implementation and rollout of the VPS.

Project: Product Life Cycle Management (PLM)

Role: Worked closely with Business Leads and PLM SVD Project Leads during system requirement study (Pre UAT) of PLM. Part of the team that worked on the development coordination, testing and training of the system. Managed on going bug fixing and trouble shooting. Part of the team that worked on the coordination, testing and training of more than 350 vendors spread across globe. Worked on day to day vendor queries and troubleshooting.

Project: HR Eleave System

Role: Ensured complete implementation and rollout of leave solution to all the staff. Provided ongoing support and regular trainings on the system.

Project: Quality Assurance System (QAS)

Role: Liaised with business partners for gathering detailed requirements. Presented deliverables in various phases and releases of the product. Led support, coordinating the implementation and rollout of the QAS.

Project: Order Management System (OMS)

Role: Worked closely with Project Team for defining the businesses requirements, also worked on implementation and rollout of the OMS. Liaised with the teams for their day to day queries and troubleshooting. Facilitated quality auditors and used web based online tool enabled increased consistency and proficiency.

IT SKILLS

- **Programming Languages/RDBMS/Operating Systems:** Knowledge of Windows2000, NT, Win XP, Lotus Note, 6.0, Mail Server Administrations, MS Outlook, MS –Office07, MS- Project, Lotus Client. Proficient in, SQL SEVER, Lotus domino 6.0 Operational experience in HP/Compaq/Dell/IBM (PCs, Laptop, Servers, Printers), Veritas Net Backup, Antivirus Fsecure 5, Symantec Antivirus, Trend Micro
- Project Management & Coordination

PERSONAL DETAILS

Date of Birth: 25th October 1978

Languages Known: English & Hindi

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