CHITRA GULATI, PMP

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Certified Project Management Professional
Looking for opportunities in Analysis, Change Management, Project Management with an organization of repute

Profile Summary

- **Certified project management professional** with over 18 years of experience in **Client Engagement**, Project Management, Planning & Delivery, **Stakeholder Management,** Business Analysis, **Data Visualization**, Process Excellence & Transformation
- Last associated with Sarvodaya Hospital and Research Centre as **Head Analytics – Change Management**
- Work closely with Clients to Analyze the Business & Functional requirements to Architect the BI Design outlook
- Prepare detailed implementation plan with timelines. Execute project as per plan, and ensure defect-free delivery of solution on-time
- Work closely with the Management to understand the areas of improvement
- Work with other technical SMEs to develop long-term strategy for sustainable and flexible reporting architecture on top of the HIS System
- Optimize Hospital Processes to improve Patient experience
- Conversant with Power BI and familiar with Tableau BI ETL & Reporting tools for data visualization for the Company
- **Project Management**: manage all aspects of a change project, organize and facilitate project planning, daily stand-ups, reviews, release planning, demos and other **Scrum**-related meetings
- Conversant with the use of SAP BO "Crystal Xcelsius" to Architect Dashboards and Data Visualization for Business decisions
- Conversant with the use of "ARIS" Process Mapping Tool to update existing process maps and/or create new ones
- Proven record of helping clients and customers achieve measurable performance improvements through effective requirements definition, risk management and transparent reporting [build effective relations with client]
- HCCBPL- Collaborate with all business stakeholders (16 Bottlers/Countries), establish relationship and, lead & guide the global teams
- Expertise in analyzing MIS, data mining and reporting for facilitating decision making process
- Ability to support development of new functionalities and standards
- Possess a Post Graduate in Business Administration
- Highly motivated professional who follows a detail-oriented approach to complete assignments
- Believe in "Listen, Learn and adapt" policy

Core Skills

Functional

Data Analysis	Data Visualization	Client Interaction	Business Analysis
Primary Replenishment	MIS Reporting	Operational Excellence	Data Mining
Process Transformation	Process Improvement	CRM understanding	

Technical

Business Intelligence Tool:	SAP BI/BO (Crystal Xcelsius), PowerBI, Tableau
Databases:	SQL
Development Tools:	MS-Excel
Modeling Tool:	ARIS, Power BI, PowerPoint
ETL Tool:	SQL, Pentaho
Project Management:	PMI Project Methodologies, Professional Scrum Master

Professional Experience

Jul'19 - Mar'20 with Sarvodaya Healthcare & Research Centre as Head – Analytics (Change Management)

Notable Achievements:

- **Assessment** and **Implementation** of New Hospital Information System (HIS)
- Complete **system Transformation**, including HRMS, Finance, Insurance/ TPA
- Understanding of Management & Key Stakeholders **Reporting & BI Dashboards**
- Architect a design and make the team understand the requirements
- Monitor the effectiveness of the change management process and make recommendations for improvement
- Optimized processes. Led the project using **IoT with BLE Beacons** in managing Porters, to reduce patient queue time and improve hospital efficiency
- Support new/existing clients to execute the initial and on-going transformation of their operating model. Work closely with clients during the implementation project to ensure success of the transition of their business
- Work closely with the Management to understand the areas of improvements
- Lead the assessment and execution of change impact of moving to a new CRM platform

- Maintain the current **CRM tools** used in the organization
- Perform Business Analysis
- Stakeholder management
- Analyze and establish delivery priorities working with program teams/business partners
- Understand technical or data-led information and brief analysis that will deliver useful insights
- Suggest ways to automate reports (majorly management reports)
- Manage all new and ongoing projects
- Perform daily Scrums and review meetings

Previous Experience

Jul'18 – Jun'19 with Profisor Services Private Limited as Transformation Lead (Project Engagement, Project Delivery)

Notable Achievements:

- Analyze, interpret and synthesize learnings from research sources, and draw actionable and executable conclusions for stakeholders.
- Business Analysis for Healthcare Industry. Was associated with 5-6 Engagements with the Healthcare Client; both off-site & on-site execution
- Transformed Contact Centre with 35% growth in call handling volume week on week; 37% rise in doctor appointments
- Work closely with Client Account Directors on executing account strategies for account growth (Client facet)
- Maximizing client satisfaction through the successful delivery of projects
- Compile customer requests and deployment issues, to provide a feedback channel to Leadership
- Lead a team of data engineers, business analysts
- Guided the team to prepare Process Flows for Contact Centre
- Perform Research Analysis using Aviation Industry data.
- Business Analysis and Complete Data Transition to new System, with backups, perform ETL, data mining, for Financial Services Industry.
- Managed Data Migration Projects.
- Responsible for Project and Team Planning. Perform regular SCRUMs
- Use of BIG data visualization tools like- Power BI and Tableau
- Clearly express ideas, results, and recommendations, both orally and in writing, to peers and management
- Provided assistance for data visualization and reporting
- Lead a team of business process Analysts & data engineers; promoting a strong culture of standard Business Analysis processes improvement. Provide timely feedback
- Requirement specifications gathering and documentation
- Responsible for mentoring and guidance of team members on technical and personal development
- Worked with process leads to develop Analytic and information management practices
- Worked on the Personal development and skill enhancement of the Team members

Aug'07 – Jun'18 with Hindustan Coca Cola Beverages Private Limited as Supply Chain Excellence Manager

Notable Achievements:

- Automated Dashboard presenting Qualitative and Quantitative data.
- Implemented **Primary Replenishment Model** and improved availability from 95% vs. 82% previously.
- Efficiently improved stock availability.
- Played a major role in reducing detention cost.
- Successfully completed Project Analysis on Logistics using Power BI.
- Analyze business requirements by conducting information-gathering sessions with business stakeholders, analyzing the information and prioritizing the requirements to gain understanding of the business needs.
- To analyze all data and reports to identify patterns and trends and create insights for the organization to facilitate better decision-making and operations.
- Successfully completed **Supply Chain Process Flows**.
- Worked with Global teams to help them achieve their goals.
- Shared Best Practices among the Teams.
- Provided assistance for data visualization and reporting.
- Served as:
    - Part of the Centre of Excellence Team (CoE)
    - Part of Operational Excellence Diagnosis

Key Projects:
- Primary Replenishment Model
- Process Maps

- Executive Dashboard
- Logistics Dashboard using **Power BI**

Key Assignments Handled:

2015 - Till date

- Working on a Pilot project on Deployment Planning.
- Responsible for analyzing business requirements and processes through document analysis and workflow analysis.
- Maintaining user confidence by keeping information confidential.
- Consulting on alternative data and reporting solutions on **SAP Presentation Design Tool** - **CrystalXcelsius**.
- Helping stakeholder drive-out analytical requirements through prototyping and visualization using **Tableau**. Developing and maintaining advanced reporting, dashboards and other BI solutions.
- Lead and manage BI & Analytics projects as required.
- Organizing monthly meetings with customers to document requirements and explore potential solutions.
- Developing dashboards for the higher management as per new parameters.
- Coordinating with all the Countries Globally and taking their inputs. Providing analysis, recommendations, and consultation on improving processes.
- Responsible for the planning and execution of all Daily/ Weekly / Monthly MIS & Dashboards and provide a OnePager to facilitate analytics and modeling for uses across the verticals.
- Interacting with Quality/EOSH Leaders for Global data.
- Involved in:
  o Data mining and analyzing the financial/ supply chain data.
  o Preparation of Process Flows using ARIS (database) Design tool.
- Working on Global SharePoint site across the world to support the International Team.

2011 - 2015

- Collated and maintained live database and developed dashboards for the senior management.
- Accountable for data mining and analysis of the financial/ supply chain data.
- Worked on SAP Presentation Design Tool - Crystal Xcelsius.
- Prepared SOPs (Documentation) and provided SharePoint access to the users.
- Served as a part of the Centre of Excellence Team (CoE).

2007 – 2011

- Analyzed financial/supply chain data and worked on SAP Presentation Design Tool - Crystal Xcelsius.
- Actively participated in the Operational Excellence Diagnosis.
- Developed a site for all the core teams to create, organize and share information.

Jun'06 – Aug'07 with WNS as Senior Analyst

- Applied necessary changes to business process with approvals from leaders.
- Continued to search for ways that provided accurate results to automate the business forecasts.
- Prepared reports, Dashboards using Cognos PowerPlay and SAP BI/BW.
- Performed analysis on generated data and presented reports to the seniors.
- Presented plans to solve the key issues in financial variances.
- Prepared SQL queries, dashboards, balance score card for the client.
- Developed MS-access based application for the client.
- Involved in data mining and analyzing client's data/ reports.

Sep'03 – Jun'06 with Keane WorldZen Collection and Recovery as Senior Associate - MIS

- Worked in close coordination with Project Managers for understanding the reporting needs of various clients.
- Worked on DTS Packages and created MIS Reports as per the desired parameters.
- Prepared dashboards collated and maintained databases for various clients.
- Handled Collections related activities which involved filtering and dispersing accounts to the skip tracers to locate current information on customers with erroneous demographics.

Sep'01 – Aug'03 with vCustomer Services India Pvt. Ltd. as Reporting Executive

- Worked closely with Team Leaders and Project Managers for understanding the reporting needs of various clients.
- Developed SQL Queries and various applications for catering the reporting needs of clients.
- Performed quality analysis of reports prepared by reporting executives.
- Interacted with clients through mails and teleconferencing.

Professional Qualifications

- **PMBOK** from Udemy (Project Management)
- Business Intelligence & Data Warehousing from DUCAT (Noida) in April 2007
- R Analytics from Aptron (Noida) – Basic Understanding
- Post Graduate Diploma in Business Management from IMT, Ghaziabad in Dec 2005
- **Microsoft Certified Professional, MCP (**MS-SQL Server 2000 (70-228))**–** Training from NIIT CATS in May 2005
- Bachelor of Computer Applications from Indira Gandhi National Open University in Aug 2001

Education

- Aptech Certified Computer Programming (A.D.S.E.) from APTECH, Delhi in Aug 2001
- A.I.S.S.C.E. (XII) from St. Francis De Sales School, New Delhi in 1997-98
- A.I.S.C.E. (X) from St. Francis De Sales School, New Delhi in 1995-96

Trainings and Certifications Undergone

- **Certified Project Management Professional** (PMI – PMP) – 2nd March, 2021
- **Certified Scrum Master** (PSM1)
- Microsoft Training on **Power BI**
- ARIS database Training (Offsite-Philippines)
- Six Sigma Black Belt Training from QAI
- Dale Carnegie Certified Training Professional
- Basic Leadership Training Program
- Effective Managerial Skills Training Program

Personal Details

Date of Birth:	6th October 1979
Marital Status:	Married
Address:	B-52, Nirmal Puri, Lajpat Nagar-4, New Delhi-110024
Passport:	Yes
Languages Known:	English, Hindi