



SUMMARY

Project Delivery Manager skilled in managing Local and International projects across diverse cultures and time zones with an overall experience of 6 years 5 months. Proficient in navigating complexities, coordinating with remote teams, and ensuring seamless communication. Skilled at-risk mitigation, scope management, and delivering results that align with both client expectations and organizational goals. Managerial expertise in Banking and Cyber security domains.

EDUCATION

Dr. D. Y. Patil University
Master's in Business Administration
2024 – Ongoing

Universal College of Hotel Management
B.sc in Hotel Management
(Grade: Distinction)
2021 – 2023

M. L. Dahanukar College of Commerce
Higher Secondary Certificate (H.S.C.)
(Grade: Distinction)
2012 – 2014

Paranjpe Vidyalaya
Secondary School Certificate (S.S.C):
(Grade: Distinction)
2012

MANAGEMENT SKILLS

Teamwork | Self-motivated professional |
Process improvements | Verbal and
Written communication | Planning and
Coordination | Problem Solving Skills |
Adaptable & Flexible | Ability to meet
deadlines | Ability to establish strong
client relationship | Ability to deliver
under pressure

TOOLS

Microsoft Office | Smartsheet | JIRA | SharePoint

PROFESSIONAL EXPERIENCE

Project Delivery Manager

QRC Assurance and Solutions Pvt Ltd | October 2023 - Present

- Possess extensive managerial expertise in compliance and security services such as PCI DSS, ISO, SOC, SAR, and VAPT activities, with a track record of effectively managing projects related to these services for the past year.
- Successfully led and supervised a cross-functional team of over 20 colleagues, ensuring the timely release of deliverables.
- Currently managing over 70+ projects covering compliance and security services.
- Managing the entire release management process i.e. releasing the deliverables after getting payment information verified with the finance department.
- Reporting to Top Management on Daily/Weekly calls.
- Coordinating with clients to ensure smooth project functioning and client retention.
- Preparing, sharing and maintaining multiple project plans, client engagement letters and also presenting the same to top management.
- Preparing work schedule and assigning task to internal teams.
- Monitoring the status of projects and managing the escalations.
- Attending weekly review meetings with CEO, COO, VP and discussing about the ongoing projects, planned projects etc.
- Suggested process improvement ideas which resulted in reducing errors and increase in efficiency.
- Created and managed tasks within project management tools, consistently ensuring accurate and timely updates.
- Conducting one to one quarterly performance review meetings, preparing root cause analysis and managing escalations.
- Conducting weekly Project status calls with clients.
- Sharing prerequisite & requirement sheets with client.
- Internal Kick off and External Kick-off calls with clients.
- Tracking the activities and keeping clients informed about the status of the project

CERTIFICATIONS

- Certified Scrum Master
- Agile Project Management
- Tally
- MS - office

LANGUAGES

English | Hindi | Marathi

HOBBIES

- Sports
- Dance
- Travel
- Swimming

Project Management Coordinator

Pelican Ai. | December 2021 - October 2023

- Liaised between departments to facilitate communication
- Supervised multiple projects from project start through delivery by prioritizing needs and delegating assignments.
- Identified risks and took corrective action as needed, also kept projects on schedule by managing deadlines and adjusting workflows.
- Managed competing demands and professionally adapted to frequent change, delays and unexpected events.
- Provided input and feedback on departmental initiatives, directives and strategies to contribute to project success.
- keep appropriate parties updated on project developments.
- Managed and prioritized to-do-list and followed up to complete tasks on-time.
- Monitored project progress and team member performance closely to quickly intervene in mistakes or delays.
- In addition to my role as a Project Manager, I have taken on Business Analyst responsibilities to ensure effective communication between stakeholders and the development team, contributing to the successful delivery of software solutions. This includes working on QRC's in-house portal, QRC Assist, where I gather requirements, perform feature testing, coordinate with developers, and raise tickets for issues and enhancements.

Site Supervisor

Multi-Living by Lodha | Jan 2020 - Sept 2021

- Handled client queries.
- Handled client apartments and maintenance of the apartment.
- Reporting of the apartment services.

Guest Service Associate

J. W. Marriott | Dec 2018 - Jan 2020

- Handled guest queries and handling situations.
- Handled Minibar reporting.

Date of Birth

13th August 1996