








# VIDHI GOSALIA

Project Manager



## Personal Details

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## Education

- Master of Science (Information Technology)**  
**May 2019**  
Usha Pravin Gandhi College, Mumbai
- Bachelor of Science (Information Technology)**  
**May 2014**  
Usha Pravin Gandhi College, Mumbai

## Certification

- Certified ScrumMaster (CSM)**  
**Jun 2023**

## Profile

Dynamic project manager with a proven track record of driving digital transformation initiatives and optimizing project workflows. Adept at leveraging technology to enhance operational efficiency, while ensuring alignment with organizational goals and client expectations. Skilled in managing complex interdependencies across teams, utilizing Agile methodologies to deliver innovative solutions on time and within budget.

## Professional Experience

### Project Manager

Sep 2024 - Present

MyPulse, Mumbai, Maharashtra

- Leading comprehensive digital initiatives aimed at automating and enhancing the collections portal.
- Implemented PTX API for the automation of BACS messages and to streamline workflows.
- Integrated Salesforce with Conga Composer and Sign to automate the generation of documents and e-signature workflows.
- Managing cross-functional collaboration across Development, QA, and Business teams for timely, high-quality delivery.
- Driving Agile ceremonies, backlog refinement, and Jira-based sprint tracking.

### Project Manager

Feb 2022 - Sep 2024

Oliver +, Mumbai, Maharashtra

- Drove clear communication across cross-functional teams to ensure timely delivery and alignment with client objectives.
- Developed and executed project plans, defining scope, timelines, and deliverables based on client requirements.
- Managed collaboration with third-party vendors and service providers to support smooth project execution.
- Supported the growth of junior project managers and team members through mentoring and knowledge sharing.
- Handled multiple projects throughout the product development lifecycle, ensuring all goals and deadlines were achieved.
- Maintained strong client relationships by serving as the primary point of contact throughout project execution.

### Project Manager

Aug 2018 - Oct 2021

The Glitch, Mumbai, Maharashtra

- Led project kickoff sessions to define objectives, scope, and deliverables, ensuring stakeholder alignment from day one.
- Created and maintained key project documents such as requirements, timelines, and status updates for full lifecycle transparency.
- Applied project management tools to streamline workflows, boost collaboration, and improve tracking and reporting.
- Directed cross-functional teams to deliver technical projects on time and within budget, driving strong client outcomes.
- Built detailed project plans with resource mapping, timeline estimates, and risk evaluations to ensure delivery success.

# Core Skills

- Agile / Scrum / Waterfall Project Management
- Team Leadership & Sprint Delivery
- Client & Stakeholder Communication
- Functional & Business Requirements
- Budget Administration
- AEM, Shopify, Salesforce, WordPress
- Quality Assurance

# Tools

- Microsoft Suite
- Jira
- Slack
- Trello
- Basecamp
- Power BI
- Bugzilla
- Redmine
- Automation Testing (Selenium IDE, HP UFT, Load runner & ALM)

## Test Analyst

Apr 2016 - Aug 2018

The Glitch, Mumbai, Maharashtra

- Developed and executed test plans and strategies aligned with project deliverables, ensuring all functional requirements were met before deployment.
- Collaborated with project teams to conduct usability testing and gather feedback for continuous improvement of software products.
- Analyzed test results and documented findings, providing detailed reports to stakeholders for informed decision-making.
- Integrated testing processes seamlessly into the project lifecycle, aligning QA activities with key timelines and project goals.

## Software Engineer QA

Aug 2015 - Apr 2016

Leo 9 Studio, Mumbai, Maharashtra

- Developed and executed comprehensive test plans and test cases, ensuring alignment with quality standards for software releases.
- Collaborated with cross-functional teams to identify and address software quality issues during the development phase.
- Integrated testing processes seamlessly into the project lifecycle, aligning QA activities with key timelines and project goals.

# Project Highlights

- H&M (AEM):** Led content rollouts for multi-region campaigns across 11 different geographies using an AEM-based content management system (CMS).
- Lakme (Shopify):** Managed a complete platform revamp, including e-commerce, user experience (UX) upgrades and performance enhancements.
- Set Wet (PHP CMS):** Delivered an upgrade to the custom PHP-based CMS, streamlining content workflows.
- Zee SoulMine (.NET):** Delivered a .NET web application that centralized multimedia content, enabling easy navigation, advanced search, and tagging features on a unified platform.
- Other Websites:** Project managed and conducted quality assurance checks for websites including Zarou, Sami, Kwaliti Walls, Ayush, Delmonte, and GOQii.
- Campaign Microsites:** Delivered microsites for Queens of Comedy, Happydent Smile Please, Magnum, and Closeup.
- Creative Projects:** Produced branded content for Lakme (LFW), Tresemme, Set Wet, Closeup. **AR & Chatbot:** Delivered interactive augmented reality (AR) filters for Tresemme and Set Wet, as well as a Facebook chatbot for Netflix's Narcos.
- AEM Platforms:** Led content updates for brands including Tresemme, Surf Excel, Dove, and Magnum using AEM.

# Achievements

- Achieved recognition for delivering 50+ digital projects within set deadlines and client specifications, demonstrating exemplary project management skills.
- Recognized for strong communication, ownership, and delivery.