

Manisha Singh

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Career Summary

Technical project manager Dedicated and highly skilled Scrum Master with 4+ years' experience of successfully delivering multiple complex technology projects within time and budget through innovative strategies, exceptional team leadership and meticulous project execution. I am confident in my ability to lead teams and foster strong relationships with stakeholders. I am eager to bring my expertise to a dynamic organization that values innovation and collaboration

- I possess a deep understanding of market dynamics, user needs, and business goals, enabling me to create innovative and customer-centric product strategies
- I excel in managing cross-functional teams and aligning project objectives with organizational goals
- I have experience in managing multiple projects simultaneously while maintaining a keen eye for detail and ensuring high-quality deliverables
- Seeking to leverage my skills and experience to drive organizational success by managing products and ensuring on time and in budget value increments

Key skills

Requirement gathering, project roadmap, project management, communication, analytical skills, presentation skills, client relations, consultative sales, requirement analysis, team management, jira, agile scrum framework, agile kanban framework, problem solving, gitlab, ci-cd, sonarqube, process improvement, change management, software development lifecycle, jira reports, statistical process control, root cause analysis, figma, Zoho projects, resource management, project estimation, CRM, Finacle Banking

MS OFFICE: Ms excel (Formulas - Vlookup, Hlookup, Pivot Table)

- Ms power point
- Dashboard
- Making MIS Report

WORK EXPERIENCE:

PROGRAMMERS INDIA PVT. LTD. (OCT 2020 – TILL NOW)

Mobile app and web development company

Project Manager

- Selected to work on project management and process architecture

- Implemented scrum using Jira in the company.
- Setting up Jira software and training and motivating team to use Jira software
- Presenting, training & motivating both the development and sales team on new estimation, execution & monitoring process suitable for scrum framework
- Training the team in self-management and cross-functioning
- Setting up the empirical scrum pillars
- Helping development team set-up the definition of done
- Redefining job profiles according to the scrum requirement and defining new KPIs based on Jira scrum reports
- Working with Jira Schemes to create new statuses, issue types and workflow for board in order to achieve poke yoke on scrum board
- Closely communicating with stakeholders to discuss strategy and project increment
- Helping employees and stakeholders understand and enact an empirical approach for complex work
- Managing Contracts and schedules with vendors
- Writing user stories for development team
- Sprint planning
- Hosting sprint retrospect meeting to make sure the team takes the learning from success and failures of the sprint
- Reviewing MR's from developers for code smells, code duplications & unit test coverage with help of sonarqube

CYBER SECURITY INFOTECH PVT. LTD. (APRIL 2019 – MAY 2020)

Mobile app and web development company.

Business Development Executive

- Joined the organisation as a BDE
- Got introduced with online bidding platforms freelancer.com and upwork.com
- Researched online and created 30 bidding templates
- Defined process from lead generation to closure and trained & motivated team to follow it.
- Worked on requirement gathering and suggesting the right solution.
- Created user journey diagrams and wireframes occasionally
- Maintained project update logs and presented deliverables to the clients.
- Presented company's security product "i-Zon" to the company's clients
- Learned Jira software in detail, used it to generate resource utilization report, create backlogs and assign issues
- Promoted to team lead. Lead a team of 5 BDE.
- Lead business development team for company's objective to add block chain in company's portfolio

AXIS BANK LTD. JUNE (2016 - JULY 2017)

customer service officer

- Managing branch operation and day to day activities like Locker access, making electronic payments like RTGS, NEFT, Fund transfer, Clearing Cheque process, making Demand Draft, Pay order
- Responsible for promotion and sales of the Financial Products of the Bank.
- Responsible for Managing ATM Services for entire Branch Network.
- Opening bank account for individuals and also for Companies.
- Handling customer queries face to face, over telephone or over calls.
- Providing advice on investments to the customers and giving information about Demat Account.
- Assisting customers with online banking, statement questions and general customer services.
- Successfully increase business through networking new clients prospecting and referrals.
- Cash receipts, Deposits and payments.
- Filing of End of day (EOD) Reports.
- Vault custodian.
- Attainments
- Handled Key Responsibilities including of Banking effectively and proficiently during the Note Ban Period during November 2016.

Education

- B.Com (Accounts) Ravenshaw University
- 12th Central Board of Secondary Education
- 10th Central Board of Secondary Education

ADDRESS

Noida, UTTAR PRADESH, PIN: 201301.

