**Divya Sanjeev**

**09448506352**

* **divya\_divakaran\_642@yahoo.co.in/divya.sanjeev80@gmail.com**

**Career Objective**

Seeking a reputable IT position in a results-oriented company that seeks an ambitious and career conscious person and to work in an organization where every assignment is a challenge, that gives me an opportunity to learn and improve and secure challenging position in modern IT Organizations utilizing my professional qualification that provide platform for my skills to scaffold and contribute to the growth of the organization in an environment conductive to continual advancement of knowledge and skills to prove my inherent creativeness, innovativeness and natural leadership qualities.

**Professional Summary**

Overall experience of 7.5 years in Supports, With 2.5 years in Electronics field and 5 years of relevant experience in Project Management.

Following are my strengths, which helped me to grow in career & life.

* Excellent understanding, Sincere, Patient and hardworking.
* Ability to go to the core of the problem and try to come out with solutions.
* Quick learner and ability to grasp new things
* Team leading capability
* Able to manage and work with various groups and individuals from diverse backgrounds
* Able to adjust to various working conditions and environment
* Self analyzing and problem driven
* Good analytical and problem solving skills
* Performing under stress and pressure.
* IT Skills
* Well versed with windows MS office(Excel, word) , Internet application
* MIS reporting, CLARITY, MSPS, Share point
* Report Preparation
* Reconciliation report
* Dashboard Management
* Change Management
* Tool Based Reporting

**Employers detail**

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| --- | --- |
| **COMPANY** | **DURATION** |
| TEKFLAIR Consultants Pvt Ltd | Jan 2014 to Feb 2015 |
| Source One Management Services Pvt. Ltd | Feb 2010 to May 2011 |
| Accenture India Pvt Ltd | Jan 2007 till August 2008 |
| DATA COMP SERVICES,  CONSULTANCY & SOFTWARE DEVELOPMENT | 1st December 2005 till December 2006 |
| GAS TURBINE RESEARCH ESTABLISHMENT(GTRE) | 7th April 2003 to 30th September 2005 |

**Job Profile (in chronological order)**

**#1**

Company : Accenture (On contract)

Current Position: Resource Management Office Coordinator for the Project

Duration : 6th Jan 2014 to 28th Feb 2015

**Job** **Description:**

**Major responsibilities for PMO Coordinator**

* Was Deputed to Accenture office in Whitefield
* Develop and maintain various business process documents.
* Consolidate and analyze the project deliveries and provide suggestions to project   
  managers for changes.
* Support Projects on setting up MSPS and train Project managers on tracking their   
  project progress on the server.
* Initiating the Roll on process for the new joiners and give them the required access to complete the compliance trainings.
* Initiating the Roll off process for the resources leaving the project and removing all his access.
* Continuous follow up with the resources for completing the Project Compliance trainings.
* Schedule and participate in business unit meeting to discuss the upcoming project in order to do a resource forecasting
* Logging the demand request in the MY scheduling tool and follow up with the scheduling team to get correct resumes of resources for the open demands.
* Following with the project team on the proposed CV’s for the feedback and updating the same in to the scheduling team.
* Keeping a track of Active resources engaged in Accenture’s project across globe
* Meeting with Delivery Manager’s expectations in closing position with respect to different project.
* Preparing Attrition Report and Headcount Report
* Following up with the resources for the Roll off dates and update the same in MSPS.
* Utilizing Bench Report so that Bench resource can be managed effectively.
* Assisting Staffing of resource & handling transfer process and employee aspiration.
* Generate reports for Attrition , QBR & Head Counts for assigned engagement
* Manage delivery to scope requirements: manage project change processes to ensure minimum project disruption whilst optimizing margins.
* Effective resource utilization. Carryout resource planning to enable the schedule to be met.
* Preparing the ADAM Vendor report and sending it to the Client with the count of Active & Inactive resource lists
* Preparing the Active PO and sending it to the Client for the Active Po resources in the project
* Weekly Roll off resource list and discussion on the extension or Roll off a resource.
* Distribution list updation on a monthly basis and updating the same in the Share point.
  + Doing the adhoc request as when it comes and completing the same in the given time frame.
  + Part of BP Commercial PMO Team IDC Team size:15

**#2**

Company : Accenture (On Contract)

Current Position : Project Management Office Coordinator for the Project

Duration : 5th Feb 2010 to 30th May 2011

**Job** **Description:**

* Was Deputed to Accenture office in Whitefield
* Playing a key role in the AO Metrics team by ensuring that reports are completed every week within the timelines. To support and guide the team in report generation. To prepare different tools so that the work is automated and hence reduce the manual effort.
* Preparing of the AO metrics report on a Weekly Basis, Monthly Reports, Client reports for the different projects etc….. based on the Work Summary Report submitted by each client team.
  + Weekly Reporting (Project Profile, AO Balance card, Pyramid Break up all the Accenture clients ). Weekly Reports are prepared based on, which project comes under with IG (Industry Group) / KA (Key Account). IG/KA’s are: RPSI (Chemicals & Natural Resources, Energy & Utilities and Others), Products, Best Buy, FS,and CHT-Com, CHT-MEHT, BOA & ARISTOS. Reports are generated based on certain metrics which are provided by project teams in the form of WSR (Weekly Status Report). These WSR's will contain the process metrics of the project for analyzing the performance of the project against the targets & the achieved figures
  + Monthly Reporting (Project Profile AO Balance card, Pyramid Break up all the Accenture clients ) of different delivery centres like IDC/ PDC/ CDC different geographies like, EALA, NA, APAC & Latam etc.
  + Preparing DCN IDC AO Client reports of various clients across different Industry groups & Key Accounts.
  + Preparing DCN CDC AO Client reports of various clients across different Industry groups & Key Accounts.
  + Preparing Portfolio reports of different delivery centers like IDC/ PDC/ CDC based on different geographies like, EALA, NA, APAC & Latam etc.
  + Preparing the various industry vertical reports (SDO) of all Industry groups & Key Accounts for NA & EALA.
  + Sending Across the SEPG (Software Engineering Process Group) issues to the concerned Project Managers & getting valid reverts on these issues.
  + New tool is generated for preparation of the reports as: Governance Dart for IDC. This contains the necessary metrics related to project teams & highlights the status of the project. Uploading the database in the SharePoint for report generation, downloading the necessary In put files from the SharePoint link and to do the Transpose run for the generation of Dart In progress & Dart Outcome reports and ensure to get the required files from POC’s within the timelines, and to co-ordinate with the team members to get the reports generated are part of the activity along with the report generation activity.
  + New tool is generated for preparation of the reports as: Governance Dart for PDC. This contains the necessary metrics related to project teams & highlights the status of the project. Uploading the database in the SharePoint for report generation, downloading the necessary In put files from the SharePoint link and to do the Transpose run for the generation of Dart In progress & Dart Outcome reports and ensure to get the required files from POC’s within the timelines, and to co-ordinate with the team members to get the reports generated are part of the activity along with the report generation activity
  + Dart Submission report generation where the Total Dart Submission status is reported to the higher management level to know the status.
  + Defaulters list is generated on every Monday and submitted to the management level to know the defaulters who have not submitted the dart.
  + Portfolio analysis all the Accenture clients)
  + Have given KT to the AO metrics on the Governance Dart generation and also gave KT to the Latam Counterparts on the Generation of Weekly Reports and Monthly Reports.
  + Doing the adhoc request as when it comes and completing the same in the given time frame.
  + Part of AO Metric Team IDC Team size:6

**#3**

Company : Accenture India Pvt Ltd

Current Position : Project Management Office Coordinator for the Project

Duration : January 2007 to August 2008

**Job** **Description:**

**Major responsibilities for PMO Coordinator**

1. **Support New Joiners** 
   * Help the new joiners with the initial joining process with signing the NDA and the IP test
   * Hard copies of the Non-Disclosure Agreement (Schedule B & Attachment D) & Information Protection Study document & test script to be handed over to the new joiner. After it is signed by the new joiner, the name & employee id of the new joiner has to be written on the right hand side corner of all the documents. The IP Test score & Date has to be written on the test scripts.
   * To take the new joiners details and maintain the same
   * To get the special access card from filled up by them to get the secured bay access to the floor and the form is given to the HR team for the Background Check (BC) to be initiated.
   * To allocate the seat in bench bay to the new joiners
   * Once the BC is completed then the new joiners in allocated a seat in the secured bay and the secured bay access is also enabled.
2. **Handle the Capacity Planning** 
   * Update the ACP portal on a daily basis to keep the data up to date and also have a track of the vacant seat availability on a daily basis so that the demand can be meet as requested by the team.
   * To raise the RLI for the movement as and when requested by the team
   * To Roll On and Roll off a any resource and taking a practical decision on the vacant seat availability
   * To check the movement happens as per the RLI raised and getting it to closer with the help of Tech team
   * Preparation of the Seat charges on a monthly basis and sending it to the CFM team. And give substantial support for any queries of the CFM team.
   * With my analysis I have done cost cutting for the project by filling the vacant seats accordingly and releasing 2 bays which a brought down the cost of seats charged to the project by the CFM team.
   * Preparation of seats for the BCP activity held in Bangalore by coordinating with the managers and the Tech team.
3. **Support other requirements**
   * **Domain ID reconciliation**-to consolidate the domain access report which is generated from the Dumpsec server and sent by the Tech team for the reconciliation and updating the team with status of rolled off resources and the onshore resource resources so that the team can disable the domain access
   * **Access card reconciliation** -to consolidate the secured bay access report which is generated and sent by the F&S for the reconciliation and updating the team with status of rolled off resources and the onshore resource resources so that the team can disable the secured bay access to these resources.
   * Raising the purchase request as when requested by the other team with the complete information.
   * To have a continuous follow up with the Procurement team and getting the approval done as soon as possible so that there is no delay in the delivery of the product.
   * **Invite letter**-Prepare an invite letter based on the template that we have in place and fax it to the requestor
   * **BOA Induction**- Reserve a training room & projector book the trainers time, and then send an invite to the participants, prepare an attendance sheet and update the tracker once the induction is completed.
   * **Management of the Kitty Hawk Resource roster** -Update all the resource level information from time to time by either talking to the team leads or sending them a mail.
   * Get the projection details of each team on a monthly basis and depending on the projection the PMO team can be prepared to meet the demands for the Capacity Planning.
   * **GDC Application Inventory** is the report which goes to the client on a monthly basis with the complete details of the software applications used by the project.
   * Preparation of the process document for all the process followed in the project and also educating the team leads of each team so that they follow the process and so see to that there is no fall back in the process and upgrades the process accordingly.
   * Working on the SMS (Service Management Suite) and closing watching the number of roll off happening on the each day and disabling the access of the rolled off resources by sending mail to the respective team.
   * Attended 4 internal audits and there was no NC observed in my area of work.

**#4**

Company: Accenture ( On Contract)

Position : Location Coordinator and Asset In charge

Duration : 1st December 2005 till December 2006

**Job Description:**

* Was Deputed to Accenture office in Cunningham Road
* Doing the Call monitoring and coordinating with the engineers of the Tech Team. There are around 20 engineers with whom I was coordinating for the smooth functioning of the project.
* Asset tracking was done by me. Any new item coming into the facility and any item going out of the facility was taken care by me.
* Vendor call tracking
* Raising the PR and bringing to closure by continuous follow up with the procurement team
* Sending the weekly Report of the calls during that period to the management team.
* Handling process calls and also following the process.
* Attended the IPL training during the course of the tenure.
* Attended 4 audits and there was no NC observed in my area of work.

**#5**

### Company: Gas Turbine Research Establishment

Position : Junior Contract Engineer

Duration : 7th April 2003 to 30th September 2005

**Job Description:**

* I was in the Strain gauge department where the stain gauges were installed on the turbine machine and the sensitive data was recorded.
* Installing of the strain gauges on the sensitive area and preparing the wires which are used to connect to the connectors from the engine bed to the recording room.
* Attended the run and also did the analysis of the data
* Prepared presentation files on the data analysis done.
* Making documents & maintaining records for weekly Administration meetings.
* Attended the one day Instruments & Measurements training held for there analysis software held in there Koramangala branch office.

# Academic Qualification

* Post Diploma in Digital Communication
* Diploma in Electronic & Communication
* Passed Xth from Army School-CBSE Board

# Professional Qualification

* Passed Higher Diploma in Software Engineering from Aptech Ltd

# Personal Details

Date of Birth: 11th October 1980

Present Address: C106, Gagan Gauravi Apts

2nd Main 3rd Cross, Srinivasa Layout

L.R.Bande Road, Kaval Byrasandra

Bangalore-560032

Permanent Address: Sowparnika

Manjackal

Mahe

Kerala State -673310

Husband’s Name: Sanjeev Kumar P

Nationality: Indian

Marital Status: Married

Languages Known: English, Hindi, Tamil, Kannada & Malayalam

**Achievements**

**Attended BS15K and ITIL PROCESS TRAINING**

**Was Given training by National Instruments for Stain Monitoring**

Divya Sanjeev