SHEETAL BHANDARKAR

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Career Objective :

With 15 years of experience in Corporate and Media Industry.

Professional Experience

Currently working as Project Manager with MyVishwa Technologies (BytesofIndia Feb 2017 till date)

- Responsible for Project Initiation, Project Planning and Coordination, Project Control and Project Reporting and Communication with all stakeholders.
- Updating of project dashboards.
- Responsible for Press Releases and TAT
- Team Management
- Reporting and Communication with all stakeholders.
- Preparing daily reports for productivity
- Responsible for handling queries and Quality checks.

- Preparing daily reports for productivity.

Sr. Support with Citrus Payment Solutions Pvt Ltd (June 2015 to -Feb 2017)

- Handling with all stakeholders' merchant's, banks, fraud and customer's within TAT.

- Gathering of project data and production of information for management review
- Working as part of the Project Management team, focus on resource planning for all chargeable resource and recruitment.
- Advice PM team of pending requirements.
- To communicate conflicts and resource issues to the appropriate BDM, Director or Stakeholder, with a proposed solution.
- Updating of project dashboards.
- Reporting and assist the Head of Programs in reporting to Senior Management ▯ Communicate internally with various teams and manage resource expectations.
- Project: Citrus Cube (My C*ube* is a Personal Payments Manager that helps with bill payments, recharges, bill tracking and even lets you set reminders for your DTH, gas, electricity, postpaid, pre-paid, landline bills etc.
- Responsible for Project Initiation, Project Planning and Coordination, Project Control and Project Reporting and Communication with all stakeholders.
- Preparing daily reports for productivity.

- Document the scope and approach of the project and maintain project documentation.
  Consult with the business for all technology related aspects, such as PC specs, server space, voice, printing, IT security, process functionality, etc.
- Work with technology teams to identify and recommend solutions best suited for the business to operate from the off-shore centre.

- Ensure that activities are carried out in accordance with established specifications, schedules, and budgets; meet with key team members on a regular basis to review project progress.
- Maintain risk logs and change reports.
- Collect project data and consolidate reports from Project members.
- Preparing project transitioning plan, monitoring & controlling project timelines.
- Handling end to end service transition from onsite to offshore location.
- Ensure all the project requirement are in place before Go-Live.
- Ensures project documents are complete, current, and stored appropriately

PERFORMANCE & STANDARDS ANALYST (QA), 2011 to Feb 2014 | Kingfisher Airlines Ltd (From 2009 till 2011 Ubics Technologies Pvt. Ltd later merged to KF) | PUNE, Maharashtra I

- Analysis and escalation of Guest feedback to the relevant stakeholders using the appropriate Management Quality Tools and executing necessary follow up for corrective action and closure.
- Project: **ICICI frequent flyer Programme** (Kingfisher frequent fliers are rewarded with King Miles whenever they fly Kingfisher Airlines or any of its partner airlines around the world).
- Was Responsible for Project Initiation, Project Planning and Coordination, Project Control and Project Reporting and Communication with all stakeholders.
- Monitoring and analysis of On-time performance, escalation of key trends of delays and follow up for corrective action and closure.
- Was Responsible for Analysis of performance of the Call Centre's; preparation and maintenance of the balanced scorecard for call Centre's. I Recruitment of new aspirant's initial round and entry level. I Conduct Employee Engagement activities.
- Contributing to Quality function deployment by carrying out special quality projects in the areas of analysis of guest feedback and operational feedback and facilitation of changes in the system resulting from the analysis.

Process Specialist (Insurance), 2005 to 2009 | AXA BUSINESS SERVICES | PUNE, Maharashtra l

- Registering Claims and staying till the insured is indemnified. I Deciding the liability and convey the same to the insured.
- Responsible for handling queries and Quality checks.
- Act as a senior point of reference for team in matters related to procedure and system. Preparing presentations and conducting update session within the process.
- Conducting presentation and training the team to improve on effective communication.
- Meet SLA's to achieve Quality and Performance target as per SLA.
- Attend all meetings and take down minutes, Making Power point presentations. Responsible for smooth operation of process queue. I Responsible for Employee Engagement

Previous experience includes Customer service, Quality assignments for Msource Company (2002 to 2003) and Wipro Spectra mind (2003 to 2005), both based in Pune, Maharashtra.

Msource Company –Worked as Associate dealing with Citibank customers USA
Wipro Spectra mind- Worked as Sr. Associate dealing with Airtel customers USA

Education

- Master of Communication Studies (M.Cm.S), University of Pune (2000-2002).
- Bachelor of Commerce (B. Com) from BMCC College, Pune (1995–2000)
- SSC (10th): Symbiosis School Pune (1995).

Personal Detail:

Date of Birth: 28th February 1978
Gender: Female
Marital Status: Married

I hereby declare that the information furnished above is true and correct.

Sheetal Bhandarkar

Pune