TANYA GUPTA

- **Professional Scrum Master (PSM) Certified from Scrum.org**
- **4 Years of PM experience in IT+ Fintech Industry**
- MBA (Marketing and Operations) from **Tier1 B school** IBS, Hyderabad
- B.Tech (CSE) from **top engineering college** of Haryana

CONTACT

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EXPERIENCE

Project Manager
Cloud Mentor

APR 2022 – DEC 2023

- Scheduling and facilitating regular status meetings and work as Scrum Master and manage project team, sponsors, and all **stakeholder** through Sprints
- **Manage project dependencies**, represent project in various cross-project forum
- Contributes to the all phases of **End-to-End product Development** from initiation through closure by assisting the PMs in different activities
- Prepare budget, doing MIS role, UAT sign off, TAT management, weekly status report and **resource plans** to achieve the Statement of Work (SOW).
- Coordinated with **Salesforce administrators** to ensure seamless integration with **Sales Cloud** for improved CRM capabilities.

Associate

Hero FinCorp Ltd.

APR 2021 – APR2022

- Designed end to end program initiatives i.e. **project roadmap, project scope and project strategy** for **CRM boosted customer.**
- **Supervised a team** of production support and coordinated with product owners and stakeholders to implement new features in **CRM expedited revenue**
- **Automated** the **RTO authentication** mail request process to **reduce burden** of customers to rewrite mails for each case.
- Conducted **daily stand-ups, kick-off meetings** and **sprint planning**. Prepared documents, prioritized the requirements & implemented them in various sprints.
- Constructed project status reports **to ensure successful development** and tracking of product features with **cross-functional partners**
- Conduct **weekly project coordination, planning and implementation** meetings across multiple teams and discuss the due dates and the SLAs.
- Collaborated with cross-functional stakeholders to **devise IT solutions that solve business** problems & profitability of projects through monitoring **project budget**
- **Formulated Business Requirement Documents** (BRD) that encompasses functional and technical requirements for building additional requirements

Software Engineer

Morningstar Inc. (Formerly, AdviserLogic Software Private Limited)

FEB 2018 - APR 2019

- **Headed end to end training** to the analysts on the internal process
- Integrated **new features in CRM & ADL modules** with a special focus on HNI Customers **increasing customer retention rate by15%**
- Associated with requirement analysis, prioritization, product backlog creation/refinement, sprint planning, sprint review following **agile methodology**
- Received appreciation for successfully completed the critical project which boosted the **revenue by 30%**
- Established **technical and functional support** and worked on **ADL Consulting** (Implementation) project, SaaS based platform

SKILLS

- **Technical (Beginner Level)**: Salesforce CRM integration, SQL, IoT/Cloud, DocuSign, SDLC, Power BI, Tableau
- **Project Management (Intermediate Level):** Scrum ceremonies, Project backlog, Requirement Analysis, Kanban, Agile and Waterfall Projects
- **Tools (Basics Level):** Microsoft Office, Excel, Smartsheet, Jira, Slack, Confluence, Risk Management
- **Other:** Communication, Problem Solving, Documentation, Leadership

CERTIFICATIONS

Google Analytics (2019)
Google Digital Unlocked

Cloud Computing (2018)
IBM

Digital Marketing Fundamentals (2017)
Google Digital Unlocked

EDUCATION

MBA (Marketing and Operations)
ICFAI Business School, Hyderabad 2019-2021

B.Tech , (Computer Science Engg)
Maharshi Dayanand University, Rohtak 2014-2018