# Priyanka Jain

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INDIA

**OBJECTIVE** To work in a challenging and competitive environment and to use best of my abilities to become result oriented person and be an asset to my organization.

**EDUCATION** MBA (Computer aided management-Systems)(2005), Aggregate: 66.0%

University School of Management Studies,

Guru Gobind Singh Indraprastha University, Kashmiri Gate, Delhi.

BSc (zoology-Hons.), Aggregate: 61.0%, passed in 2001; Daulat Ram College,

Delhi University.

Senior Secondary 12th, Aggregate: 66.4%, G.G.S.Sec. School-1, passed in 1998; CBSE

Board, Delhi.

Higher Secondary 10th , Aggregate: 77%,G.G.S.Sec.School-1,passed in 1996;CBSE

Board, Delhi.

I have taken break from my work from   (Apr’2010-May’2019) as a Stay at Home Parent.

**TOTAL**  **7Years**

**EXPERIENCE**

EXPERIENCE **1year 8 months**

**RiptonSolutions ( US shift- 100 Overlook Center, 2nd Floor Princeton, NJ 08540)  
 (From Dec’2020 – Sept ‘2022)**

Ripton Solutions provides training services & development support in Service Now

**Worked as Operational Project Manager – Part time Employee ( 4hrs )**

**Role**

* + - Coordinate with internal teams for the flawless execution of projects
    - Monitor project progress and handle any issues that arise
    - Managing escalations and status updates to the central program team
    - Ensure resource availability and allocation
    - Create and maintain comprehensive reports and Metrics
    - Responsible for driving the key activities and initiatives within the program

**EXPERIENCE 6 months**

**MobileCoderz Technologies Pvt. Ltd. (H-221, Sec-63, Noida)**

**(From Jun’2019 – Dec’2019)**

MobileCoderz provides services in mobile & web based development.

**Worked as Project Coordinator**

**Role**

* + - Requirement gathering & flow representation through wireframes
    - Facilitated in Milestones Plan
    - Conducted Status review meetings with Client
    - Mapping final development corresponding to requirements
    - Change request & gap analysis in terms of efforts

**EXPERIENCE 4.3 years**

**SDG Software India Pvt. Ltd. (A-10, Sec-2, Noida.)**

**(From Jan’2006 – Apr’2010)(**[**http://www.sdgc.com/**](http://www.sdgc.com/)**)**

**Worked as a Business Analyst**

* Worked with ERP application to provide business solutions to Clients.

Worked on following projects:

-Product Hold Portal Process

-Purchase Order System

- Budget Approval System

* Preparation of SOW (Statement of Work) on the basis of RFP (Request for Proposal) for the new projects, & Change Request for the modification in the existing projects
* Conducted & facilitated MBRs (Monthly Business Review Meetings) between Client, onsite & offshore team members of respective projects to capture the action items/actionees/target dates on the basis of discussion in MBRs.
* Facilitated the NPS (Net promoter score) process & prepared NPS Action item report on the basis of clients’ feedback.
* Conducted & facilitated meetings with PMG (Partner Management Group) for updating current status on compliances.
* Gave training to new joinees on:

-CMAT (Communication Measurement Action Team)

-LOC (leadership, Ownership, Communication)

-HPT (High performance Team Activity)

* Prepared & maintained documentation related to:

- Resource-Utilization

- Client Appreciation

- Leave & Time-off sheet updation

- Skill sheet

**5- Months**

**v-Angelz Technologies (P) ltd. (A-8,Sec-9, Noida.)**

**(From Aug;05)(**[**www.icallglobe.com**](http://www.icallglobe.com)**)**

**Worked as Business Development Executive in the area of VoIP (voice over internet protocol)**

* Analyzed clients’ daily traffic reports (DTR), clients’ data records (CDR), traffic statistics and on that basis prepared their traffic profile to facilitate procurement and billing dept. for settling rates.
* Made various transactions in VoIP escrow for selling and procuring routes and following up further related matters.
* Solicited new business by posting adds in various forums and sending mails to targeted customers.
* Coordinated with billing dept. for account updation and technical dept.for various clients’ issues.
* Market research for giving advance information to procurement dept. for future routes’ requirements.

**SUMMER** Company: INDRAPRASTHA GAS LTD. (IGL)

**TRAINING** Duration: May-June 2004

IGL is a marketer and distributor of Compressed Natural Gas (CNG) for the automotive

sector and marketer and distributor of Piped Natural Gas (PNG) for domestic and

commercial sectors.

**PROJECTS**

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1. E-commerce implementation at IGL

* Compared and theoretically evaluated various online GISandSCADA IT systems.
* Designed activities for e-commerce implementation.
* Designed plan for implementing e-commerce as an integrated strategy.
* Analyzed and compared various advantages of going online in IGL.

2. Billing system of IGL

* Studied the components of online billing structure of IGL.
* Designed the online payment system for IGL.
* Analyzed the benefits of online payment.

**ACADEMIC**

**PROJECTS**

1. Market research on Indian paint industry.

* Researched on Indian paint industry by value and volume.
* Collected the data of shares of major players in the paint sector.
* Compared the dealer networks and performances of major players.

2.Software quality and testing management.

* Studied the various phases of software development life cycle (SDLC) and

Standards.(ISO, CMM etc.).

* Studied different stages and components of software testing (Unit testing,

Integration testing, System testing etc.)

3.ERP (Enterprise Resource Planning)

* Studied and compared various ERP implementation methodologies.
* Analyzed various functional modules of ERP application.
* Post implementation experiences and benefits of process oriented methodology.
* Evaluated ERP cost and total investment in process oriented methodology.

RELEVANT Marketing research, Marketing management, Strategic management, International

SUBJECTS business, Supply chain and logistics management, Operation management

Network applications and management, Information system management ,

E-commerce fundamentals, Software project management, Database

Management system, Business system analysis and design, Enterprise

Resource planning, Security legal and control issues in systems, Operation

Research.

PRIYANKA JAIN