

Jyoti Singh

IT Project Manager

As a results-oriented Project Management Lead with over 4+ years of experience in telecom and IT projects, I excel in managing and executing complex project initiatives. My expertise includes the seamless implementation of new technologies and services, alongside the efficient deployment of software applications and websites. I adeptly manage project timelines, resources, and budgets, ensuring alignment with project objectives.



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WORK EXPERIENCE

IT Project Lead

Cashpor Micro credits

05/2024 - Present

Varanasi, UP

Achievements/Tasks

- Oversee IT application development project progress and make necessary adjustments to keep projects on track, promptly addressing any issues that arise.
- Utilized project management tools and methodologies, such as Agile and Scrum, to streamline project workflows and enhance team collaboration, resulting in enhanced productivity and project success.
- Identify, manage, and mitigate project risks and issues to ensure smooth project completion without major setbacks.
- Develop detailed Business Requirement Documents (BRDs) to capture project requirements and objectives.
- Organize Change Advisory Board (CAB) meetings and prepare comprehensive CAB documents, including change requirements, logic, cost analysis, process flow, screen flow, and rollback procedures for IT projects.
- Develop Software Requirement Specifications (SRS) and Data Flow Diagrams (DFD) to guide software development processes.
- Create and track IT Project Charters to define project objectives, scope, and deliverables.
- Manage User Acceptance Testing (UAT) & Quality Assurance (QA) testing process to ensure software and applications meet end-user requirements and business needs.
- Coordinate cross-functional teams, including developers, designers, and business analysts, to ensure seamless project execution.

Project Engineer

BT Global Business Services

01/2021 - 03/2024

Gurugram, Haryana

Achievements/Tasks

- Working as Project Management Associate in Openreach (BT Group), successfully managed and coordinated backend telecom projects for BT Group, ensuring efficient project execution and delivery.
- Handling projects and Defining interfaces, aligning kick-off, resources allocation, Overall risk management, and Joint change control, ensuring scope clarity and agreement by the project team, client, and other stakeholders.
- Managing projects by implementing mechanisms to measure and record progress, creating RACI matrices, identifying and mitigating risks, and updating/revising the project plan and reporting status. Ensuring scope clarity and agreement among the project team, client, and other stakeholders.

Associate Technical Engineer

Tech Mahindra

01/2020 - 05/2020

Noida, Uttar Pradesh

Achievements/Tasks

- Delivered exceptional technical support for NETGEAR products to customers, ensuring seamless troubleshooting and resolving issues related to functionality, configuration, and compatibility requirements.
- Collaborated with cross-functional teams, including product development, engineering, and quality assurance, to resolve complex issues and support product enhancement initiatives.

SKILLS

Project Management & Analysis

JIRA

Team Spirit

Project Planning and Scheduling

SDLC

Agile and Scrum Methodologies

Confluence

Waterfall Project Management

Requirement Gathering

Risk Management

Stakeholder Management

Quality Assurance

Microsoft Office Suite

Leadership

Critical Thinking

Problem-Solving

Team Collaboration

Decision Making

CERTIFICATES

Agile & Project Management Foundation (2023)

LinkedIn Learning

Azure Fundamentals (2024)

Microsoft Certified

PROJECTS

SUGAM Mobile Application (CMC) (09/2024 - Present)

- Project Lead in the development of key modules for the SUGAM Mobile Application, optimizing the loan distribution process to improve user accessibility and enhance system efficiency.

Cashpor Company Website (05/2024 - 10/2024)

- Led the development of Cashpor company's new website, enhancing user experience and improving functionality with a responsive, user-friendly design

Orion OpenReach (01/2023 - 03/2024)

- Developed, structured, and designed sites using the Orion tool to facilitate network planning for fiber and broadband connections. This involved defining site types, cable routes, and associated costs in an efficient and simplified manner

PIPeR OpenReach (08/2021 - 12/2022)

- Planning sprints and introducing new features to the tool i.e color grading, palette selection, Work order area etc. in future releases, and deployment of Network Designing tool of FTTP/FTTC Connection, for UK Clients.

EDUCATION

Masters of Technology (CSE)

Dr. A.P.J Abdul kalam Technical University

07/2022 - Present

Lucknow, UP

Bachelors of Technology (CSE)

Dr. A.P.J Abdul kalam Technical University

08/2016 - 09/2020

Lucknow, UP