**PRACHI KHALADKAR**

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PROFESSIONAL SUMMARY

* A self-motivated manager, consultant and experienced agile professional with 12+ years of experience in Business Analysis, Project Management, IT Consulting, Client Engagement, Onsite Co-ordination, Product Implementations, Configuration Management, Quality Assurance, etc.
* A result-driven Project Manager at Conga; managing the project execution over different phases of the project, Track & Review Progress
* Proven track record of successfully delivering projects on time and within budget while maintaining high levels of client satisfaction.
* Senior Functional Consultant at Icertis; designing & implementing enterprise level digital transformation projects for Contract Lifecycle Management solutions using Icertis CLM products for various industries.
* Expertise in assessing & mapping client’s requirements, translating them into techno-functional specifications. Evaluating available Product/technology-based offerings, suggesting appropriate business solutions and designing customized technical solutions to overcome product limitations to achieve higher levels of efficiency and effectiveness.
* Extensive experience of working with clients and teams spread across the globe. Solid experience of managing client relationship; delivery of services against agreed schedule, quality and scope.
* Familiar with handling end-to-end project planning and implementation. Creating functional use cases, business scenarios and provide support in User Acceptance Testing (UAT).
* Known to have very good interpersonal skills that enable effective and positive results while dealing with cross functional teams of consultants, development, QA, DB, Ops and end-users.
* Known to have ability to mentor, guide and lead project team.
* Ability to interact with various stakeholders (clients, business users and counterparts).
* Ability to mentor, guide and lead team members.

TOOLS EXPERTISE

* Communication and Collaboration: MS Teams, Confluence/JIRA, Zoom, Slack, Smartsheet
* Project Management: MS Project
* Customer Relationship Management: Salesforce
* Data Analysis and Reporting Tools: MS Excel, Google Sheets, Power BI
* Contract and Document Management Tools: DocuSign and Adobe Sign
* Test Management: Microsoft Test Management, TFS, Fiddler

WORK HISTORY

* Conga as Engagement Manager Oct-2021 to till date
* Icertis Solutions Pvt. Ltd as Senior Functional Consultant May-2018 to Oct-2021
* Atos India Pvt. Ltd. as Test Analyst Sept-2010 to Apr-2018

PROFESSIONAL EXPERIENCE

**I) Conga – Engagement Manager - (Oct’21 – Present)**

**Products:** Conga CLM, Conga CPQ, Conga Composer, X-Author for Excel, Conga Contract Intelligence

**Domain:** Revenue Lifecycle Management

**Role:** Engagement Manager

**Description**: Conga(formerly Apttus), are a World leader in Quote to Cash segment. Conga helps companies modernize their revenue and legal operations for the digital economy. Conga is poised to provide the most complete offering in the market to digitally transform the foundational elements of business -- documents like quotes, contracts, and the processes that surround them to achieve commercial excellence. Analysts rank Conga as the global gold standard for Quote-to-Cash (QTC) and Contract Lifecycle Management (CLM) solutions with 11,000+ global customers which include hundreds of the worlds Global 2000 with its base in Broomfield, United States with additional offices around the globe.

**Responsibilities**:

* Manage the project execution over different phases of the project, Track & Review Progress; direct the activities of the project team.
* Provide oversight and governance to enterprise as well as commercial customer implementations.
* Manage the project budget, scope and schedule.
* Demonstrated expertise in conducting workshops and requirements gathering sessions to understand client needs and translate them into CLM system configurations.
* Skilled in data migration and integration strategies, ensuring seamless transition of legacy contract data into CLM platforms.
* Successfully managed User Acceptance Testing (UAT) phase, collaborating with cross-functional team to validate CLM system functionalities and address any issues identified.
* Experience in customizing CLM workflows, contract templates and approval processes to align with organizational policies.
* Experience working in different domains like healthcare, financial services.
* Manage client relationships, ensuring clear communication and high satisfaction levels.
* Developed and implemented strategies to improve client engagement and retention.
* Publish internal and customer status reports.
* Manage all project escalations including internal and customer related.
* Actively seek to optimize resource utilization and project billable targets.
* Conducted pre-sales activities and internal initiatives as required.

**II) Icertis – Senior Functional Consultant - (May’18 – Oct’21)**

**Project: Icertis Contract Management**

**Domain**: Contract Management

**Role:** Senior Functional Consultant

**Description:** Icertis is the Leading Enterprise Contract Management (ICM) Platform in the Cloud. It's easy-to-use platform that is highly configurable and continually adapts to complex business needs. Today, ICM is used to manage 5+ million contracts, by 2+ million users, in 90+ countries and 40+ languages. With its intelligent workflow and built-in analytics, ICM provides ongoing contractual insights and best-of-breed contract management. ICM enables customers to increase compliance, improve governance, mitigate risk and enhance user productivity, thereby maximizing ROI and accelerating time to value across the global enterprise. We create Contracts by using Templates, Clauses and many more.

**Responsibilities:**

* Involved in analyzing and mapping existing business processes, consulting and helping in process improvements.
* Demonstrated expertise in Contract Lifecycle Management (CLM) processes, including contract negotiation, approval, execution and ongoing administration to enhance efficiency and reduce risks.
* Interacting with Product Managers, Customers and various stakeholders regarding quality / status of the Product.
* Perform business proposals and technical requirement analysis.
* Requirement Gathering, study AS-IS/ define TO-BE Process
* Coordinate with stakeholders at different business units to achieve smooth working.
* Create workshops and meetings to deliver project requirements.
* Identifying and analyzing key issues / requirements based on thorough research, improving processed and developing business cases for technology solutions.
* Requirement analysis, test effort estimation, involved in creating test plans, allocating work to team members and monitoring the quality.
* Prepare quality reports and provide Project updates daily / weekly.
* Communicate key issues and raise the risks to right stakeholders.
* Leading the UAT period in cooperation with the customers and involved in tracking and resolving the defects.

**III) Atos – Test Analyst - (Sept’10 – April’18)**

1. **Project: BMW**

**Client:** BMW Financial Services, India

**Domain**: Auto Finance

**Duration:** Mar 2015 – Apr 2018

**Role:** QA Team Member

**Description:** BMW Finance is a web based system for loan creation and appraisal process called Dealer Front End.Dealer Front End (DFE) is a system that helps in loan initialization, generating multiple quotes for loan requirement and loan appraisal process carried out by dealers for BMW customers on behalf of BMW financial services. Dealer Front End (DFE) will access the systems like Common Solutions and Legacy Retails System (NLS) through web services.

DFE maintains data of entities such as Dealer, Customer, Loan Application, Quote, etc.

**Responsibilities:**

* Worked on major release of **GST – Goods and Services Tax**
* Pre Analysis of requirements to identify the impact and gaps
* Ability to interact with people at all levels of internal as well as external customers to form strategy for streamlining of business operations and understanding customer pain areas.
* Performance Testing using ServiceTrace software
* Create Test Scenarios and Review test cases
* Raising and tracking defects
* Setting up of environments, capacity planning, developing scenarios/use cases, and executing these cases.
* Test management and updating results in HP ALM.

**Team Size:** 5

**Tools used:**HP ALM

**Database:** SQL

1. **Project: NOKIA**

**Client:** Leading Telecom and Networking Company, Finland

**Duration:** Jan 2013 - Feb 2015

**Role:** QA Team Member

**Description:**Nokia is a multinational data networking and telecommunications equipment company. There are 550+ applications in this Project distributed over a group of clusters. The main motivation of this project is to explore the concepts of automated modules, monitoring application & reporting them. ServiceTrace tool is used for scheduling automated scripts.

**Responsibilities:**

* Requirement gathering
* Create Test Scenarios
* Execution of automation scripts and raising defects
* Preparation and Execution of test scripts for performance testing.
* Report work progress and any problems faced to the Test Lead or Project Manager as required.
* Test management and updating results in HP ALM.
* Preparation of scripts by understanding the functional complexity of the application.

**Team Size:** 7

**Tools used:** HP ALM, Workflow Editor

**Database:** SQL

1. **Project: Global IT (Confluence Wiki)**

**Client:** Atos(Internal IT)

**Duration:** Jan 2011 – Dec 2012

**Role:** QA Team Member

**Tools Used:** HP ALM, Eclipse

**Description:** Global IT (GIT) is Atos’s internal project which provides support and development for several applications managed by Atos. The applications include live link, Confluence Wiki in which environment dedicated to a team who needs to collaborate on a project efficiently. It includes document management with collaboration using roles, task lists, news channels, etc.

**Responsibilities:**

* Development and testing of Confluence Wiki
* Upgrade of Confluence from version 3.1.1 to 3.5.13
* Upgrade of Confluence from version 3.5.13 to 4.2.12
* Implementing and executing test scenarios
* Bug vetting & preparing status reports.
* Sending the Daily Status Reports, Functionality coverage reports.
* Customization of Confluence Error Page using JSP
* Maintained all documents related to known issues and new issues raised; drove weekly call with customer.
* Participated in functional walkthroughs.

ACADEMIC DETAILS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SN** | **Degree** | **Board/University** | **Year** | **Percentage** |
| 1 | BE - E&TC | Pune | 2010 | 67 |
| 2 | HSC | Maharashtra | 2006 | 78 |
| 3 | SSC | Maharashtra | 2004 | 86 |

ACHIEVEMENTS

* Awarded “Certificate of Excellence” for sense of ownership, leadership and technical brilliance.
* Received multiple appreciation emails from client for GST release.
* Awarded “Certificate of Excellence” for Best Team Member.

CERTIFICATIONS

* Certified in Conga CLM
* Certified in Conga CPQ
* Certified in Icertis Contract Management (ICM) by Icertis in 2018.
* Certified in Icertis Contract Management Functional Architect (ICIFA) by Icertis
* Certified Scrum Master (CSM)
* ISTQB Certified Tester Foundation Level (CTFL)
* ITIL Foundation Level

PERSONAL INFORMATION

* Date of Birth : 18 January 1989
* Gender : Female
* Marital Status : Married
* Languages Known : English, Hindi and Marathi