

Shweta Prayag

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A seasoned professional, certified in PMP and driven by a strong sense of dedication, boasting 15 years of extensive experience in the service industry. My expertise spans from proficiently managing projects and service operations to overseeing maintenance tasks and nurturing technical/application support teams. I possess outstanding interpersonal, communication, people management, and stakeholder management abilities.

PROFESSIONAL SUMMARY

- Expertise in handling projects from hand-off through the project completion i.e. start to end.
- Expertise in Project planning, tracking, execution, RAID logs, Risk logs, and reporting.
- Develop and maintain Project artifacts like Project Plan Charter, RAID Log.
- Status Reporting to the key stakeholders as per the communication plan.
- Experienced in resource management: onboarding, training, and mentoring.
- Managing resource plans and hours.
- Responsible for end-end Issue management from logging and updating to closing.
- Mentored a cross-functional and cross-cultural team.
- Tools: ServiceNow, SFDC, Microsoft Project, Outlook, Excel, Word, PowerPoint, SharePoint, Teams.

SKILL SET

- Project Management
- Root Cause Analysis
- Resource Management
- Analytical thinking
- Stakeholder Management
- Client Satisfaction
- Coaching and Mentoring
- Problem-solving
- Detail-oriented
- Client Relations
- Service Delivery Management
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CERTIFICATIONS

- PMP® (License # 2036240)
- Prince 2 Practitioner
- Azure Fundamentals
- ITIL Foundation

TECHNICAL EXPOSURE

- Operating System – Windows Server 08/12/16
- Database – Microsoft SQL Server 08/12/14
- Web Servers – IIS 6.0, 7.0
- DNS, DHCP, Active Directory

EDUCATION

- 1-year International MBA from Ulyanovsk State University, Russian Federation, 2012
- Bachelor of Computer Application (BCA), 2010

PROFESSIONAL EXPERIENCE

Eviden an Atos Group Company (10th October 2022 till date)

Designation: - **Senior Consultant – Project Manager**

Responsibilities

- Managing concurrent projects varying from Medium to Critical priority with cross-functional Teams from different portfolios and sub-portfolios till project completion
 - Critical projects - ServiceNow version upgrade, New Unit build in hospital, PeopleSoft Tax Updates, 3rd party software implementation/integration.
 - Working on at least 5 projects at one time.
 - Making sure the project is a success against defined KPIs.
- Managing a few projects as Program Manager with multiple vendor PMs to make sure the project's goals are met and to ensure timely delivery from vendors.
 - Keeping the stakeholders informed and involved with the Project's progress, Risks, issues, and decisions.
 - Primary point of contact for Internal and External Stakeholders.
- Tracking deadlines, deliverables, resources, and timelines.
- Ensuring timely completion of project milestones, coordinating with respective teams for pre-requisites, and tracking delays.
- Identifying project Risks with the project team and stakeholders and creating a mitigation plan.
 - Escalating the Risk for timely mitigation.
 - Tracking risks till closer.
- Handling all project management activities including periodic meetings, lessons learned, and status reporting with the technical team, Stakeholders, and Vendors.
- Managing Resource Plans for the assigned projects and their hours or level of effort (LOEs).
- Identifying resource gaps by coordinating with functional managers.
- Providing project status to the identified Stakeholders.
- Set up a steering committee (SteerCo) on some projects.
- Ensuring testing is completed as laid out in the project plan before prod implementation.
- Ensure timely sign-off at the end of every key milestone from the Customer and Technical Team.
- Ensuring all the project activities are closed after completion of a project.
- Ensuring the project is not over budget because of resources hours. Keeping a close watch on authorized hours versus booked hours.
- Also taken over escalated projects from other Project Managers.

Allscripts INDIA Pvt Ltd (Part of Allscripts is now taken over by Altera Digital Health since April 2022) (7th February 2011 to 30 September 2022)

Designation: - **Senior Systems Analyst**

Project Lead Responsibilities

- Create a Project Plan, requirement gathering, and identification of key stakeholders.
- Develop and maintain project documents, which include Technical Runbooks, SOPs, and tracking sheets.
- Status reporting to the key stakeholders as per the communication plan.
- Address training requirements for the project team and create Knowledgebase articles.
- Co-ordinate with Clients and other functional teams and resources.
- Gathering feedback from clients and vendors.
- Ensure project goals are met.
- Creating Project completion report.

Senior Systems Analyst Responsibilities

- Mentoring technical and application support team working for both OP and hosted accounts.
- Responsible for handling team escalations and ensuring no step was missed by the analyst or team.
- Auditing tickets.
- Assisting team in resolving complex customer questions or problems in the areas of system configurations, product functionality, and enhancements through independent judgment and problem-solving skills.
- Auditing client's environment for upgrades and migrations.
- Follow up with teams for remediations of the failed checks found during audits.
- Creating weekly, monthly, and quarterly status reports for senior management.
- Identify problem areas and implement necessary training.
- Working as Windows and SQL Server Administration for On-Premises Clients.
- Troubleshooting Windows Servers, and Allscripts Applications at server and desktop level.
- Assisting clients on hosted Allscripts Private Cloud.
- Coordinating with the Development team on application errors and 3rd party vendors.
- Experience with Installing configuring and maintaining Windows & SQL servers.
- Installation and Integration of Allscripts Application and related 3rd party Applications.
- Hardware (Printers, Scanner, Faxing) and Medical devices like EKG, ECG, and Holter setup and configuration with EHR Software.
- Successfully implemented a team that updates essential certificates (SSL and EPCS) required for Application availability for clients.
- Created command line scripts to generate a certificate on client-server for EPCS update which reduced this process to 30 minutes.
- Creating a monthly report and allocating clients to team members for pre-checks, coordinating with clients to schedule the update.
- Provide in-depth root cause analysis on client-reported problems or issues and offer strategies to reduce or prevent them.
- Fixing any technical or functional issues post migration or upgrades.
- Working on Proactive Alerts for Server administration.

MPHASIS AN HP COMPANY (25th August 2008 to 23rd December 2010)

Designation: - **Specialist – Tech Supervisor**

Responsibilities

- Provided Level 1 support for a Global Client Base.
- Troubleshooting of BMS Software and Microsoft Office.
- Installation and replacement of Hardware.
- Resetting on mainframe RUMBA, AS400, BPCS, Novell, LDAP and Active Directories.
- Served as a trainer and SME for New teammates.
- Member of Pilot Chat Support Team.

WNS Global Services (1st February 2006 to 2nd August 2008)

Designation: - **Customer Service Executive**

Responsibilities

- The primary job was to update airline data from ATPCO to IMS.
- Created system-based macros to ease the updating.
- Received the highest productivity award for 2 consecutive years.
- Received awards for implementing Macros throughout the team which resulted in increased productivity.