

Himanshu Agarwal

SAFe® Scrum Master

F-2/7, Malviya Nagar New Delhi- 110017

+91-981-111-6361

hi@himanshuagarwal.in

linkedin.com/in/reachhagarwal



Experience

FINTECH

Project Management Senior Analyst | FIS Global Business Solutions India Pvt. Ltd., Gurugram | Sep, 21 – Present

Responsibilities:

- Led project(s) of high importance E2E to automate the client onboarding and sample (credit/ debit) card designing
- Govern several projects under a high-visibility global internal \$250M+ savings program
- Perform a thorough analysis of the projects to identify the true status and health of the projects
- Conduct bi-monthly PMO audit with senior management & take appropriate actions on the findings
- Act as FPOC of Project Change Requests & Lead the PCRs E2E
- Setup the process, reporting, and dashboard of a new project through Smartsheets

Achievements:

- Simplified & Automated RAID governing process for the team, reducing deep-dive review of multiple sources & providing visual management for all
- Improved the Project Change Request process and reduced the processing time by 200%, creating a positive impact for 3 dozen projects and project managers
- Successfully led automation projects impacting 3000 banks/ clients & saving over 2500 internal hours:
 - Successfully automated client onboarding process cutting down the timeline from 6 months to less than 6 weeks and reducing immeasurable back-and-forth emails & communication
 - Successfully automated sample (credit/ debit) card design process, empowering the clients, reducing the timeline from 9 months to 2 weeks, and reducing immeasurable back-and-forth emails & communication

E-LEARNING

Project Manager | LearningMate, Mumbai | Oct, 20 – Sep, 21

Responsibilities:

- Responsible for daily operations including coordinating with internal and external teams
- Study, understand, and analyze project requirement and various security and legislative compliance in the project and identifying the risks associated with it.
- Plan resources and identify project specific training needs as per the requirements of the project.
- Communicate project requirements to team.
- Identify and prioritize project objectives.
- Create the Project plan and schedule for the project.
- Maintain a risk register by identifying project risks and defining mitigation and contingencies for the same.
- Create project RTM and update as and when required.
- Ensures all key project process documents are complete with respect to the project requirement.
- Follow all processes as defined in the QMS and highlight any exceptions in the Project Plan.

- In case of outsourcing, review the contracts and verify the compliance.

Achievements:

- Created various High-Level Smartsheet dashboards & report views for varied Stakeholders
- Successfully managed short TAT high-value projects

PRINT-DIGITAL CONTENT MANAGEMENT INCORPORATION

Project Manager | Aptara, Noida | Apr, 16 – Oct, 20

Responsibilities:

- Successful project transitions of multi-million-dollar clients on a multitude of revenues and regions under stringent timelines/ TAT
- Hands-on experience of expert tools like 1Step, Alfresco, Asana, BlueJeans, Box, Cuteftp, Excel, Filezilla, GApps, Jira, Media Management, OKTA, PRISM, Sharepoint, Slack, Smartsheet, Trello, and xLite
- Managing and Reporting the entire project lifecycle from inception to go live and controlling the JIT deliveries while achieving important milestones
- Working as a SPOC for different teams, vendors, clients, & stakeholders on the progress of their respective projects
- Gap analysis before project initiation and during the project lifecycle and devising mitigation strategies
- Doing Time and effort analysis for preparing RFPs and RFQs to bring in new assignments/ businesses
- Enabling teams with the know-how of new project requirements through proper change management
- Internal Quality Audits and production control
- RCA, CAPA, and Why-Why analysis of feedbacks received from the clients
- Managing MIS, team scorecards for analyzing the performance of the team and individuals
- Identifying critical resources and designing career progression
- Interviewing, training, inducting, and retaining the right fit

Achievements:

- Successfully delivered small-sized (50 USD) to large-sized (2 Million USD) multi-region End-to-End projects and achieved personal and professional milestones
- Simultaneously handled multi-category short TAT (24 hours) and expansive TAT (6 months) projects with 1 man-day to 900 man-days requirements
- Vendor Management and Workforce Management experience of up to 50 at different geographic locations
- Minimization of NVA tasks through VSM and External and Internal KPIs
- Client appreciations for showcasing exceptional quality timely deliveries for important projects
- Implemented customized ERP system for better-decentralized project management and control helping in publishing measurable scorecards for all the teams

COMMUNITY MANAGEMENT

Community Manager | Community Folks, Delhi | May, 19 – Oct, 20

Responsibilities:

- Spread awareness about community management and its benefits to the brands
- Organize monthly offline and online conference and group events
- Act as FPOC in the group for the community managers based out of Delhi
- Consult early-stage community managers on how to setup and expand their communities
- Moderate community and its activities
- Interact with the community members on a regular basis

Achievements:

- Successfully organized multiple offline and online meet-ups for community managers of Delhi with an average head count of 50 & a turnout ratio achieved over 33%
- Helped grow engagement and engagement quality

EVENT MANAGEMENT EARLY-AGE STARTUP

Operations Manager | Media Arrow, Noida | Dec, 13 – Apr, 2016

Responsibilities:

- Negotiated with various parties for most cost-efficient propositions
- Streamlined and automated daily operations
- Procurement handling and devising Supply Chain strategies for better logistics management
- Inventory estimation and control
- Preparing & working as per master production schedule
- Preparing SOPs for Operations team
- Manpower budgeting, planning, and forecasting

Achievements:

- Simultaneously organized and handled multiple prestigious events in different parts of the city with a total budget of over 1 crore INR
- Introduced an organized and trackable automated CRM system based on the available resources

Education

Master's in Business Administration | IIFT, Delhi | 2017 – 2020

Bachelor's in Technology | NIET, Gr. Noida | 2010 – 2014