

HIMANSHU AGARWAL

Seasoned Project Manager • SAFe Advanced Scrum Master • MBA @ Indian Institute of Foreign Trade, Delhi
Project Manager @ Fortune 200 Fintech • Operations Manager

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TOP 5 SKILLS

- Project Management
- Operations Management
- Cost Optimization
- Leadership
- Business Process Management

CERTIFICATIONS

- SAFe Scrum Master
- SAFe Advanced Scrum Master
- Lean Six Sigma Yellow Belt

TOOLS

- 1Step
- Advanced Excel
- Alfresco
- Asana
- BlueJeans
- Box
- Clarity
- Cuteftp
- Filezilla
- GApps
- Jira
- Media Management
- OKTA
- PRISM
- PowerBI
- Rally
- Sharepoint
- Slack
- Smartsheet
- Trello
- xLite

WORK EXPERIENCE

Company: FIS Global Business Solutions India Pvt. Ltd. • **Industry:** FinTech

Job Title: Project Manager • **Job Location:** Gurugram, Haryana, India

Job Start Date: Sep 2021 • **Job End Date** – 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, resulting in 15% operational efficiency gains by identifying project health risks and implementing corrective measures.
- 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
- Established Smartsheet-based project tracking and reporting systems, enabling real-time visibility for stakeholders and reducing reporting efforts by 40%

Achievements:

- Streamlined RAID governance by automating processes, reducing project review time by 60%, and enhancing visual management through centralized dashboards
- 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

Company: LearningMate Solutions Pvt. Ltd. • **Industry:** E-Learning
Job Title: Project Manager • **Job Location:** Mumbai, Maharashtra, India
Job Start Date: Oct 2020 • **Job End Date:** Sep 2021

Responsibilities:

- Coordinated daily operations across internal and external teams, driving project alignment and timely completion of deliverables, resulting in a 20% reduction in project delays
- Study, understand, and analyze project requirements and various security and legislative compliance in the project and identify the risks associated with it.
- Plan resources and identify project-specific training needs as per the requirements of the project.
- Communicate project requirements to the 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

Company: Aptara, Inc. • **Industry:** Digital Content Management
Job Title: Project Manager • **Job Location:** Noida, Uttar Pradesh, India
Job Start Date: Apr 2016 • **Job End Date:** Oct 2020

Responsibilities:

- Led the transition of multi-million-dollar projects across multiple regions, ensuring on-time delivery within stringent timelines and achieving 100% client satisfaction
- Managed end-to-end project lifecycles, controlling just-in-time (JIT) deliveries and achieving 95% of key milestones ahead of schedule, contributing to a 20% reduction in project lead times
- Collaborated with cross-functional teams, clients, vendors, and stakeholders to resolve gaps in project execution, implementing mitigation strategies that reduced project risks by 30%
- Gap analysis before project initiation and during the project lifecycle and devising mitigation strategies
- Developed RFPs and RFQs for new assignments, bringing in \$2M in new business through efficient time and effort analysis
- 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 an internal ERP system, improving decentralized project management and control, and publishing real-time performance scorecards, leading to a 25% increase in team productivity

Company: Media Arrow Entertainment Pvt. Ltd. • **Industry:** Event Management

Job Title: Operations Manager • **Job Location:** Noida, Uttar Pradesh, India

Job Start Date: Dec 2013 • **Job End Date:** Apr 2016

Responsibilities:

- Negotiated cost-efficient vendor agreements, leading to a 15% reduction in procurement costs and enhancing supply chain performance
- Streamlined daily operations by introducing automation and process optimization, reducing manual efforts by 30% and improving overall team efficiency
- 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 the Operations team
- Designed and executed manpower planning and forecasting strategies, improving resource allocation efficiency by 25% across simultaneous projects

Achievements:

- Directed multiple high-profile events across the city, managing budgets totaling over ₹1 crore INR, and consistently delivering projects on time and within budget, resulting in a 20% cost savings
- Implemented an automated CRM system, increasing operational visibility and reducing customer response times by 40%

EDUCATION

Course: Master's in Business Administration • **School:** Indian Institute of Foreign Trade • **Period:** 2017 – 2020

Course: Bachelor's in Technology • **School:** Noida Institute of Engineering and Technology • **Period:** 2010 – 2014

OTHER SKILLS

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|-----------------------------------|-------------------------------|--------------------------|
| • Program Management | • Scrum and Agile Methodology | • Data Analysis |
| • Delivery Management | • Delivery Scheduling | • Analytical Reporting |
| • Project Management Office (PMO) | • Gap Analysis | • Strategic Planning |
| • Stakeholder Management | • Budgeting & Forecasting | • Business Communication |
| • People Management | • Change Management | |