

Akshatha A

Project Manager

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Result-oriented project team leader with 8 years of experience covering project and product management including developing, implementing, and supporting complex infrastructures. A fast and eager learner, I am detail-oriented and adapt to changing project requirements quickly to meet business goals.

Skills

- Project management
- Jira & Confluence
- Agile & Waterfall methodology
- Web Development, Javascript,HTML,CSS
- AWS, Devops
- SCRUM, SPRINT
- Time & Resource Management
- Problem-solving

Experience

Dell - Technical Project Manager

2020 - 2024

Roster Management:

- Led the development of an internal roster management tool to manage resources, shifts, on-call schedules, and rotation of shifts.
- Gathered requirements, planned sprints, and followed up with UX and development teams to ensure project milestones were met.
- Created and managed product backlogs, ran scrum meetings, and set sprint goals to drive project progress.
- Developed and maintained Product Requirements Documents (PRDs) to ensure clear communication of project goals and requirements.

Network Device Configuration Automation:

- Led the project to automate network device configuration using a collection of scripts for no-touch installation and configuration.
- Developed scripts to perform SSH to devices, push configurations, and verify successful implementation.
- Designed and implemented a dashboard for engineers to upload configuration files (CSV/XLSX) and test configurations directly from the dashboard.
- Ensured seamless integration and functionality of the automation tool, enhancing operational efficiency and reducing manual errors.

Customer Infrastructure Deployment:

- Managed the deployment of critical infrastructure components such as firewalls, storage, and network devices for customers' data centers.
- Conducted detailed requirement gathering sessions with clients to understand their infrastructure needs and project specifications.
- Coordinated and aligned resources including network architects and field engineers to ensure project requirements are met.
- Initiated and facilitated project kickoff calls to align all stakeholders and set project expectations.

- Updated and maintained project information in project management tools to ensure accurate tracking and reporting of project progress.
- Organized post-setup calls to verify the correct implementation and functioning of deployed infrastructure.
- Collected and analyzed customer feedback post-deployment to ensure satisfaction and identify areas for improvement.
- Successfully managed projects with an average value of 50k, contributing significantly to the company's revenue

TATA CONSULTANCY SERVICES - NCE

2016-2020

- Performed installation, maintenance, and support of system software and hardware, ensuring optimal performance and reliability.
- Designed and implemented comprehensive solutions for server, storage, and data technologies, tailoring to organizational needs.
- Planned and designed network architecture, installing devices at the Core, Distribution, and Access layers to ensure robust and scalable network infrastructure.
- Upgraded IOS and firmware on Cisco devices, enhancing security and functionality while maintaining system stability.
- Investigated, analyzed, and resolved network-related incidents and tasks using the ESM (ServiceNow) tool, ensuring minimal downtime and efficient problem resolution.

PERSONAL PROJECTS

STOCKWATCH - Generative AI based Mobile Application designed to provide real-time stock market updates, personalized alerts, and comprehensive financial news to help users make informed investment decisions. With its user-friendly interface and advanced analytics with 5k+ downloads.

IOS/ANDROID/WEB

<https://play.google.com/store/apps/details?id=com.stockwatch>

- Setting up the Jira, creating backlogs, and maintaining the board.
- Research and competitor analysis to bring the new feature and improve overall user experience.
- Collaborating with developers and helping them with the planning of tasks etc.
- Analyzing the user reviews and feedback as part of the continuous improvement plan.
- Maintaining the social media handlers and actively engaging in promotional activities.

Certifications

- PROJECT MANAGEMENT PROFESSIONAL - PMI
- ITIL® FOUNDATION CERTIFICATE IN IT SERVICE
- PROJECT MANAGEMENT FOUNDATIONS

Education

- High School 2009
- Higher Secondary Education 2011
 - Jawahar Navodaya Vidyalaya
- Bachelor of Engineering, Computer Science 2015
 - Visvesvaraya Technological University