

PRACHEE PRUSTY

PMP CERTIFIED PROJECT MANAGEMENT PROFESSIONAL

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~Highly analytical Project Management Professional with expertise in managing cross-functional teams and driving large scale IT Transformation Delivery and Implementation Projects . 19 years of Total experience with 10+ years of Project Management Experience in UAE in Product Implementations~

PROFESSIONAL EXPERIENCE

PLAZA PREMIUM GROUP

SENIOR MANAGER, PROJECTS, TECHNOLOGY AND DIGITAL INNOVATION

INDIA, HONG KONG, DUBAI (Aug 2022- Mar 2024)

- Developed and implemented Agile project management processes and procedures to streamline project delivery and improve resource allocation.
- Managed project budgets totaling \$5 million, ensuring cost-effective utilization of resources and adherence to financial constraints.
- Collaborated with all stakeholders including Vendors to define project scope, objectives, and deliverables, ensuring alignment with organizational goals.
- Communicated project status, risks, and mitigation strategies to executive leadership and key stakeholders, facilitating informed decision-making.
- Spearheaded the implementation of the B2C, B2B web applications on the new Digital Commerce Platform for clients, ensuring seamless execution and satisfaction.
- Collaborated with product development teams to translate client requirements into actionable plans and prioritization in Product Backlog, resulting in a 30% increase in client satisfaction.
- Led a Scrum Team of 15-20 implementation specialists, providing mentorship and guidance to ensure project milestones were achieved on time and within budget.
- As a Scrum Master, ensured scrum practices and conducted agile ceremonies to facilitate Continuous improvements and removed impediments by ensuring proper stakeholder participation and effective communication.
- Regularly reviewed and monitored the Product Backlog to ensure it reflected the state of sprints while also tracking the performance of the projects against the Project Plans.

- Conducted regular training sessions and roadshows for internal teams on new product features and updates, improving overall product knowledge and efficiency by 30%.

INFOSYS LTD

PROJECT MANAGER, FINACLE

INDIA, SINGAPORE, MEXICO, SOUTH AFRICA, JORDAN, UAE [Aug 2004- Feb 2022]

- Successfully Managed end-to-end project lifecycle, including initiation, planning, execution, monitoring, and closure, for multiple concurrent projects for Core Banking, CRM, Customer Onboarding, LOS and WMS.
- Identified project risks and developed mitigation strategies to minimize potential impact on project timelines and deliverables.
- Conducted regular project status meetings and reported progress to stakeholders, ensuring transparency and alignment with project goals.
- Mentored and coached junior project managers, fostering professional development and knowledge sharing within the team.
- Collaborated with cross-functional teams to resolve project issues and obstacles, ensuring timely delivery and customer satisfaction.
- Managed the end-to-end implementation process for Finacle Suite of Products across the Globe, including requirements gathering, customization, testing, change management and deployment.
- Worked closely with sales and account management teams to identify client needs and develop tailored solutions, resulting in a 25% increase in upsell opportunities.
- Functioned as the primary point of contact for clients during the implementation phase, addressing any issues or concerns to ensure a positive customer experience.
- As a supportive PMO, ensured compliance of all Processes and comprehensive documentation and training materials for internal and external stakeholders of the Project Team.
- Led a team of Technology Leads and cross-functional teams to deliver multiple projects simultaneously, resulting in a 20% increase in overall project efficiency.
- Managed the Business Continuity of one of the strategic Accounts and ensured limited impact to all stakeholders during COVID 19 across UAE and India.

EDUCATION, PROFESSIONAL CERTIFICATIONS, SKILLS

- Bachelor of **Electrical Engineering**, VSSUT, Burla [AUG 2000-JUN 2004]
- Certifications: **PMP** (Project Management Professional -PMI), Certified Scrum Master (CSM), AWS Cloud Practitioner, Google Certificate for Cybersecurity.
- Tools and Software: Microsoft Project, Presentation, Word, Excel, JIRA, ASANA, CRM, ERP, Java, SQL, Oracle, Confluence, AWS, HRMS, Performance Management Tools, PMS, Channel Manager.
- Domains: **CRM-** Customer Onboarding and Maintenance, Marketing, Loyalty, Sales, Loan Originations, Customer Service. **Core Banking** -Branch Operations, Card Management, Insurance, **E-commerce, Hospitality and Airport Passenger Services.**

VOLUNTEERSHIP

- PMI - I have been volunteering for various virtual activities/initiatives for PMI.
- MENTORGAIN and AFH – I volunteer on these platforms to coach and mentor Women.
- EDTECH PLATFORM– I have been actively volunteering as a Beta tester to review new courses on the Platform.

PERSONAL DETAILS

- Visa -UAE Resident Visa
- Available to join immediately.