**Radhika Yellore**

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**Current and preferred Location:** Hyderabad

# SUMMARY

Results-driven Program Management Office Analyst with total 9 years of IT experience and 4 years of relevant experience in project management. Comfortable working under strict deadlines in fast-paced environments and using effective interpersonal skills to keep project teams motivated on meeting goals. Proven record of analyzing processes effectively, implementing changes that enhance efficiency and reduce errors. Possesses a strong ability to lead and collaborate with stakeholders to ensure projects are completed on time and on budget.

# EXPERIENCE

**Program Management Office Analyst**

**Quadrant Technologies Private Limited December 2024 - Present, Hyderabad**

* Manage preparation and SOW renewals in collaboration with relevant teams or departments.
* Collaborate with the solution architect to finalize the project resource baseline structure.
* Generate weekly and monthly reports based on specified requirements.
* Regularly manage and communicate with client stakeholders.
* Addressed and resolved project risks, roadblocks, and obstacles while securing resources to efficiently complete deliverables.
* Interacted with cross-functional teams to allocate resources to projects.
* Managed to report legal and financial risks to higher management weekly, working

with internal and client teams to achieve 0% financial risk for most quarters.

* Facilitate communication between cross-functional teams, provide regular updates on project progress, and address any issues or concerns that arise

during the transition process. Using project management JIRA to share project documentation, track progress, and facilitate collaboration among team members.

**PMO Specialist**

**Sutherland Global Services Private Limited August 2022 - August 2023, Hyderabad**

* Ensure seamless coordination and resource fulfilment for HR-related activities.
* Manage preparation and SOW renewals in collaboration with relevant teams or departments.
* Collaborate with the solution architect to finalize the project resource baseline structure.
* Generate weekly and monthly reports based on specified requirements.
* Regularly manage and communicate with client stakeholders.
* Addressed and resolved project risks, roadblocks, and obstacles while securing resources to efficiently complete deliverables.
* Supervised Onboarding/Offboarding, team compliance, Managed invoices, coordinating with teams to raise customer invoices.
* Interacted with cross-functional teams to allocate resources to projects.

**Senior PMO Analyst**

**IBM (CBSI Payroll) December 2021 – July 2022, Bangalore**

* Working closely with clients and third-party stakeholders in different project phases to gather requirements and document project specifications.
* Tracked action items from meetings, ensuring resolution through coordination with teams.
* Managed timesheets, following up with resources to ensure timely submissions.
* Working with the finance team to create monthly billing files, sharing with customers.
* Actively participated in Scrum or stand-up calls, tracking and resolving issues with concerned teams.
* Identified job postings from various portals, qualifying as leads with client stakeholders.
* Scheduled regular internal and external meetings, tracking participation and updating records.
* Drafted and validated Purchase Orders, submitted to clients, and coordinated with client procurement teams for timely execution.
* Collaborated with stakeholders to define project objectives and requirements.
* Conducted business workshops with clients, ensuring timely project reviews, gap analyses, and adherence to project timelines.

**Administration Executive**

**EiS Technologies India Pvt Ltd February 2018 - November 2019, Hyderabad**

* Maintained trackers like customer meetings and pipeline trackers as per requirements.
* Collaborated closely with different vendors based on client need.
* Tracked the status of Knowledge Transfer (KT) like onboarding, off-boarding, documentation, and signoff progress, presenting updates to higher management and clients.
* Participated in internal and external calls, preparing and sharing MOM with stakeholders.
* Scheduled and tracked internal and external meetings, ensuring participants availability.
* Coordinated with project teams to provide project status reports to management and client stakeholders.
* Ensured smooth communication between technical teams and client stakeholders.
* Review overall project performance and lead projects status review meetings.

**Senior Front Office Executive**

**Deccan Spark Technologies Pvt Ltd October 2015 - February 2018, Hyderabad**

* Resource allocation to projects.
* Taking care of onboarding and offboarding activities.
* Generation of reports based on requirements.
* HR Operational activities.
* Email and vendor management.
* Greeting and welcoming clients, customers and visitors courteously and professionally.
* Handling incoming and outgoing mail and calls.
* Scheduling meetings based on requirements.
* Scheduling the interviews by coordinating with TAG team and giving feedback to the employees.
* Maintenance of different trackers based on the requirements.
* Assist with various administrative tasks like data entry, filing, and record keeping.
* Handle queries and provide information as needed.
* Answer, screen, and forward incoming phone calls.
* Manage and coordinate schedules, appointments, and meetings for staff.
* Maintain and update appointment calendars.
* Address and resolve customer inquiries and complaints in a timely and professional manner.
* Collaborate with other team members to ensure seamless execution of events and projects.

**Front Office Executive**

**VM Softtech Solutions India Pvt Ltd November 2012 - July 2015, Bangalore**

* Maintained trackers like customer meetings and pipeline trackers as per requirements.
* Collaborated closely with different vendors based on client need.
* Tracked the status of Knowledge Transfer (KT) on onboarding, off-boarding, documentation, and signoff progress, presenting updates to higher management and clients.
* Participated in internal and external calls, preparing and sharing MOM with stakeholders.
* Scheduled and tracked internal and external meetings, ensuring participants availability.
* Coordinated with project teams to provide project status reports to management and client stakeholders.
* Ensured smooth communication between technical teams and client stakeholders.
* Review overall project performance and lead projects status review meetings (Stake

holder’s meetings and Status meetings).

# EDUCATION

**Btech**

Vathsalya Institute Of Science & Technology • Hyderabad • 2010

* Computer Science

**Intermediate**

Narayana Junior College • Hyderabad • 2006

**SSC**

Maharaja High School • Hyderabad • 2004

# CERTIFICATIONS

**Cetrified Scrum Master (CSM)**

Hyderabad • 2023

# SKILLS

* Project Planning, Budgeting and Timelines, Client Relationship Management, Resource Fulfillment.
* Meeting Coordination, Team Motivation, Communication Enhancement, Process Optimization.
* Risk Mitigation, Quality Assurance, Project Management, Incident, Problem, Change Management, Reports Generation.
* Demand and Resource Management, Vendor Management, Contracting support.
* Strong analytical skills, Proactive, People Management and self-organized Adaptable.
* Project Management Software's like Jira, Zoho, Bizapp.
* Soft skills like Communication, Leadership, Problem-Solving, Strategic Thinking, Negotiation, Team Building, Decision Making, Conflict Resolution and Time Management.