

# Ranjana S Jaitly

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**Certified Project Manager with experience in managing projects for Telecom industry, Software services, Pharmaceutical and Banking industry**

## SUMMARY

Process-oriented Professional with proven success in managing projects involving in-house and offshore Software Development teams to meet aggressive product goals. Key strengths in management, liaison, scheduling, planning, budgeting and customer & vendor management. Effectively communicating project status to the executive team and taking appropriate actions to meet the project goals. Expertise includes:

- Process Improvement
- Agile and Iterative development
- Vendors and Partners Management
- Contract Negotiations
- Financial Planning
- Analyzing Business Impacts
- Resource Management
- Experienced with Big 4
- Managed geographically distributed and culturally diverse work-groups

## PROFESSIONAL EXPERIENCE

**Open Text Corporation, New York, USA**

**September 2008- August 2009**

Open Text™ is the market leader in providing Enterprise Content Management (ECM) solutions bringing together people, processes and information in global organizations. I have been working with the Consulting Services, Web Solutions group as a Project Manager, managing multiple projects for various clients.

### **Project Manager, Consulting Services - Web Solutions Group**

- Managed Project Requirements for various Customer's Engagements in line with Design specification as provided by customer
- Created Project Proposals (Letter of Engagement /Statement of Work) for both pre-sale and post-sale engagements for clients.
- Gathered business/technical requirements and scope projects while conducting various workshops.
- Monitored and Managed work assignments for the project team and consultants while working on various client engagements.
- Developed & maintained detailed project plans, control scope creep and provide regular updates/project status reports to clients and upper management as needed.
- Tracked, Recorded and managed project issues, scope, change control in the "Internal System (JIRA)" and escalated where necessary
- Resolved cross-functional issues at project level
- Monitored project progress and performance with periodic project evaluation.
- Worked closely with users to ensure the project meets business needs
- Identified user-training needs for clients and devised with the help of "Training & Education Services" appropriate user training programs as offered by the group within the defined budget.
- Developed and maintained project reports and interacted with the executive management for the project progress.

**ICONMA Inc – A Consulting Company**

**March 2006- March 2008**

**Avaya Inc. Lincroft, NJ, USA (September 2006- March 2008)**

**Sr. Project Manager, R&D**

As a Senior Project Manager managed following 2 projects

1. **Avaya One-X IP Deskphone.** A new high end H323 Protocol Phone for Avaya Business customers and clients. The Phone was introduced/launched at the Soccer World Cup 2006. It carries a whole range of Phone Models (Colored, Gig Phone etc).
  2. **Avaya one-X™ Desk phone SIP** is software for the 9600 IP Telephones that supports SIP and H.323 protocol.
- Managed Global teams (Germany, India, USA, and Australia) to trouble shoot development issues and acting as a coordinator with the extended teams.
  - Negotiated and finalized contracts with outsource companies in India and Europe.

- Managed partners.
- Managed the teams in outsource companies for development.
- Created and maintained relational database of customer requests and responses based on Internal as well as External trials for use in developing reports for Senior Management and projecting budgeting and staffing needs.
- Created and maintained project plan using MS Project/Avaya Project Management Plan with detailed milestones and deliverables, covering all project life cycle details, from development, to manufacturing, training, marketing materials, services and launch details.
- Created proposals, Financial Statements and Engagement Letters.
- Interfaced with cross-functional teams, including engineering development teams, suppliers, marketing, product management, and quality teams.
- Managed researching and troubleshooting issues.
- Monitored project tasking and facilitated all issue resolution with Project team and key Project Stakeholders.
- Generated/updated project documentation includes SOW, SOP etc.
- Updated Senior Managers and business analysts on project status and support issues.
- Coordinated with other Project Manager, Project Analyst and project team on project administrations.
- Managed and coordinated all the activities with the offshore vendor.
- Managed the control self-assessment process to assess gaps and developing action plans addressing these gaps.
- Acted as an interface with internal and external groups.

### **Radiant Systems, Inc., A Consulting Company**

**June 2000 – February 2006**

#### **PMO Project Manager – Radiant Systems Inc. (January 2005- December 2005)**

- Worked on assignment with multiple financial companies.
- Managed and coordinated the Project Management Office and its activities.
- Provided direction to the PM Office on the procedures and guidelines as specified by the PMI.
- Updated regularly Project Plans of the PMO activities using MS Project on a daily basis and keeping track of the changes and updating the team accordingly.
- Monitored documentation status of the projects and assigning project document numbers as worked by the team of Project Managers working under PMO.
- Updated Senior Management and VPs on project status and issues as undertaken by the PMO.

#### **Sanofi-Aventis Pharmaceutical (September 2003 - December 2004)**

##### **Asst. Project Manager/Project Coordinator**

**Project:** Helped set-up a Website for a new drug launched by the Company and made sure that the Marketing team had all the proper content and approvals for advertisements.

- Work with Brand Teams for coordinating Marketing & Sales requisites as and when needed
- Managed Corporate Support Hotline to trouble shoot website community issues and acted as client relations representative
- Ensured adherence to sponsor's standards, processes, policies, and procedures
- Reviewed and responded to client requests, issuing requested controlled documents and performing customer follow up for quality assurance.
- Created proposals, Financial Statements and Engagement Letters
- Managed follow-ups as needed and assisted in maintaining the project plan updated.
- Managed researching and troubleshooting issues
- Arranged project meetings and documented and circulated the minutes of the meeting.
- Coordinated with staff regarding their work schedule and maintained their documents.
- Generated/updated project documentation includes SOW, SOP etc. Using Aventis ISM templates.
- Wrote SOP's for Global Marketing and Medical IT Group in conjunction with other departments and grouping within the Aventis Umbrella.
- Updated Senior Managers and business analysts on project status and support issues.
- Worked and Managed the PMO as PMO Coordinator.
- Working as Junior Project Manager on a 2 million Project called "Brand Zone" and coordinating all the activities with the offshore vendor.
- Working with QA Manager and testing team to ensure thorough testing of modules/application/interfaces.
- Acted as an interface with internal and external groups.

#### **Novartis Pharmaceutical (June 2002 - September 2003)**

## **Technical Writer/Project Coordinator**

- Involved in proposal preparation, statements of work and requesting for proposals.
- Supported multiple managers to effectively coordinating the project activities, and documentation.
- Involved in Project administration
- Assisting in researching and troubleshooting issues.
- Arranged project meetings and documented and circulated the minutes of the meeting.
- Worked as Documentation specialist (flowcharts, spreadsheets, training materials, pamphlet content) including collaboration with Marketing Director to establish departmental definitions for corporate Quality Control Statements.
- Created proposals, Financial Statements and Engagement Letters.

## **Health Services Dept. CI Government, Grand Cayman, BWI Executive Officer/Human Resources**

**January 1998 - October 1998**

- Worked as an experienced Assistant Manager/Officer Personnel for Cayman Islands Government, playing a key role in the efficient and smooth running of the department, estimating and coordinating Group Employee Projects and visiting Consultants from overseas:
- Managed and processed contracts for 400 employees (Government, Group Employee, or Locum) and ensuring that all immigration documents are received and processing in a timely manner.

## **Deloitte & Touché, Grand Cayman, BWI Investment Associate**

**July 1997-December 1997**

- Working and assisting the Offshore Portfolio Manager with day-to-day customer & client queries.
- Assisting and coordinating the client /customer meetings, documenting and circulating the minutes of the meeting.
- Assisted in maintaining the Customers Transactions and crosschecking to the actual transactions as provided by the client/customer.
- Assisting in researching and troubleshooting issues.

## **First Cayman Bank Ltd., Grand Cayman, BWI Investment Officer/Business Analyst**

**June 1996 - June 1997**

- Worked as an experienced Investment Officer/Manager Administration for First Cayman bank, playing a key role in the Quality Control, Requirements Analysis, estimating and planning the futuristic goals of the Bank and its parent company.
- Managed in-house audit and checking monthly returns of group offices for Parent company Gulf Union Bank Ltd. located in Bahamas.

## **PROFESSIONAL DEVELOPMENT AND CERTIFICATION**

- Project Management Professional Certified (**PMP**)
- Scrum Master Certified
- Series 6 Licensed
- American Express "Fraud prevention Seminar"

## **TECHNICAL SKILLS**

- MS-Office
- MS Project
- Documentum (e-room)
- Rational ManagePro
- Open Text Management Server (formerly Reddot CMS)
- Open Text Delivery Server (Reddot LiveServer)
- Business Works Gold Accounting Software
- Accounting Reconciliation System
- Agile & Iterative Development

## **EDUCATION**

- **MBA**, ICCI affiliated with University of Florida (USA) 1996.
- **BA (Honors)**, Gargi College, New Delhi, India 1994