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Address: Dubai, United Arab Emirates

Valid: Until 27th March 2024

# **ABOUT ME**

A dynamic and results-focused professional having over 7 years of experience with a strong commitment to excellence, delivering exceptional outcomes for clients in UAE, USA and UK. Proven expertise in IT project coordination and service delivery.

## WORK EXPERIENCE

2021 - 2023 Hyderabad, India Sr. Associate - SD AMAZON DEVELOPMENT CENTER INDIA

Worked as a SME-Service Delivery and responsible for:

- Act as an SPOC for the team
- Track the status of visa petitions and other immigration paperwork
- Provide training and guidance to other employees on US work authorization requirements
- · Stay up-to-date on changes to US immigration laws and regulations
- Work cross functionally with a broad range of business stakeholders to define detailed requirements and implement process
- · Ensure that all employees have the legal right to work in the United States
- · Mitigate the risk of legal liability for employing unauthorized workers
- Co-ordinate with employees, their managers and HRBPs for issues related to US work authorization
- Troubleshoot program issues on behalf of employees, managers, and HR related to form I-9
- · Assist with new compliance projects as needs arise
- · Verify data and look for variances and discrepancies in data for correction in PeopleSoft
- Understand impacts of changes in PeopleSoft system and how these will impact internal/external interfaces
- Communicate to partners and employees on data findings and information
- Demonstrate the highest degree of discretion and confidentiality for data

### 2015 - 2020 Bhopal, India PROJECT COORDINATOR & WEB DEVELOPER THRIB INFOSOFT

#### As a **Project Coordinator**:

- Interact with client to understand the requirements
- Research and evaluate technology options and weigh the cost/benefit analysis when making purchases on behalf of the company/client
- Determine and define clear deliverables, roles and responsibilities for team member required for project
- Assign and monitor work, ensuring that project steps are in alignment with business objectives, ontime and within budget
- Hold weekly meetings to determine progress and address any questions or challenges regarding projects
- Communicate proactively with all involved personnel to provide encouragement, identify problems, and create strategic solutions
- Actively work with the team to meet the requirements for functionality, scalability, and performance

# • EDUCATION & TRAINING

2013 - 2015 Gangtok, India

MBA IN INFORMATION SYSTEMS MANAGEMENT Sikkim Manipal University

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2

### DIGITAL SKILLS

Quality Analysis | CRM | Project Management | Digital Marketing | Email Marketing | SEO | SMM | Cloud - GCP | AWS | OCI | Customer Behavioral Marketing | Linux | Python | iCIMS |Oleo | Peoplesoft | Salesforce | Jira |Trello

## **CLOUD FAMILIARITY**

Google Cloud Platform, Amazon Web Service, Oracle Cloud Infrastructure

Skills in configuration, deployment and maintenance of cloud infrastructure that can be scaled, specialized in GCP laaS and PasS mechanism.

- · Deployment of virtual machine based on the architectural design provided by team
- Configuration of Backups and disaster recovery
- Secure access to storage account using shared access signature and providing secure access to Virtual machine using Just in time access
- Configure load balancer
- Assessment, discovering, monitoring and troubleshooting
- Network security group configuration to allow or deny different ports
- Firewall configuration for network security

## COMMUNICATION AND INTERPERSONAL SKILLS

- Critical Thinking: Able to think logically and analytically to identify problems.
- · Adaptability: I can adjust to change and new situations effectively.
- · Creativity: I am able to think outside the box and come up with new ideas.
- Time Management: Able to plan and organize my time effectively to meet deadlines.
- Exceptional Communication: I am able to communicate effectively in both verbal and written form.

#### CERTIFICATIONS

2021

Scrum Fundamentals Certified (SFC) From ScrumStudy

2023

Agile Methodology Virtual Experience Program By Cognizant

2023

Project Management Virtual Experience Program By Accenture

I am confident that my diverse skills, professional experience, and dedication to excellence make me a valuable asset to any organization. With the proven track record of achieving results and a passion for continuous learning and growth, I am eager to contribute my expertise and drive positive outcomes. Thank you for considering my application, and I look forward to the possibility of joining your team.

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