

NAMITA GOEL

MBA in Marketing & Retail Management, B Tech (CS)

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I am a Certified Scrum Master & ITIL V3 Expert with an overall 14+ years of experience in Service Delivery, Project management & B2B strategic alliances management. My strength lies in sustaining relationships with the C-level executives, stakeholder management and account management. Due to diverse experience in both enterprise SaaS and infrastructure solutions (on-prem as well as IaaS), I approach customers as their trusted advisor. My aim is to achieve measurable results and stand-out as the most valuable professional for my organisation.

Professional Experience (UAE, India & Belgium)

PWC Digital Services (earlier Venerate Solutions)

Project Manager – Salesforce Practice

India (Bangalore)

Sep '21-Dec' 22

- Managed Salesforce development projects related to Banking and Field Services Management
- Responsible for leading teams (size 6-10) to deliver critical LOS (Loan Originating System) project worth \$1M developed using Salesforce LWC for a coveted Indian bank using Agile Methodology
- Played dual role of a PM as well as the Scrum Master – planned Sprint ceremonies and executed the Sprints along with the stakeholder management.
- Spearheaded the requirements' elicitation, planning, resourcing and delivery with project status reporting to the stakeholders
- Coordinated with stakeholders to resolve conflicts around scope creep and schedule of delivery

Redington Gulf FZE

Account Manager for Infrastructure Solutions and SAAS

Dubai

Sep '18-Sep'21

- Account management for Red Hat based Solutions in Infrastructure Software and SAAS portfolio
- Spearheaded the Cloud Certified Service Provider program of Red Hat; scaled up the business from zero to one million plus dollars annually
- Engaged with C-level executives and managed Projects of the CRM Software Freshworks under distribution of Redington to ensure the successful delivery of new projects
- Spearheaded the new partnerships with Cloud based product companies, resourcing firms, information security vendors as well as system integrator partners
- Responsible for preparing MOUs, Master Service Contracts with integration partners, issuing POs to vendors, tracking invoices and payments.
- Assisted with Project Closure Reports during service delivery for project closures

Tata Consultancy Services Pvt. Ltd.

Assistant Consultant

India and Belgium (Brussels)

Mar '05-Aug '14

- **Enterprise-wide IT Change Manager for client ELECTRONIC ARTS**
 - Coordinated with senior leaders (VP and Directors) and global cross functional teams for successful change planning to meet legal and statutory compliance as Change Manager
 - Managed stakeholders, administered CAB and Emergency CAB meetings, prepared "Post-implementation Review" reports of change requests to recommend service improvements
 - Prepared SOPs, handled Change Management training for global IT and business teams
 - Significantly brought down the number of incidents and change requests in production

- **Project Leader for client MICROSOFT IT Services**
 - Led a team of developers, QA and system analyst to deliver the Partner Integration Reports and maintained Partner Integration Data warehouse
 - Designed and developed SSRS 2008 reports and stored procedures in SQL Server 2008 R2 for “Partner Integration Reporting”
- **IT Analyst for client British Telecom**
 - Spearheaded design, development and testing of Master Data in SQL Server 2005 which was used in Telecom Provisioning System of BT Retail Business Unit
 - Followed Agile Development Methodology and contributed in periodic Project Management Reviews and internal audits
- **Project Leader for client Belgacom International Carrier Services**
 - Designed and Developed Pricing Master Tool to help business users accomplish their business objectives
 - **Deputed to Belgium (Brussels)** for six months to gather requirements from client and prepared functional specification documents
 - Efficient management of work helped TCS to win a new project from same client
- **Developer for client National Commodities & Derivatives Exchange Ltd, India**
 - Designed, Developed and maintained the core module of trading platform TradeX on Stratus Mainframe System

Skills

- Customer Relationship Management (Salesforce)
- Certified Scrum Master
- Business to Business (B2B) Sales
- Business Analytics
- Microsoft SSRS 2008, SQL Server 2008 R2
- ITIL V3 Expert
- Social Media Marketing
- MS Office
- SQL Server 2000, DTS Packages
- Agile Project Management (Jira)
- SPSS (beginner level)
- Visual Basic 6.0

Achievements

- **Top Performer** (for two consecutive quarters in 2012) awarded by TCS upon client’s feedback

Professional Certifications / Courses

- Pursuing Certificate Course in Project Management from IIM Rohtak (May 2023 – Aug 2023) - **ongoing**
- Certified Scrum Master – July 2022
- **ITIL V3 Expert** certified by EXIN in December 2013

Education

Masters in Business Administration, Marketing & Retail Management
INSTITUTE OF MANAGEMENT TECHNOLOGY

Dubai, UAE
May 2016

Bachelors of Technology – Computer Science & Engineering
UTTAR PRADESH TECHNICAL UNIVERSITY

Lucknow, India
2004

Extra-Curricular Activities

- As a member of **Placement Committee** at IMT Dubai networked with various companies for student’s internships and placements via cold calls and promotional emails
- Spearheaded a team of 30 volunteers for organizing 3rd “AIM-American Marketing Association Sheth Foundation Doctoral Consortium” held at IMT Dubai in Jan’15
- Organized various “**Fun at work**” events for TCS employees in collaboration with HR
- Won first prize in Women’s category in Table Tennis Tournament held in TCS
- Founding member of **Student Activities Cell** “Abhigyan” during under-graduate course