**Dhvanil Mandaliaa**

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LinkedIn: <https://www.linkedin.com/in/dhvanilmandaliaa/> |Digital Portfolio: <https://rb.gy/mupcbt>

I am a collaborative, creative, analytical and an enthusiastic project management individual with excellent interpersonal communication and IT Skills. Alongside this, as a Student Mentor in the UK and as a Senior Project Manager in India, I’d successfully adopted and generated excellent results through these skills. Alongside this, I am an out-going Project Management Master’s student from Northumbria University with deep knowledge of several modules like: Digital Project Management tools, Project Economics, Project Planning, Delivery Planning, Resource Allocation, and Work-Breakdown Structure Methods. Additionally, I am actively looking for challenging and new opportunities in the IT and Innovation stream as a Junior / Assistant IT- Project Manager across the UK. I am also aiming to obtain a PMP certification in the future (by 2021-22).

**Core Skills**

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| --- | --- |
| * People management * Team player * Time and Work Management * Problem Solving * JIRA, SCRUM and working in Agile teams * Risk Management (Using Risk Register) * Written and Verbal communication skills | * Project Planning *(MS-Project’16 - Trained)* * Solution Driven * Interpersonal Communication Skills * Stakeholder Management * MS-Office Suite (Excel and Powerpoint) * Agile and Inclusive Leadership Skills * JIRA, SCRUM, Agile |

**Work Experience**

**Current:** FutureMe Student Mentor, Northumbria University, NECOP *Nov’19 – Present*

**Key Achievements:**

* Reported to a Project Co-ordinator and functioned effectively as a diligent, dependable, and approachable mediator between the Co-ordinator and School Teachers.
* Systematically maintained attendance record of the mentees, shared information manuals with them, ensured their data-privacy was strictly maintained, examined their weekly progress, and carried out Group discussions / 1-2-1 sessions with them.
* Inspired Year 9 UK based students through mentoring, guidance, and presenting structured information related to Higher Education opportunities in the North-East.
* Aided 6 mentees to assess and think about their career plans, and motivated them to plan their higher education in the North-East.

**Previous:** Senior Project Manager - IT, Kotak Life Insurance, India  *June’17 – Aug’19*

**Key Achievements:**

* Youngest Project Manager in the entire department to be acknowledged several times as the “Kotak Life Value Star” (Star Performer) for adhering to organizational values like: *Professional Approach*, *Continuous Improvement*, and providing *Real value to customers*
* Rated as the Star Performer for providing excellent project support by co-ordinating effectively with stakeholders, preparing detailed project plans, highlighting key risks, and constantly updating the project progress to the relevant stakeholders.
* Achieved an *“Above Expectations”* performance during the entire tenure for delivering high-quality and high-budget projects within the stipulated project timelines
* Designed, developed, and delivered several complex projects (web / mobile based apps) across different departments like: Sales, Marketing, Operations and Customer Service. Overall performance, adoption, and user experience increased by 75% as the applications were optimized by adopting an agile approach.

**Key Projects and Responsibilities:**

**• KRUX (Java based application developed for Customer Service Advisors/Teams):**

* Had adopted an Agile methodology to resolve critical issues / bugs, co-ordinated with software development teams, and extensively used JIRA for issue tracking, communication, and resolution.
* This process streamlining exercise improved the user adoption of this application from 60 to 95% and increased the productivity of business users (Customer Agents) by 80%.

**• Digital Verification Process (Digital solutions replacing the telephonic approach):**

* Successfully brainstormed this innovative and novel video-based solution which was used by Kotak Life customers across India (close to a million customers).
* The telephonic customer verification process was replaced by this digital transformation project. Thus, was able to receive the “Kotak Life Value Star”for “Innovation” and “Continuous Improvement”
* This solution contributed towards the organisations’ key Green and Digital transformation initiatives and was declared as the “Innovative Project of the Year”.

**•**  **E- Learning (Digital Learning and Knowledge Management Platform):**

* Conceptualised, designed, and delivered this E-learning platform (Similar to LinkedIn Learning)
* Applied agile methodology, created detailed project plans, adhered to stringent deadlines, and successfully delivered this app within 3 months by using automated software testing tools and techniques.

**Education:**

Northumbria University, Newcastle upon Tyne, UK *Sep’19 – Oct’20*

MSc Project Management (Master’s Degree)  Grade: *Sem1 and 2: 67%*, *Sem3: To be Obtained*

Sardar Patel Institute of Technology, Mumbai, India *May’13-May’17*

Bachelors in Electronics Engineering  *Grade: 70.53% (GPA 7.91/10)*

**Certifications and Co-curricular Activities:**

* Agile at Work: Leading Agile teams (Certified by LinkedIn and PMI)
* SCRUM Master Basics (Certified by LinkedIn and PMI)
* Project Management: Technical Projects (Certified by LinkedIn and PMI)

**Additional Accomplishments:**

* Research Paper: FIS Based Autonomous Navigation System (Published in IEEE – 2017-18).
* Recipient of “Agile and Inclusive Leadership Badge” from Common Purpose (2020) for working collaboratively with multi-cultural diverse teams.
* APM Student Member – Since Oct’19 and I actively attended seminars which were organised in the North East.