

NAMRATA NEOGI, PMP

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PMP certified project manager with 5 years of experience in leading projects and creating data-driven, organization wide processes to increase operational efficiency. Expertise in creating schedules, assessing risks, cultivating strong customer relationships, managing cross-functional teams, and always curious to learn.

PROFESSIONAL CERTIFICATIONS

Project Management Professional (PMP), Project Management Institute

March 2023

SKILLS

Industry Knowledge: Program Management, Agile, Scrum, Waterfall, Project Estimation, Risk Mitigation, Process Improvement, Customer Management, Project Scope, Plan & Scheduling, Excellent Communication, Data Visualization, Problem Solving, Stakeholder Communication, Product Marketing, GTM strategy, Product Design, SDLC, Burndown Chart, Organizational Change Management, RACI Matrix, Critical Path Analysis, Quantitative skills, OKR, ERP, CRM, PMBOK standards.

Tools - JIRA, Smartsheet, Asana, Monday.com, Tableau, Salesforce, SharePoint, Advance Excel, PowerPoint, Microsoft Project, Figma, Visio, SQL Server, Oracle LMS

PROFESSIONAL EXPERIENCE

Program Manager Intern, Eurofins EAG Laboratories, Santa Clara, CA

June 2022 – Dec 2022

- Collaborated with Reliability, PCB, ATE, Quality Assurance engineering groups to integrate project management processes for the testing of semiconductor chips. Created MCC checklist for pre and post burn in that demonstrates the fitness of a microelectronic product for use in the field and update learning management system.
- Conducted a variety of Learning and Development programs (New Hire Orientation, Safety, Compliance, Leadership, etc.) involving over 500+ employees.
- Sort and clean customer data using tableau to provide insights to management on customer churn patterns which increased repeat sales by 12%.
- Develop data visualization dashboards in Tableau for business KPIs (Key Performance Indicators), reducing manual reporting by 9 hours weekly.
- Create project budgets and spending strategies to ensure the effectiveness of financial controls and risk mitigation.
- Create standardized project processes, templates, and document process flow which reduced time to build project schedules and onboarding new customers by 45%.
- Develop revenue charts between actual vs forecasted sales using SQL and Tableau and present it to stakeholders per quarter.
- Work with reliability testing engineers to build a centralized cloud-based inventory tracking system. This lowered the problem of overstocking by 66%, helped optimize storage space, and reduced human error by implementing a barcode scanning system.
- Automate the process mapping for reliability engineering workflow, from scheduling, testing, and project closing which gets updated in real-time removing manual efforts and improving customer experience.
- Schedule and facilitate agile ceremonies, organize scrum meetings, partner with product owners to determine priorities, and lead teams using agile methodologies to improve efficiency and conduct sprint reviews.
- Lead and track project schedule, milestones, and risks of over 5 customer accounts (\$60M) manage vendors, and manage customer relationships, prepare RFQ and SOW.
- Document lessons learned for every project to enable a culture of knowledge sharing and curated training on oracle's learning management system.
- Perform root cause analysis to identify performance gaps and mitigate those issues to implement steps to increase efficiency and productivity.

Project Manager, NIS Management Ltd, India

Oct 2018 - Dec 2021

- Completed a NPI project of creating an on-demand service delivery marketplace that increased business revenue by 15%(approx.) and managed a team of 5 developers during this period. Architected go to market strategy to ensure smooth product launch operations.
- Reduced road safety risk for delivery partners by 5% by empathizing and conducting interviews to gain a deep understanding of their needs and pain points.
- Led project delivery from initiation to closing by building product roadmaps, managing backlogs, monitoring risk impact matrix, planning sprints, tracking progress on JIRA and drafted test cases for user stories. Closed 95% of trouble tickets on the first call without escalation.
- Achieved a user satisfaction rating of 4.9/5.0 (14% higher than average); consistently logged and monitored ticket status to ensure fast, quality resolution of every issue.
- Analyzed churn patterns and introduced point-based referrals, that increased customer retention and new customer acquisition by 17%. Surveyed to understand consumer feedback on the product for functional and quality improvements.
- Planned marketing techniques based on competitor analysis, customer buying trends, and potential growth opportunities using Porter's Five Forces method, which generated 2 new business verticals.
- Conducted customer meetings to gather business requirements and determine the projected budget for the execution of the project.
- Hosted monthly portfolio reviews which aid leadership and stakeholders with decisions to ensure the successful implementation of projects. Collaborated with managing director, statutory, and accounting team for efficient on-time delivery of the project.
- Website management, campaign planning, content curation, conceptualizing digital creatives, A/B testing to improve campaign performance.
- Collaborated with financial analysts to develop business strategy using regression analysis and past trends in user adoption to optimize product cost and delivery costs.
- Conducted daily standups to track project deliverables and report project status to stakeholders. Conducted retrospectives at the end of sprints to document lessons learnt.

Assistant Web Course Developer, Golden Gate University

Jan 2022 – Present

- Generate program reports using SQL to analyze performance data for online learning and report to stakeholders. Perform tasks central to quality assurance of course content by running focus groups and surveys to understand the student requirement.
- Test and create faculty training materials. Track outcomes of the training by assessing student performance and grades. Create engaging quizzes as class assessments. Making PowerPoint and video content for online classes and developing training content for instructors on Moodle LMS.

EDUCATION

MS IT Project Management, Golden Gate University, San Francisco, CA

April 2023

Coursework-Business Statistics, Agile Methodologies, Program & Portfolio Management and Database Management

PGDM Public Relations & Global Communications Management, Cardiff University, United Kingdom

September 2018

BA in English Literature, University of Calcutta

July 2017

VOLUNTEER EXPERIENCE

Product Marketing Coordinator, Project Management Institute

March 2022 – Present

- Design graphics, draft messages, and edit internal and external marketing videos. Coordinate social media marketing campaign for lead generation. Plan & host events. Monitor feedback and update content on the website. Work cross-functionally with volunteer development to promote volunteer opportunities across all chapters.