

Mala H R

Project Manager

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PROFILE

Experienced **Application Developer** with 12 months of hands-on experience in cutting-edge technologies, including **ReactJS**, **NestJS**, **Terraform**, and **Amazon ECS**, to architect and develop scalable applications. Throughout this tenure, I discovered a strong inclination toward **Cross-team Collaboration**, **Project Planning**, and **Client Relations**. My aspiration is to transition into a **Project Manager** role, leveraging my skills to ensure efficient **Project Tracking**, **Stakeholder Management**, and the overall success of **project deliverables**.

CORE COMPETENCIES

1. Cross-team Collaboration
2. Proficient Articulation
3. Problem-Solving
4. Project Initiation and Planning
5. Customer Service
6. Research and Development
7. Strategic Planner
8. Organizational Skills
9. Time Management
10. Critical Thinking

EXPERIENCE

Application Developer | Thoughtworks | March 2022- March 2023

1. Collaborated with Tech Leads to diagnose operational challenges within company-wide leadership teams and devised strategic solutions to enhance efficiency and drive productivity.
2. Collaborated with tech leads to define project scope through stakeholder engagement.
3. Contributed to the redesign of the application infrastructure, enhancing scalability.
4. Effectively integrated accessibility enhancements to enhance the application's functionality for diverse user abilities.
5. Led a coding session to implement Amazon EC2 service, enhancing application flexibility, reliability, and security.
6. Collaborated with Project Managers and Tech Leads to develop tailored solutions that met client requirements as the project evolved.
7. Successfully cleared the project objectives with minimal guidance that satisfied the client's requirements.
8. Exhibited proactive leadership, ensuring the timely achievement of daily objectives.
9. Contributed to the documentation of problem-solving procedures throughout the coding process.
10. Partnered with the regional newsletter team to enhance employee engagement, foster trust, and cultivate a positive company culture.

EXTRACURRICULAR ACTIVITIES

Freelance Content Writer | Self-Employed | May 2023 - July 2023

1. Produced engaging blog posts, articles, and scripts on Fashion, Self-development, and Electric Automobiles, consistently meeting deadlines and word count requirements.
2. Conducted in-depth research to ensure the accuracy and credibility of the content.
3. Collaborated with clients to understand their brand voice and target audience.
4. Managed self-directed projects, demonstrating strong time management and organizational skills.
5. Utilized SEO techniques to optimize content for search engines, resulting in improved visibility and organic traffic.

Digital Art Entrepreneur - Etsy Shop | Founder and Owner | May 2023 - August 2023

1. Founded and operated a successful digital art business on Etsy, specializing in downloadable print designs.
2. Conceptualized and designed various art pieces, catering to a diverse customer base.
3. Managed end-to-end operations, including designing, listing creation, digital delivery, and addressing customer inquiries.
4. Developed and maintained a professional brand image through consistent branding and top-notch customer service.
5. Developed strong interpersonal skills through direct customer interactions, resolving issues, and maintaining open communication.

LEARNING

Industrial Knowledge:

1. Intro to Service Management with ITIL® 4
2. Project Management Foundation - Communication
3. Resource Management
4. Client Management
5. Change Management
6. Stakeholder Management
7. User Experience
8. Consulting
9. Social Media Content Creation

Technical Knowledge:

1. SQL
2. Tableau
3. Power BI
4. Amazon ECS
5. Test Driven Development and Clean Coding Practices
6. Basics of NestJS
7. Terraform
8. React JS
9. HTML and CSS

CERTIFICATIONS:

1. PRINCE2® Agile Foundation Certificate, AXELOS - Ongoing (Completion ETA: December 20, 2023)
2. PRINCE2® Agile Practitioner Certificate, AXELOS - Ongoing (Completion ETA: December 20, 2023)
3. Data Visualization using Tableau - Skillshare
4. Business Analysis Fundamentals - Udemy
5. Intro to Service Management with ITIL®4 - LinkedIn
6. Project Management Foundations: Communications - LinkedIn
7. Project Resource Management - LinkedIn
8. Managing Project Stakeholders - LinkedIn
9. Consulting Foundations: Client Management and Relationships - LinkedIn
10. Change Management Foundations - LinkedIn

EDUCATION

1. **Bachelor of Engineering - Information Science**
New Horizon College of Engineering - Bangalore
2. **Pre-University College - Science**
Jyoti Nivas College - Bangalore

DECLARATION

I hereby declare that the above-mentioned information is true to my knowledge.