

DIVYAJOT KAUR DUA

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Ottawa

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PERSONAL PROFILE

An experienced Project Coordinator with over 7 years of experience in the Finance and Management Industry with specialization in Credit Operations Management, Credit Risk Management, Financial Exposure Monitoring, and Portfolio Management. A analytical individual with excellent time-management skills, capable of working well independently in a high-pressure and target-driven environment. Possess strong communication and interpersonal skills in building collaborative relationships at all organizational levels and with external clients. Proficient at implementing innovative solutions to improvise and transform complex business operations as per stakeholder requirements and project timelines. Possess a strong knowledge of Project Management Fundamentals (Waterfall and Agile).

TECHNICAL SKILLS

- Adept at Project management tools- JIRA and MS Project
- Finacle 10x (by Infosys), Lending Automation System (LENS)
- Proficiency in MS Office Suite (MS Excel, MS Word, MS PowerPoint, MS Teams, and MS Outlook) with a zeal to learn new technology
- Certified CAPM (PMI), CSM (Scrum Alliance), and working toward achieving PMP

WORK EXPERIENCE

Project Coordinator, Punjab National Bank

June'2022 to Nov'2023

- Effectively led a project team of 6 people securing department resources including budget analysis and preparation, development of status reports, T&M reports and timely invoicing, to ensure projects are completed within the budget.
- Prepared and analyzed monthly, quarterly, and yearly financial reports and reviewed purchase orders to achieve the present budgets allotted to the Regional Office by the Head Office.
- Increased the revenue of the Regional Office by CAD 550,000 through Government incentivized projects in the Business Loans Portfolio.
- Created custom business proposals and communication plans specific to each stakeholder's requirement.
- Managed over 15 projects simultaneously, and effectively tracked all requirements to ensure completion of the budgets as per the scheduled timeline.
- Collected, analyzed, and compared data to identify areas for improvement within the organization's IT infrastructure through sprint retrospectives.

Associate Project Manager, Punjab National Bank

June'2019 to May'2022

- Compiled and communicated project and team-level reporting and status of KPI's.
- Conducted daily stand-up along with the Senior Project Manager; implemented agile and waterfall methodologies.
- Planned and conducted requirements gathering workshops for key project stakeholders. Documented the results of these workshops in Requirements Traceability Matrices and validated their accuracy with project stakeholders.
- Assisted the senior project manager during project kick-offs, client onboarding, preparation of kick-off decks, and preparation of project artifacts such as sprint plans, project status summaries, change requests and other project documentation.
- Oversaw resource management and facilitated milestone signoffs to ensure project success.

Project Control Manager, Punjab National Bank

Aug'2016 to May'2019

- Awarded employee of the month twice, in August'2017 and April'2018.
- Managed a project of Gold Import which increased the revenue of the branch by CAD 130,000.
- Monitored Fund-based and Non-fund-based transactions of various high-value accounts for Money Laundering activities (if any).

- Prepared and submitted monthly, quarterly, and yearly branch financial reports to the Branch Head for review.
- Ensured compliance with regulatory guidelines related to approval of credit contracts.
- Managed the trade finance department along with 2 senior officials and was the primary point of contact for issuance of Inland Letter of Credit (ILC), Foreign Letter of Credit (FLC), Letter of Guarantees (LG), and other documentary credit based on the latest UCPDC-600 guidelines issued by the ICC (International Chamber of Commerce).

EDUCATION

- Post-Graduate Diploma in Personnel Management and Labour Welfare
2020, Panjab University
- Bachelor's in engineering,
Majors-Electronics and Communication
2015, Chitkara University

CERTIFICATIONS

- Certified Associate in Project Management (CAPM) accredited by Project Management Institute
- Certified Scrum Master accredited by Scrum Alliance
- Junior Associate of the Indian Institute of Bankers (JAIIB) from the Indian Institute of Banking and Finance
- Certified Associate of Indian Institute of Bankers (CAIIB) from the Indian Institute of Banking and Finance