

Aishe Mondal

Certified ScrumMaster® | Project Management Intern



Mumbai, India



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Professional Summary:

Team-oriented professional with 5 years of experience in data analysis and technical operations. Proven ability to excel in fast-paced environments, showcasing strong problem-solving, time management, and communication skills. Committed to continuous learning and professional development, with a track record of successful team leadership and project management.

Technical Skills:

Testing Methodologies: Agile, Scrum, Regression Testing, Functional Testing

Data Visualization: Tableau, Excel, Spreadsheet, Power Bi

Database: SQL

Microsoft Office Tools: Excel, PowerPoint, Word, Outlook

Project Management Skills: JIRA, Agile Methodologies, Scrum

Professional Experience:

Project Management Intern

The Clearing Corporation of India Limited (CCIL), Mumbai

Dec 2024-Feb 2025

- Collaborated with stakeholders (like developers, business analysts, and product owners) to define and determine the overall test coverage & test plan for the Trade Capture and Obligation module in Securities Settlement.
- Ensured that the test cases were well-defined, comprehensive, and aligned with the project requirements. Maintained the Test Suite for Trade Capture.
- Assisted in creating detailed test cases and trade data based on requirements for Trade Capture and Obligation.
- Coordinated testing activities between cross-functional teams, monitored the progress, identified potential bottlenecks and provided solutions to keep testing on track.
- Supported the testing team in defect logging and managed the issues through Redmine.
- Worked with developers to retest and troubleshoot defects, ensuring timely resolution.
- Provided daily and weekly test status updates, including defect tracking and test results.
- Lead and coordinated with the testing team, ensuring they have the necessary skills and resources to execute test cases effectively for Obligation module of Securities Settlement.

Associate-Technology

Sutherland Global Services, ON, Canada
(ESPN (Disney Streaming Services))

June 2021-September 2024

- Managed, led, and developed a high-performance team of technical support professionals to ensure optimal performance and service delivery.
- Monitored team performance and service quality to guarantee client satisfaction through effective feedback and continuous improvement strategies.
- Established and maintained clear communication channels with clients and team members to understand their requirement, resolved issues, and exceed expectations.
- Utilized strong analytical skills to interpret data, identify trends, and formulate actionable improvement suggestions based on accurate reporting and keen observations.
- Efficiently managed multiple schedules, and initiatives to ensure timely project delivery and responsiveness to client needs.
- Maintained an excellent working knowledge of MS Office applications, including Excel, PowerPoint, Word, and Outlook.

RF Analyst

Distinctive Technologies, Mumbai, Maharashtra
(Bharti Airtel, Vodafone, Reliance Jio)

June 2016- November 2018

- Designed and implemented RF engineering solutions for various wireless networks such as 2G, 3G, 4G.
- Conduct site surveys for optimal cell site locations and collaborated on network deployment strategies.
- Troubleshoot issues related to network optimization and ensure seamless operation of the wireless network.
- Created highly interactive reports and dashboards in Tableau to visualize key metrics (KPI's) and influence business decisions.
- Managed and transformed large datasets for analysis, extracting business insights through data modeling.
- Assessed profit reports, identified business standing and reported to executives.

EDUCATION

University of Windsor, Ontario

-Master of Engineering in Electrical & Computer Engineering

2019-09 - 2021-01

Pillai's College of Engineering, Mumbai, India

-Bachelor of Engineering in Electronics Engineering

2012-08 - 2016-05

Certifications

- **Certified ScrumMaster®**

Certified through Scrum Alliance

Issued November 2024 & Expires November 2026

Awards

- Awarded **Quarterly Champions Award** for outstanding performance in 2023 at Sutherland Global Services.