

# AKALYA CHANDRASEKARAN

## PMO & PROJECT COORDINATOR | IT, ERP & AGILE DELIVERY

---

+91 75388 84887 | Bengaluru, India | akalyac25@gmail.com | LinkedIn

Project Coordinator with 5+ years supporting enterprise ERP & IT transformation programs across global teams. Expert in PMO governance, RAID management, schedule tracking, stakeholder reporting, and delivery execution in Agile and Waterfall. Skilled in UAT and go-live coordination, multi-location programs, and process optimization that reduces escalations and improves delivery predictability.

### AREA OF EXPERTISE

---

**Project Coordination:** Project requirement lists, plans & schedules, milestone tracking, RAID logs, action item tracking, MOMs.

**Governance & Reporting:** Weekly status reports, KPI & metrics reporting, Excel dashboards, risk & issue tracking, escalation support.

**Ticketing & Operations:** ServiceNow monitoring, ticket reassignment, trend analysis, recurring problem identification.

**Stakeholder Management:** Client communication, international coordination (India, Germany, Netherlands), stakeholder meetings.

**Delivery Support:** Agile ceremonies, requirement tracking, SIT and UAT support, cutover & hypercare, SAP ERP (PM, MM).

**Tools:** MS Excel (Pivot Tables, dashboards), MS Project, Jira, Confluence, ServiceNow, SAP.

### PROFESSIONAL EXPERIENCE

---

#### Accenture - PMO & ERP Project Coordinator

Sept 2020 – Aug 2025

- Gathered and maintained project requirement and change request lists (100+ items monthly) across 4 Agile SAP ERP projects, ensuring end-to-end traceability and supporting 4 successful go-lives.
- Maintained and monitored project plans and schedules for cross-functional teams (40+ members per project), providing daily, weekly, and monthly status updates with action item tracking.
- Managed RAID logs, identified and routed project issues to appropriate owners, and escalated to client managers when required.
- Organized and participated in stakeholder meetings (Fit-Gap, SIT and UAT, cutover), documented key actions and decisions, and tracked through completion.
- Collaborated with distributed teams in India, Germany, and Netherlands for multi-time-zone delivery and ticket resolution.
- Utilized ServiceNow to monitor tickets and project tasks, highlighted recurring problems, and contributed to trend analysis and reporting.
- Designed Excel-based dashboards (Pivot Tables) for project KPIs and delivery metrics, improving visibility for stakeholders.

### KEY IMPACT HIGHLIGHTS

---

- Contributed to successful delivery of multiple ERP transformation programs with high schedule adherence.
- Improved delivery efficiency through standardized tracking templates and governance reporting frameworks.
- Reduced escalation volume through proactive risk identification and structured mitigation tracking.
- Strengthened stakeholder alignment through consistent communication cadence and structured reporting.

### EDUCATION

---

#### Bachelor of Technology – Information Technology

Sept 2016 – Mar 2020

Sri Krishna College of Technology, Coimbatore

## **CERTIFICATIONS**

---

- Google Project Management Certificate
- PMI – Generative AI for Project Managers
- PMI – Data Landscape for Project Professionals
- PMI – Prompt Engineering Essentials