

# Deepthi Ann Jacob

PROJECT MANAGER – Agile Project Management, Stakeholder Management, Process Optimization

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## PROFESSIONAL SUMMARY

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Project Manager with 5+ years' experience delivering digital programs across public and nonprofit sectors. Improved performance by 50% through process re-engineering and automation. Reduced manual reporting by 40% using KPI dashboards. Delivered outcomes using Agile, Waterfall, and Hybrid models across cross-functional teams.

## SKILLS

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- **Project Management Tools:** Jira, ClickUp, Asana, and SharePoint for calendar sync, tracking, and reporting.
- **Methodologies:** Agile, Waterfall, and Hybrid models applied for project planning and execution lifecycle.
- **Operations Management:** Process optimization, change control, and stakeholder alignment workflows.
- **Data Analysis & Reporting:** MS Excel modeling, Power BI dashboards, and performance tracking metrics.

## WORK EXPERIENCE

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**Early Childhood Assistant – Operations & Program Coordinating** **Sep 2023 – Present**  
*YMCA Child Care Center, Rouge Park* *Ontario*

- Automated 8+ workflows using SharePoint; cut cycle lag by 25% & saved 6 hours weekly via resource reallocation.
- Designed scheduling trackers that refined time accuracy & enhance workload predictability in 3 program units.
- Developed 3 Excel KPI dashboards with slicers; reduced manual reporting by 40%; improved team data visibility.
- Executed conditional logic in Excel to accelerate data segmentation and trend analysis across 10+ reports.

**Project Manager** **July 2019 – July 2023**  
*ASAP Kerala, Department of Higher Education, Government of Kerala* *India (Hybrid)*

- Executed 25+ digital projects; deployed APIs, containerization & cloud platforms to double digital service reach.
- Coordinated across 5 verticals; enabled process re-engineering using agile sprints & multi-stakeholder alignment.
- Formed 30+ strategic alliances; increased learner output 45% through content standards and shared cloud access.
- Created KPI frameworks to elevate funding utilization & decision-making accuracy across cross-functional units.

**Broadcast Engineer Trainee & Program Coordinator** **November 2016 – May 2019**  
*Malankara Orthodox TV* *India*

- Maintained 100% signal uptime by running real-time diagnostics & automated fail-over using network monitoring.
- Managed 4 TV productions; reduced show delays by 25% using scheduling software and automation protocols.
- Deployed 3 KPI dashboards for production tracking; improved error detection by 40%; cut manual work by 35%.
- Scheduled 20+ crew and talent across 4 weekly shows; optimized shifts using Gantt charts & time-boxed planning.

## PROJECT EXPERIENCE

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### Enterprise Learning & Performance Analytics Dashboard

*Program Manager – Internal Project*

- Boosted engagement 30% via UI/UX revamp, ERP-CRM sync, Agile sprints, and staff onboarding workshops.

### Accreditation Portal & ERP Implementation

*Project Manager – Internal Project*

- Mitigated data errors 40% and accelerated reporting 35% through automation, validation, and feedback loops.

### Community Resource Center Development (Skill Park)

*Program Manager – Internal Project*

- Accelerated participation by 50% using outreach strategies, redesign efforts, campaigns, and collaborations.

## EDUCATION

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**Post Graduate Diploma in Business Analytics** December 2021  
*BITS Pilani, India*

**Master of Technology in Communication Engineering and Signal Processing** August 2016  
*Amrita University, India*

**Bachelor of Technology in Electronics and Media Technology** August 2014  
*Karunya University, India*

## CERTIFICATIONS

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- **Certificate in Project Management**, PRINCE2 Practitioner – Axelos
- **Certificate in Change Management** – George Brown College, Canada
- **OSLT Certificate in Project Management** – Humber College, Canada
- **PMP Certification** – Project Management Institute (PMI) In Progress
- **Certificate in Excellence in Managing Risk** – Seneca Polytechnic, Canada In Progress