

# Bhakti Satam

Boston, MA | +1 (401) 358 - 1613 | [bhakti.satam.pm@gmail.com](mailto:bhakti.satam.pm@gmail.com) | <https://www.linkedin.com/in/bhakti-satam/>

## WORK EXPERIENCE

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**Sr. IT Project Manager**, *PNC Financial Services, Boston, MA*

Feb 2025 - Present

- Delivered compliance-driven SaaS and AI/ML data initiatives, improving release predictability by 25%.
- Created executive-ready Power BI/Tableau dashboards, cutting audit reporting turnaround by 30%.
- Partnered with engineering, risk, and compliance teams to drive cloud migration and reporting programs.
- Facilitated budgeting, vendor contracts, and risk frameworks, achieving 100% audit compliance.
- Directed multi-phase Azure Cloud deployments, integrating Power BI/Tableau dashboards to optimize regulatory reporting cycles by 30%.

**Senior Analyst - PMO (Bayer)**, *Capgemini Technology Services, Mumbai*

Jul 2021 - Jul 2023

- Led global healthcare app testing and deployments (iOS/Android) using Azure (MADS), ServiceNow, Jira, AWS, SharePoint.
- Partnered with QA, DevOps, compliance, and regional teams across U.S., EU, and APAC to ensure delivery quality.
- Led ERP/CRM/SAP integration projects, strengthening BI, ETL, and large-scale data migration/reporting.
- Coordinated PMO governance, change control, and regulatory compliance, ensuring defect leakage reduced by 20%.

**Project Analyst**, *Psyber Technologies, Mumbai*

Jan 2017 - Jun 2021

- Directed end-to-end lifecycle: requirements, UI/UX design, Android/Flutter/Java dev, QA, API integration, and deployment.
- Collaborated with business stakeholders and developers to deliver CRM + SaaS solutions, boosting adoption by 35%.
- Applied advanced SQL, ETL, and data migration techniques to deliver actionable analytics and optimize reporting workflows.
- Balanced roles as PM, BA, and developer, bridging client needs with technical solutions.
- Authored training guides and adoption materials, improving user experience and reducing SLA turnaround by 25%.

## PROJECTS

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**PNC Financial Services – Compliance & Data Enablement Project**

Led delivery of a compliance-driven data reporting solution by coordinating IT, risk, and business teams, integrating AI-powered analytics into Power BI/Excel dashboards to track audit readiness, improve accuracy by 30%.

**SmartSuit**

Led a cross-functional team to design a wearable monitoring environment and health metrics; conducted feasibility studies that reduced costs by 45% and delivered a real-time data visualization platform enabling insights across 8+ metrics.

**Foodfreaks: AWS-Based Restaurant Recommendation Platform**

Managed delivery of a scalable AWS-based platform with advanced features (image search, secure authentication), applying Agile workflows and CI/CD pipelines to improve release cycles by 30% and enhance user engagement

**Capgemini - Bayer Global Program (ERP/CRM Integration)**

Directed the successful launch of a global ERP system across three regions, leading to a 25% reduction in processing time for financial reporting tasks within the first six months.

Co-ordinated end-to-end development of a SaaS platform unifying AI/ML tools (GPT-3, BERT, GANs) for document, multimedia, and code generation, achieving 60% workflow efficiency gains through automation

## SKILLS

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**Project Management Tools & Methodologies:** Agile (Scrum, SAFe, Kanban), SDLC, Waterfall, Jira, MS Project, Smartsheet, Confluence, SharePoint, RAID Logs, Budget & Resource Planning, Planview, Visio, Office 365, Asana, Trello, ITIL v4, UI/UX, Risk Management

**Data & Analytics:** Power BI (Dashboards, Reports), Advance SQL (Complex Queries, Joins, Data Analysis), Pivot Tables, VLOOKUP, Excel Advanced Functions, Tableau, Data Migrations, ETL, BI for ITSM reporting

**Cloud & Integrations:** AWS, Azure (MADS), REST APIs, ERP (SAP/Oracle), Salesforce CRM, Business Process Automation, SaaS, Mobile App Deployment (iOS/Android), MTTR Reduction, SLA Adherence

**Collaboration & Reporting:** ServiceNow (for tracking), Executive Presentations, Stakeholder Engagement, Risk Mitigation, Client-Facing Communication, Vendor/Contract Management Prosci/ADKAR, Change Strategy, Adoption Metrics, Community of Practice

**Programming & Technical Foundation:** Python, Java, PL/SQL, API Development & Integration, JavaScript

## EDUCATION

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**Master of Science in IT Project Management**, *Clark University (GPA: 3.80)*

May 2025

**Bachelor of Science in Information Technology**, *Shivaji University*

May 2019

## CERTIFICATIONS

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(PMP®), CAPM, CSM, Product & Project Management Simulation, Manual & Automation Testing, Python with Data Science, Java, PL/SQL, Certified Entrepreneur (IIMxB), Six Sigma, AWS Solutions Architect