Contact

www.linkedin.com/in/
vidhiprakashshah (LinkedIn)

Top Skills

Business Analysis
Project Management
Project Planning

Languages

English (Full Professional)
Hindi (Native or Bilingual)
Gujarati (Native or Bilingual)

Certifications

Certified Scrum Product Owner
Certified Scrum Master

Vidhi Prakash Shah

Program Manager at Uber
San Francisco Bay Area

Summary

To coordinate the initiation, development, and implementation of business systems as a project manager, and define the needs and structure of projects as a business analyst.

Experience

Uber
Program Manager (Product Ops Corp IAM/Compliance)
October 2016 - Present
San Francisco Bay Area

• Program Manager for TS (Technology Services) Corp IAM, Corp Int and Productivity tools teams and lead initiatives like, uSearch(Uber's internal Search Engine), Whober Teams (Uber's Internal Directory), Uber Employee On Boarding & Off Boarding (Provisioning and Deprovisioning) Internal Application Single Sign On Integration, and SOX and GDPR Compliance tasks.
Lead and supported uSearch and Business Applications Product Teams as Scrum Master.
• Extensively worked on Business Process Automation for integrating new applications and processes for Provisioning and Deprovisioning.
• Single point of contact for conveying User Stories to the development team and mapping fulfillment of business requirements to design artifacts for Technology Services Development Program initiatives.
• Delivery of Acceptance Criteria and establishing Definition of Done for defining processes such as: Onboarding process, Off-boarding process, Security trimming for search engine, User Access Revalidation process, Automated Provisioning workflow, Automated De-provisioning workflow, Conversion workflow.
• Exclusively working on creating User Persona for Uber
• Conducting, Daily Standups, Sprint Planning, Backlog Grooming, Sprint Demo and Retrospective meetings for initiatives like AD-Application Mapping, IPAM CLi, Data Orchestration from Workday/Flexforce, Engineering Security

tools integration and Advanced Technology Group (Autonomous Driving) migration projects.

Visa
Delivery Manager/Business Systems Analyst
September 2014 - September 2016 (2 years 1 month)
Foster City

• Extensively worked as a part of IAM team for projects integrating new applications and processes to OIM.
• Operated as Core team member for initiatives like SSH Key based authentication, Windows server accounts and Lync and AD integration projects.
• Heavily involved with conveying business requirements and use cases to the development team and mapping fulfillment of business requirements to design artifacts.
• Gained hands on experience working with Identity and Access management business processes and technologies such as OIM, OIA and Aveksa.
• Working on IAM domain expertise such as Role engineering and role mining, User access revalidation, Privileged access management and Password management
• Involved with documenting complex conceptual approach and architecture for SSH key management and security compliance initiatives.
• Creating, aggregating the business and functional requirement artifacts, bringing to a sign off status and working with cross domain stakeholders to accomplish this.
• Managing project escalations, IAM enhancement log, issues and risk log.

Hewlett-Packard
Agile Finance PM (Scrum Master)
May 2014 - August 2014 (4 months)
Palo Alto

As the Financial Solutions Systems Architecture Project Manager, I am responsible for the coordination and delivery of strategic and tactical end to end Finance Operations Programs.
Responsibilities include:
• Leading a global project team of over 16 people for various initiatives such as Q2C projects, Enterprise Supply chain and Order management.
• Coordinating team efforts to deliver integrated systems based solution sets to the project.

• Consulting as a technical designer and planner in the design and delivery of transnational flows.
• Involved with all aspects of the project in accordance with SDLC Project Methodology; including the management and monitoring of resources, schedules, cost, and effective time utilization, delivery of the project deliverable, escalation management and management of change.
• Working with and influencing finance groups and functional areas in defining policy, procedures, or systems.
• Leading complex process design, re-design and large, complex projects from beginning to end while managing the project budget, resources, scope and schedule.
• Extensive facilitation to conduct effective, steering committee and project meetings and engage stakeholders.
• Working with customers and other key stakeholders to collaboratively execute Management of Change deliverable.
• Developing risk management plan and proactively managing risks by monitoring residual risks, identifying new risks, executing risk response plans and evaluating their effectiveness throughout the project life cycle.
• Interfacing with all levels of the organization and ability to lead virtual global teams and influence.
• Providing consulting to synthesize change quickly using advanced subject and process knowledge.
• Working with initiative and independence without a lot of direction in times of ambiguity and ability to prioritize tasks and meet deadlines.
• Analyzing impact of process implementations to the larger business.

Innovative Interfaces
IT Project Manager/ BSA
September 2013 - April 2014 (8 months)
Emeryville

• Actively conducting project kickoff meeting and requirements gathering sessions to understand and finalize the Project Scope with business stakeholders.
• Validate and verify requirement specification based on standard.
• Create the Business Requirements Documents, Functional Requirements Documents, UML diagrams, Gap Analysis, as well as Requirement Traceability Matrices.
• Contributed in developing Strategic Test Plan documents and Standard Testing process.

• Developed test plan and test scripts using business and system requirement documents.
• Tracked overall progress schedule coverage for project.
• Verified requirements are meeting with project scope.
• Working with development team, configuration team, database team and QA as well as tech Leads for Project Deployment.
• Root cause analysis which covers investigating and correcting bugs and Enhancements based on the UAT results.
• Performing various types of testing, such as functional, regression and sometimes user acceptance.
• Defects were tracked, reviewed, analyzed and compared and stored in Clear Quest then prepared defects tracking report.
• Report to Product Owner or Program Manager about incidents, discrepancies founds and results on time.

Autodesk
Sr. Business Analyst
February 2013 - September 2013 (8 months)

• Serve as subject matter expert and advisor on best practices and efficient solutions supporting the Identity and Access Management strategy for Help.
• As an Identity & Access Management subject matter expert acts as a liaison between the IT ISM departments.
Served as a Data Analyst performing role engineering to map roles to entitlements in Autodesk's Corporate Identity and Access Management (IAM) Team.
• Gathers critical information about the organization's work processes and information flows.
• Translate user needs into requirements documents using meetings, workshops, document analysis, use cases, scenarios, and business analysis.
• Create requirements document & use case document for Autodesk Help.
• Submittal of all project deliverables to client for review and approval.
• Manage project plan and IAM implementation schedule.
• Day to day management of tasks, issues & risks.
• Provide oversight/assistance in documentation of project plans, action issues, risks, external dependencies, and status reporting and test plans.
• Provide technical guidance concerning business implications of application development projects.
• Work with global teams and conduct JAD sessions to gather requirements and perform GAP Analysis.

Toyota Financial Services
Business Systems Analyst/PM
September 2011 - January 2013 (1 year 5 months)

• Accurate, detailed, quality documentation.
• Provide accurate estimates of effort.
• Document, categorize and prioritize business, user and system requirements.
• Review and approve project documentation, including estimates, business requirements, design documents, technical documents, test plans, and test results.
• Develop/update business process documentation both "as-is" and "to-be".
• Develop/Maintain test plans, use cases suitable for UAT.
• Involved in conducting daily JAD sessions with various TFS and BTS management.
• Involved in organizing webex sessions with offshore teams.
• Active as a member of Change Control Board for processing Change order request.
• Involved in scheduling and assisting PM in generating milestones of the project.
• User and system documentation including user ID's, access control, and audit requirements

M3 Services, Inc.
Jr. Project Manager
April 2010 - July 2011 (1 year 4 months)

• Responsibilities include handling of bid proposals, estimating & pricing and project management. Cost control, finance, and engineering economy for construction operations. Systems, processes, and constraints governing the initiation, direction, engineering, and delivery of major construction projects. Professional construction management, responsibilities, and practice.

FloorCoverings Unlimited, Inc.
Project Assistant
July 2010 - September 2010 (3 months)

Tracked progress of bid proposals, reviewed project tasks, and provided timely feedback.
Proactively communicated project status, issues and risks to management.
Ensured that the project deliverables were on time, tracked budget and at the required level of Quality

USC IT Customer Support Center

IT Consultant
July 2009 - May 2010 (11 months)

• Conduct Meetings with clients to determine requirements;

• Working with clients to define the scope of a project;

• Planning timescales and the resources needed;

• Clarifying a client's system specifications, understanding their work practices and the nature of their business;

• Travelling to customer sites;

• Worked with liaising with staff at all levels of a client organisation;

• Created and Defined software, hardware and network requirements;

• Analysed IT requirements within companies and giving independent and objective advice on the use of IT;

• Developed agreed solutions and implementing new systems;

• Presented solutions in written or oral reports;

• Assisted clients with change-management activities;

• Assisted in Purchasing systems where appropriate;

• Involved at different levels with Designing, testing, installing and monitoring new systems;

• Prepared documentation and presenting progress reports to customers;

• Extensively involved with Organising training for users and other consultants;

• Involved in sales and support, and where appropriate, maintaining contact with client organisations;

• Involved with Identifying potential clients and building and maintaining contacts.

USC School of Cinematic Arts
Jr. Project Coordinator
May 2009 - May 2010 (1 year 1 month)

Assisted with negotiations for space contracts and book event space, arrange food and beverage, order supplies, equipment and signage, and ensure appropriate décor to meet quality and Brand expectations.

• Conducted research, make site visits, and find resources to help staff make decisions about event possibilities.

• Created and revise room layouts for each event.

• Proposed new ideas to improve the event planning and implementation process.

• Served as liaison with vendors on event-related matters.

• Worked with media and public affairs team to coordinate press events and messaging is timed and released to effectively promote events

• Assisted with managing on-site production and clean up for events as necessary.
• Prepared name tags, materials, notebooks, packages, gift bags, registration lists, seating cards, etc.
• Planed Close out of all events as required.
• Traveling to different venue selections was required.
Event Administration
• Assisted with preparing budgets and provide periodic progress reports to staff directors for each event project.
• Kept track of event finances including check requests, invoicing, and reporting.
• Coordinated appointments and scheduling of events on the calendar.
• Acted as the point of contact as smaller events as needed.
• Created document to track activities prior to and during the events for internal and external communications

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Education

University of the Cumberlands - Graduate and Online Programs
Doctor of Philosophy - PhD, Information Technology · (2019 - 2022)

University of the Cumberlands - Graduate and Online Programs
Master of Science - MS, Computer and Information Systems
Security · (2017 - 2019)

United States University
Master of Business Administration (M.B.A.), Management Information
Systems · (2015 - 2017)

International Technological University
Master of Science (MS), Engineering Management · (2012 - 2014)

University of Southern California
Master of Science (MS), Civil (Construction Engineering and
Management) · (2009 - 2010)