

# MEHUL KANADE



PROGRAM and PROJECT MANAGEMENT / SCRUM MASTER / ERP, CRM, RPA, CTMS, EHR



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## EXPERIENCE SUMMARY

- 17+ years of experience in Managing and delivering ERP, CRM, CTMS projects in Public Sector, Insurance, Banking, Telecom, Healthcare, Supply Chain domains with various clients in the US, Canada, UK, Europe, and Asia.
- Managed 150+ resources with 10+ M USD programs.
- Good experience in managing all phases of Development, Testing and post-implementation support and Presales activities like POC, RFP, RFI, Presentations.
- Experience running his own venture as a entrepreneur to evaluate client needs and provided solutions.
- Ability to balance complex architecture deliveries with multiple senior stakeholders, across competing priorities.
- Experienced to prepare/support various documents such as **WBS, SOW, Project Charter, Project Plan, RAID Logs, RACI, Metrics and KPI, Dashboards, Requirement Traceability Matrix, Audit activities**,
- Managed and executed Test Management activities includes **Test Plans, Test Approach, Test Cases, Defect Management, Test Deliverable, Test Completion Report, Metrics, Test Planning and Execution, Testing Scope**
- Delivered projects using Agile, Waterfall models within given timelines and budget.
- **Evaluates implications of existing or proposed projects, programs, processes, and policies/regulations through the use of critical and creative thinking and recommends improvements.**
- Excellent communication and relationship building skills with Various teams, Stakeholders, SME, BA, Functional Leads, various, Vendors, Senior management and managed 100+ resources for multiple projects.
- **Active in attending Webinars on RPA, AI, ML, NLP, Blockchain.**
- **Key Skills:** Project Management / Change Management / Resource Management / Vendor Management / Presales support / RPA / Agile, Scrum / Test Management

Education	Project Management				
BACHELOR OF SCIENCE Computer Science University of Mumbai 1999 – 2002	Quality Management System, JIRA, HP- ALM, Xray, ServiceNow, SharePoint				
PG in IT Project Management IIT Mumbai 2005 – 2005					
CERTIFICATIONS	Cloud	ERP	CRM	Reporting	RPA
<ul style="list-style-type: none"> <li>• Certified Project Management Professional (<b>PMP</b>)</li> <li>• Project Management (Advanced) from Open University, UK</li> <li>• <b>GDPR</b> Data Protection Office Skills from University of Derby</li> <li>• Certified <b>Scrum</b> Master</li> <li>• Certified <b>RPA</b> – (Automation Anywhere, UiPath, SAP RPA) Program Manager, Solution Architect, BA</li> <li>• Six Sigma Yellow Belt</li> <li>• Certified Salesforce Admin</li> <li>• Google Analytics</li> <li>• Digital Transformation from Open SAP</li> </ul>	Amazon AWS MS- Azure	Oracle HCM Fusion cloud  ESS, MSS, OTL, Payroll, Recruitment  SAP SD, PP	Salesforce CRM Sales Cloud, Service Cloud, Marketing Cloud, Salesforce CPQ, Salesforce Health Cloud, Chatbot	Spotfire Reports,  BO Reports, Crystal Reports, Discoverer Reports	Automation Anywhere, Ui Path, SAP RPA NICE KRYON ABBYY
<b>Test Management and Test Automation</b>					
Test planning and execution, Defect Management, Testing Reports, Cucumber, Selenium, REST-API, POSTMAN.					
<b>Healthcare / Clinical / Life Science applications</b>					
<ul style="list-style-type: none"> <li>▪ Clinical Trial Management System (<b>CTMS</b>), IMPACT CTMS, Veeva CTMS, Medidata Rave</li> <li>▪ <b>RTSM</b> - Randomizations and Trial Supply Management</li> <li>▪ Virtual Clinical adjudication system,</li> <li>▪ Site Management system (<b>SIMS</b>)</li> <li>▪ Quality Management System (<b>QMS</b>)</li> <li>▪ Regulatory Information Management System (<b>RIMS</b>)</li> <li>▪ Interactive Voice Record (<b>IVR</b>) for customer care</li> <li>▪ eCRF, EDC, EHR, EMR, Medical Imaging</li> <li>▪ HL7, ADT, SIU, Claims, Hospital Charges, Healthcare Payer, Digital Apps.</li> </ul>					
<b>Compliance</b> – CFR Part 11, GMP, GXP, Data Protection, Audit, Regulatory, IQ, OQ, PQ					

## Hydrafacial

Location: CA, USA

Role: Program Manager/ PMO

Jan 2022- Till date

**Managing Marketing Automation using Salesforce CRM, Sales Cloud, CPQ, Cloud, HubSpot integration, NetSuite ERP, Employee portal using Workday and NetSuite Migration, RPA and Digital Transformation**  
**PMO Process improvements, Template creation, Change Management, SOW, Business Case development.**

- Leads, plans, schedules, tracks, and manages program deliverables, goals, milestones, Risks and Mitigations.
- Develop the strategy to achieve PMO group vision for process, systems, & tools
- Leading business initiatives with cross-functional and technical teams to improve service quality, service delivery, and financial results. Collaborate with Auditor for **SOX compliance** and deliverables for every project.
- Manage internal customer relationships with business partners, Vendors and Resource Management
- Manage multiple projects delivery and provided ongoing project status in PMO meeting.

## REGIONS BANK/ Mergen IT CoE

Location: AL, USA

Role: Sr. Project Manager

Feb 2020- Jan 2022

**Implemented Salesforce CRM Financial Cloud, Sales and Service Cloud, CPQ Cloud, RPA, Blockchain, Oracle NetSuite ERP, Workday Migration.**

**Customer onboarding / Mortgage management / Wealth Management / Cloud Migration and Automation using Cloud, RPA BOTS and**

- **Implemented Digital Banking apps includes Digital Services to manage finances, create a budget, keep track of account balances and more online or on your mobile device.**

- Managed portfolio of multiple projects (USD 5M+) using Agile methodologies.
- Assist technology teams with JIRA disciplines – grooming, sprint planning, tracking, retrospect's
- Lead meetings with client team related to project plan, Design sessions, Project status, Risk and mitigation plans, and ongoing project execution.
- Manage SIT, UAT, Production Test management, Defect Management, Change Management, End User management for UAT,
- Automation using Workflow manager, RPA Bots to speed up data transfer activity in SFDC, Workday, Oracle ERP
- Developed a collaborative partnership among SME, BA, Business Managers, stakeholders and enables resource demand planning, change management, Internal and External vendors
- Tracking FTE and Contractors billing, Metrics against defined KPI, SOW and PMO activities.

## LEADING CRO (MULTIPLE CLIENTS)

Location: MA, USA

Role: Project Manager

March 2014- Feb 2020

**Worked on Clinical Trial Management System which is single, centralized, web-based enterprise solution to support clinical research studies conducted on their drugs. Areas covered like Study Startup, Patient registration and Monitoring, Document Management, Study Milestone, Site payments, Reports, EMR, Payers**

- **Clinical Trial Management System (CTMS), eCRF, Clinical Data Management (CDM),**
- **Site Start up, Site Intelligence Management System (SIMS) – AI, ML, Deep Learning, Chatbot**
- **Randomization & Trial Supply Management (RTSM/IRT)- AI, IoT, Chatbot / WMS integration**
- **Implemented Oracle HCM fusion for smoother HR department process. Modules Implemented: Employee Self-service, Manager Self Service, Time and Labor, Payroll for EU, APAC, US**
- **Implemented Salesforce Sales, Service cloud, CPQ for their Sales team and Tech support.**

- Participated in planning meetings, including discovery and roadmap planning sessions,
- Planned, Organized and Monitored projects within the given budget. Created and executed Project plans, Test Plans, Defect Management, Change Management, Reporting, Provided various metrics. Resource Management, Scheduling, Billing.
- Build and maintained relationships with External Vendors, Client, Stakeholders, Sales team. Facilitated team in all aspects of the Scrum framework including sprint planning sessions, backlog refinement sessions, daily scrums, sprint reviews and sprint retrospectives using the agile.
- **Presales:** RFP, Business Case development, Presentation.

**SHREERAJ INFOTECH**

Location: India

Role: Project Manager

Feb 2009-Feb 2013

*Shreeraj Infotech was providing Software solutions to local Real Estate, pharma, small manufacturing industry and local credit union banks as per their requirements and budget. Provided corporate trainings for small or newly started software companies. It helped companies to build employee skill set in short time and within budget. Company made many tie ups with various IT professionals who lost their job due to recession.*

- Sales and Marketing, Coordinated with various product companies. Negotiated on pricing and support.
- Managed and delivered multiple projects. End to End project Management for all project delivery
- Maintained relationship to all vendors for resourcing, project plan execution.

**CAPGEMINI CONSULTING**

Location: LA, USA

Role: Project Manager

Jul 2011- Dec 2011

*Leading insurance in LA, USA implemented Salesforce CRM to enhance the **Insurance claims process**. Property and Auto insurance coverage was the main goal for implementation. Project Followed Agile methodologies. **Managed delivery/ upgrades for 25+ applications with 85 resources.***

***Customer onboarding** - In order to connect customer acquisition, discovery, onboarding and renewal to deliver a unified experience to new customer. Used **AI, Chatbot, NLP, NLU, Salesforce CRM for this project.***

- Managed Functional, Integration, and Regression testing from geographically located teams of 5 to 25 resources.
- Planned and executed change requests, Risk Analysis, Process Improvement, provided Metrics.
- Worked on proposal for New/ existing clients for CRM implementation, Supported Audit activities.
- Managed Billing, Resources, Client and various team coordination. Vendor Management for resourcing.
- Cost reduction by 20% and improved the testing quality by 40%.

Technologies/Environment: Windows 8x/10, Salesforce CRM, Java, Oracle, HP-ALM, QTP, MS-Office, MS-Project

**TATA CONSULTANCY LIMITED**

Location: Toronto, Canada

Role: Project Manager

Oct 2010- July 2011

*Leading oldest bank in Canada has products like MF, Credit card, Debit card. In this project Siebel CTI, Siebel Sales modules used to capture customer call data.*

- Managed Tele banking, Credit Card, Debit Card, IVR projects including Estimation, Resource management, Test Management, Reporting, Trainings and supported Audit Activities, Reporting and provided metrics.
- Prepared and Executed development and test plan, RTM, Effort Estimation, Defect Management using HP-QC 10.
- Successfully reduced 30% project cost by automating requirements and process improvement.

Technologies/Environment- Windows7x, Siebel CRM, Dot Net, Java, Oracle, HP-QC, XML-Spy, MS-Office

**EMERIO GLOBESOFT PTE LTD**

Location: Singapore

Role: Project Manager UAT

Jul 2009- Jan 2010

*Leading telecom company in Singapore migrated all previous implemented technologies into Siebel CRM. This application takes care of New promotions, Old Promotions for new and Existing products, Customer Information, Monthly bill generation*

- Planned and Managed UATs for multiple projects. Effort Estimation, Defect Management, UAT Signoff.
- Involved in Impact Analysis, Requirement Analysis, and Workflow Analysis.
- Build and maintained relationships with internal and external teams, vendors, Conflict management and resolution with vendors and Resources, Release planning.

Technologies /Environment – HP-QC 9, QTP, Siebel Order Management, Campaign Management, Siebel Sales, SAP-SD, SAP-MM, Falcon, Unix, Oracle10i, Oracle Reports

**PATNI Computers** Location: France and India **Role:** Project Lead Nov 2008- Jun 2009

*World's leading healthcare company migrated and implemented mainframe-CRM system to Siebel CRM 7.8 to track their Field engineer records.*

*Implemented Siebel Clinical Trial Management System (CTMS) to track their patient data for their newly developed instruments, machines.*

- Prepared and executed Project Plan for new requirements, change request management, Validation using OQ, PQ method.
- Managed integration between Oracle HRMS and Siebel CRM for Employee records for sales team, Leave management
- Coordinated with Users, Development team, Project managers, Functional Consultants, Sales team, for project issues, UAT, Design issues, Project Billing.
- Supported Presales and provided Best practices, Internal project Audits.

Technologies /Environment – Siebel Sales, Siebel e-pharma, Siebel Order Management, Mainframe, HP-QC 8, MS-Office, MS-Project

**ACCENTURE CONSULTING** Location: London, UK **Role:** Sr. QA / Presales Aug 2006- Oct 2008

*UK govt. implemented Siebel CRM 7.8 system to streamline pension and allowance processing like Employment support allowance, child care allowance for UK Citizens.*

*UK's Leading Gas and Electricity provider implemented CRM to track sales and Service Components like Customer data including Campaign Management, Meter Asset Management, Provision and Billing generation from Siebel 7.8.*

- Prepared Test Scenarios, Test cases and Test case execution for Integration and System testing using Quality Center 8.2.2, and QTP. Defect management using Quality Center 8.2.2
- Involved in change request analysis, test estimation and test planning.
- Supported Pre sales activities like RFI, RFP, provided in person presentations for new clients.

Technologies /Environment – Test Director 8, Siebel Public Sector, Siebel Call center, Siebel Campaign management, MS-Office, XML Spy, Toad, Mainframe, QTP

**TATA CONSULTANCY LIMITED** Location: Toronto, Canada **Role:** QA Lead Mar 2005- July 2006

*Bank of America in Canada implemented Siebel CRM for their call center for various Credit cards, Debit Card management. It has IVR (Interactive Voice response) system which captures Customers details in Siebel CRM. It was Upgrade project Siebel 6.3 to Siebel 7.7.*

- Led a Team of 5 Testers. Managed System testing, Integration testing and regression testing, Defect Management
- Compared Siebel 6.3 and Siebel 7.7 applications to write and Execute Test Cases. Impact Management
- Task allocation and monitoring for team members, provided project progress to client, Onsite Manager

Technologies /Environment – Windows 2000, HP QC, Siebel CRM 6.3 ,7.7, Mainframe, Toad, Oracle 8i, Java, MS-Office.

**DISHA INFOTECH** Location: London, UK **Role:** Test Analyst July 2002- Feb 2005

*Leading telecom company in UK implemented CRM system to track their customer and Vendor data.*

- Worked at client side in London, UK for 24 months
- Prepared and executed test cases at client location. Raised and Retested defects using Test Director. Configuration management using VSS.
- Coordinated with Onsite coordinator for Functional issues, Status Reporting.

Technologies /Environment – Windows 2000, Test Director7, ASP.NET, Siebel CRM 6.5, Java, MS-Office