

SKILLS

Project Management: Agile (Scrum, Kanban), Waterfall, Risk Analysis, Change Management, Quality Assurance/Control, Process Optimization, Scheduling, Budgeting, Stakeholder Communication, Task Management, PMO Governance, Primavera, Scheduling, Task Prioritization, Budget Management
Tools: Microsoft Project, JIRA, Confluence, Visio, Microsoft Office Suite (Excel, PowerPoint, SharePoint, Word), Google Suite, Slack
Programming Languages: Python, R, Java, SQL, HTML, CSS
Data Analytics & Visualization: Power BI, Tableau, IBM Cognos Analytics, Minitab
Methodologies: Scrum, Kanban, Waterfall

WORK EXPERIENCE

Project Manager Intern, Language Connections Inc, Boston, United States

Jul 2024 - Dec 2024

- Defined and managed **project scope**, deliverables, and metrics, ensuring alignment with objectives and 100% stakeholder satisfaction through effective scope control and communication.
- Managed software development initiatives, delivering 20+ **data-driven reports** that improved business processes by 20%.
- Developed detailed **project schedules** and documentation for the E-Learning Expansion and Sales Optimization Project, including **WBS, charters**, and **timelines**, achieving a 20% improvement in on-time delivery and enhancing team collaboration.
- Coordinated the development of **Power BI** dashboards from 5+ data sources, leading to a 20% increase in lead-to-customer conversion
- Led cross-functional teams to gather requirements, collect data, and prevent scope creep through effective scope management, ensuring on-time project delivery
- Managed project timelines, milestones, and **resources** using **MS Project**, delivering actionable insights that drove improvements in key business areas.

Software Engineer, Bank of America, Mumbai, India

Jul 2021 - Aug 2022

- Led Agile team for 60+ weeks, managing 300+ **user stories, sprints, reviews**, and **retrospectives** to ensure the continuous delivery of high-quality software.
- Managed Sprint and **production releases**, utilizing **JIRA** to create and track over 100 defect tickets, and ensured seamless code transitions from testing to development to production, improving release cycle efficiency by 30%.
- Partnered with the development team and stakeholders to identify, classify, and **mitigate risks**, creating a **risk register** and resolving sprint retrospective gaps to ensure seamless project delivery.
- Oversaw the successful development of the Deceased Customer application, achieving a 30% reduction in project duration through **project scope control**, **resource optimization**, and effective **risk management**.
- Managed the PEGA 7 to PEGA 8 **upgrade project**, achieving 100% on-time delivery through detailed **planning, progress tracking**, and schedule management using **MS Project** and **Gantt charts**.

Senior Technical Associate, Bank of America, Mumbai, India

Jul 2020 - Jun 2021

- Directed the Paycheck Protection Program (PPP) loan forgiveness initiative, collaborating with the **US Department of the Treasury** and cross-functional teams to successfully manage and secure forgiveness for \$742 billion in loans by **optimizing resources and timelines**.
- Engineered detailed **project documentation**, including **Work Breakdown Structures (WBS)** and **Gantt charts**, and delivered **progress reports** through presentations, while translating strategic initiatives into executable plans, resulting in a 25% increase in project execution efficiency and on-time delivery.
- Developed and implemented **Quality Management Plans**, emphasizing quality assurance and continuous improvement practices, resulting in an 85% improvement in project deliverable quality.
- Utilized **Power BI, Tableau**, and **MS Excel** to streamline data analysis and reporting, improving efficiency and decision-making for business stakeholders.

PROJECTS

Healthcare AI Chatbot Enhancement

Aug 2023-Dec 2023

- Led a \$5 million enterprise-level project to enhance an AI-powered chatbot for a healthcare provider, streamlining patient-doctor interactions and reducing response times by 50%.
- Collaborated with **cross-functional teams**, including AI developers, healthcare stakeholders, and IT engineers to design and implement a doctor recommendation system tailored to patient needs.
- Conducted **risk assessments** and implemented **mitigation strategies**, reducing downtime by 30% and saving \$150,000 through optimized resource allocation.
- Delivered actionable insights by integrating real-time **data analytics** dashboards for monitoring chatbot performance and patient satisfaction, improving service efficiency by 25%.

Website for Northeastern University Event

Jan 2024-Mar 2024

- Led the development of a website to increase event attendance, managing a \$143,258 **project budget** and ensuring on-time delivery.
- Used **MS Project** for scheduling and cost management, reducing costs by 15% and enhancing **resource allocation**.
- Coordinated with a 10-member team, focusing on stakeholder engagement and clear communication to ensure successful **project outcomes**.

EDUCATION

Northeastern University, Boston, United States - *M.S., Project Management*

Jan 2023 - Mar 2025

Veermata Jijabai Technological Institute (V.J.T.I), Mumbai, India - *B.Tech., Computer Science*

Jul 2017 - Nov 2020

CERTIFICATIONS

Certified Scrum Master, Certified Scrum Product Owner, Google Project Management certification, PMP (In Progress)