

# MANISH HIEMATH

## SENIOR PROJECT MANAGER | SENIOR BUSINESS ANALYST

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### Summary

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Results-driven **Senior Project Manager / Business Analyst** with 15+ years' experience leading complex IT & telecom initiatives and driving organizational transformation. Expert in end-to-end project lifecycle management, business analysis, data architecture, and technology adoption (Agile, Cloud). Proven ability to translate business needs into technical solutions, guide cross-functional teams, and ensure successful project delivery, enhanced by automation and AI/GenAI applications.

### Professional Experience

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#### Retail Store Advisor MEC

Vancouver, BC, Canada  
March 2025 – Present

- Automated manual sales reporting using Power Automate and Microsoft 365 workflows, saving ~5 hours per month and improving team efficiency
- Collaborated with cross-functional retail teams, contributing to a 30% decrease in customer wait times during peak periods

#### Project Manager Tech Mahindra (TelusHealth, AT&T)

Vancouver, BC, Canada  
March 2022 – March 2024

- Led end-to-end **Electronic Medical Record (EMR) migration to AWS cloud** for Federally recognized Clinics, enhancing data security, scalability, and cost-efficiency
- Led process improvement initiatives to streamline workflows, eliminate bottlenecks, and **improved operational efficiency by 25%**
- Directed the end-to-end API and service **onboarding for over 900 internal and external partner application profiles**, ensuring seamless integration, authorization, and configuration
- Led **critical issue triage and root cause resolution** for API development and partner teams
- Managed and promoted API reuse, with **usage volumes exceeding 8 billion monthly transactions**

#### Project Manager | Lead System Engineer IBM (AT&T)

Atlanta, GA, USA  
September 2019 – July 2020

- Led Business Operation Analysis (BOA) and managed end-to-end application support/testing for **30+ critical applications** across Sales, Ordering, and Billing, resolving key issues and reducing defect density
- Led the transformation of legacy applications into target architectures, **leveraging deep technical and architectural expertise** for complex enterprise systems
- Defined ETL (Extract, Transform, Load) and Test Data Management (TDM) scope and developed **high-level design specifications**, collaborating with teams to refine **End-to-End requirements** for client product/service implementations

#### Data Architect & Agile Project Lead IBM (AT&T)

Atlanta, GA, USA  
March 2014 – September 2019

- Led data strategy for **20 MVPs/release as Product Owner** and **Data Architect** for the HALO Platform; authored Epic User Stories for Agile Scrum Teams, managed key feature development across **10-15 projects/release**
- **Chaired the Halo Data Governance Board**, identified data dictionary changes and led cross-project compliance with enterprise standards

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- **Led Data Walkthroughs** (inter-application auditing) across critical business domains, maintaining data integrity and alignment
- Identified approximately **650 issues per release (200 critical issues)**, achieving an estimated **\$2.1 million in savings in one release** through issue resolution and process improvement

### System Engineer, Data Architect & BPM Modeler

Bengaluru, Karnataka, India

#### IBM (AT&T)

March 2010 – April 2014

- Directed project teams through the entire lifecycle, managing scope, planning, tracking, and change control for multiple releases
- Led **Business Process Modeling (BPM)** initiatives to enhance critical business process flows, applying insights from over 20 projects to align with target architectures
- Developed comprehensive System Engineering & Architecture (SE&A) artifacts, including solution flows, interface matrices, and End-to-End data diagrams
- Conducted in-depth Business, System, and Design Requirement Analysis, identifying critical functional issues early to significantly reduce defects and enhance quality
- Mentored and led 4 junior analysts, handling project assignments, and quality delivery on time

## Education

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Bachelor of Engineering - Computer Science

BNMIT (VTU)

## Skills

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**Core Competencies:** Project/Program Management (Agile, SAFe, Scrum), Business Analysis, Requirements Management, End-to-End Solution Design, Data Architecture, Business Process Optimization, Stakeholder Management, Team Leadership

**Industry & Technology:** OSS/BSS, Network Concepts, AWS Cloud Services, EMR Systems, API Management, REST/SOAP APIs

**Tools:** Rational DOORS, HP Quality Center, IBM WebSphere BPMN, Microsoft Visio, ETL, K2View Fabric Studio, Swagger, Power Automate, Splunk, Microsoft 365 Copilot, Power BI, Tableau

**Databases:** MySQL, MS Server, Oracle, Cassandra, MongoDB, AWS S3, RDS, Athena, DynamoDB

**Agile:** Jira, Salesforce, Confluence, AgileCraft, Kanban, Miro

**Interests:** Generative AI, LLMs, Blockchain

## Certifications

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- PMP Certification: In progress, Eligibility Achieved (50 PDUs Earned)
- AWS: Certified Cloud Practitioner
- PMI: Generative AI Overview for Project Managers
- Microsoft: Career Essentials in Generative AI; Career Essentials in Business Analysis
- Atlassian: Agile Project Management Professional Certificate