**Bhuvan Eeshwar, M.Eng., PMP, ITIL, CSM, PMI-ACP**

**Senior Project Manager | Program Manager**

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**Summary:**

* Certified Project Management Professional with 14 years of experience as **Project Manager** and **Program Manager**.
* Insightful professional with notable success in leading yearly planning, analysis and implementation of solutions in support of business objectives.
* Expertise in planning and building IT solutions at the enterprise scale involving selection of appropriate technology and products, negotiating with vendors, finalizing Service Level Agreements and directing the timely completion of projects / programs.
* Extensive **Public Sector IT Project Management** experience; excellent knowledge of **State Government** procurement process; instrumental for writing two RFPs.
* Excellent knowledge of **Medicaid Management Information System (MMIS)**.
* **Ten** plus **years** of experience with **creating and managing schedules** in **Microsoft Project**.
* **Advanced user** of **Microsoft Project, JIRA, SharePoint and Confluence**; integrated MS Project with Excel using Macros for creating Weekly Status Reports and integrated MS Project with JIRA.
* Extensive experience of managing **DW** and **Big Data** Projects at American Express and DXC Technology.
* Successfully contributed to multiple projects in State Government Portfolios **–** System **Preservation** and **95-Corridor ETL.**
* Expertise in performing structured analytical and data analysis, gap analysis, feasibility analysis, risk analysis, change management, impact analysis.
* Extensive experience in writing High Level Design Specifications (HLDs), Technical Requirements Specifications (TRs), Business requirement documentation (BRD), Work Breakdown Structure and Requirement Traceability Matrices (RTMs).
* Excellent experience with creating structural and functional diagrams using Visio based on specifications provided by engineers.
* Proven competencies in Business Process Modelling (BPM), requirements analysis, data analysis, Documentation of Functional Requirements and Cost Benefit Analysis (CBA).
* Excellent working knowledge of **Software Testing Life Cycle (STLC)**; managed multiple testing initiatives.
* Has comprehensive knowledge of PMI project management body of knowledge areas, project life cycle, business processes and enterprise independencies, traditional Software Development Life Cycle (SDLC) methodology variants such as Waterfall and Agile, Rapid Application Development (RAD), prototyping model, spiral model and the Rational Unified Process (RUP).
* Proficient in interacting with clients (internal/external), gathering and documenting user requirements from the business team members and converting them into technical requirements using documents such as project charters, business requirements documents and feasibility specification documents with standard templates and also helped in conflict and change management.
* Experience in creating **Use Cases, Class diagrams, activity diagrams, sequence diagrams, Unified Modelling Language (UML)** using MS Visio and Rational Rose.
* Facilitated Joint Application Development (JAD) sessions with Subject Matter Experts (SMEs), UAT, Business User Groups, Top Management Groups and Technical Groups.

**Domain Expertise:**

Finance, Government, Insurance, Healthcare

**Technical Skills:**

Project / Program Management Delivery Management Account Management

Agile / Scrum Methodology Process Analysis & Redesign Budgeting & Planning (CAP/OP)

Change Control Management Proposals & Proof of Concept Annual Operational Planning

Infrastructure Management Data Warehouse Onshore / Offshore Team Management

Purchasing IT Requirement Gathering IT Enterprise Portfolio

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| --- | --- |
| Business Management Tools | Project Management Tools, Rational Suite (RUP, Rose, Requisite Pro, Clear Quest, Clear Case), Touch Point, JIRA, Rally, Waterfall and Agile methodologies, UML, MS Project, Microsoft Office tools - Visio, Outlook, Word, Excel, PowerPoint, ClearQuest |
| Programming Languages | C, C++, PL/SQL, HTML, UAT, API, JAVA |
| Version Control System tools | Rational Clear Case, SharePoint, Atlassian Confluence |

**Professional Experience:**

**Hewlett Packard Enterprise / DXC Technology, Columbus, OH March 2017 – Present**

**Ohio Department of Medicaid, MMIS (MITS) Implementation; PMO Project Manager**

* Successfully implemented IT components of the new Behavioural Health program.
* Efficiently managed the creation of Managed Care Encounters dashboards.
* Maintained a direct client relationship with all levels of Ohio Office of Health Preparedness (OHP) leadership to ensure that the tactical business needs of OHP and the Medicaid enterprise are clearly understood and fully actioned into viable, well thought-out technical solutions within the **Medicaid Management Information System (MMIS)**, known as Ohio **Medicaid Information Technology Systems (MITS)**.
* Looked at strategic initiatives within Health Care to understand impacts to the Ohio Medicaid enterprise and proactively works with the client to identify early approaches to implementation in Ohio.
* Maintained DXC Technology internal responsibility to ensure that all facets of applications development are performed with a continued focus on meeting client commitments and increasing quality delivery, thereby actively promoting increased client trust and satisfaction in DXC Technology delivery capabilities by working collaboratively with the DXC Technology Ohio MITS leadership team and with relevant DXC Technology leadership outside of the account. This is inclusive of all activities relating to Centres for Medicare and Medicaid Services (CMS) certification of MITS, a key activity for both the Ohio Medicaid Program and DXC Technology.
* Managed multiple projects’ schedules in Microsoft Project, including Planning and Scheduling, Forecasting, Resource Management, and sharing dashboard using collaboration option.
* Fostered positive client relationships through frequent interaction with all levels of the OHP/OIS organization.
* Served as a primary point of contact for critical business needs requiring attention beyond the normal prioritization process.
* Maintained an understanding of Client business to predict changing needs.
* Collaboratively worked with business partner to help articulate their business needs.

**State of Wyoming, Cheyenne, WY July 2016 – January 2017**

**MMIS Replacement PMO Project: DW-BI Project Manager**

* Drove the strategic vision, architectural design and creation of a centralized data warehouse. Responsible for the scope, plan, budget, staffing requirements, server selection, software selection, database designs, capacity planning and security levels.
* Ensured the compliance with Medicaid Information Technology Architecture (MITA) and other Centres for Medicare & Medicaid Services (CMS) IT guidance.
* Led the development of Request for Proposal (RFP) for replacement of multi-million-dollar legacy MMIS data warehouse. Provided the requirements for state-of-the-art Business Intelligence, Business Analytics and ETL tools.
* Identified the Project Management processes and created a tactical Project Management Plan for the new Data Warehouse, which is part of a larger IT program.
* Managed project Schedule in Microsoft Project.
* Identified the tools essential for MMIS Replacement Program management.
* Developed and presented internal and market information for management strategic planning.
* Served as Technical Advisor on other projects of the legacy MMIS Replacement Program.

**Anthem, Inc., Norfolk, VA July 2015 – July 2016**

**DevOps Project Manager / Agile Coach, AEM Portfolio**

* Defined the continuous deployment strategy for Anthem Inc. – Blue Cross Blue Shield applications, working collaboratively with all participants in software development and deployment lifecycle.
* Led the definition of the continuous delivery architecture & design, ensuring business needs are met and communicating this strategy to leaders.
* Led a team responsible for all aspects of continuous delivery and deployment for products delivering high quality products on-time, on-scope, and on-budget to teams.
* Worked with stakeholders across the company in the planning of new development projects; assisting with the clarification of requirements, development estimation, and other related activities; ensuring requirements are actionable by release, software, and QA engineers.
* Led and coordinated the go-live activities essential to the execution of the deployment plans/checklists for hosted applications, coordinating both internally and with customers.
* Responsible for managing multiple projects’ schedules and resources in Microsoft Project.
* Communicated infrastructure requirements with Anthem employees, hosting partners, and customers.
* Responsible for hiring, establishing objectives, reviewing, developing, retaining, motivating, disciplining, and when necessary firing associates.
* Collaborated, facilitated, led and provide and coaching to Two (2) Scrum teams which were responsible for developing domino based software products for multiple lines of business.
* Facilitating scrum ceremonies (grooming, sprint planning, Sprint Review, retrospectives and daily stand-ups)
* Enacted change and continuous improvement increasing the productivity of Scrum teams and the quality of deliverables
* Empowered teams to self-organize and grow cross-functionality
* Communicated senior management, engineers, product managers and support specialists on product issues
* Coached the team to create clear and concise epics/stories
* Worked with product owners to prioritize product backlog

**American Express, NY June 2014 – June 2015**

**Agile (Big Data) Project Manager, RIM Portfolio**

* Established overall Program Framework and facilitate project decomposition, multigenerational Program Roadmap, Financial Baseline, and Monitor/Control Plan.
* Created executive level Program Status reports and lead Monthly Review presentations.
* Managed End-to-End projects comprising several responsibilities like business analysis, architectural alignment, design approach and test coordination between different impacted systems.
* Allocated funding with appropriate contingency considering the business needs and assigned appropriate technical recourses to the project.
* Provided accurate Time Lines considering the complexities, risk factors and number of impacted systems of the project.
* Forecasted proper project costs for each phase considering the project development and transformation.
* Formulated effective Project Plan and communicated it to both on-shore and off-shore teams in order to set team as well as individual targets.
* Integrated Microsoft Project initially with Rally and then with JIRA; managed Project Schedule in Microsoft Project.
* Implemented SharePoint Services to streamline business processes and eliminate redundancies through Business Process Remodelling.
* Cross Platform integration of various systems into one central platform driven through lean principles.
* Organized the Project Governance Board calls, Project Kick-off Meetings, Project Pre/Post Analyse Sizing meetings, Solution Architecture Review meetings and Off Shore/Onshore Project status calls.
* Provided advice in regards to strategic planning for process and performance improvement initiatives.
* Closely monitored the project tasks and make sure activities are completed as per the schedule & plan.
* Assessed vendor contracts and served as the liaison with 3rd party vendors.
* Identified and led Agile program and project process improvement activities.
* Developed and led the Agile Competency Centre
* Formed multiple Agile teams and guided them to embrace Agile mindset.
* Acted as a mentor to Scrum Masters and Product Owners.
* Assessed the Agile Maturity of the teams and coached them to achieve higher levels of maturity at a sustainable pace.
* Coached teams on how to remove complex roadblocks, handling conflict management and developing high performing teams.
* Educated senior-level management on Corporate Agility and Agile mindsets.
* Influenced and coached senior leaders in new ways of working.
* Provided status reports and facilitated inter-program communication to management, steering committees, project boards and other stakeholders.
* Facilitated classroom/workshop training for all levels in the organization on Agile principles, tools and processes.
* Identified and implemented process improvements that mature the Agile practice.
* Assisted in delivery assurance and health checks for Agile strategic and key initiatives by assessing all aspects from project direction and scope through implementation (including business case, requirements, risk, change management and project deliverables).

**Maryland Dept. of Transportation (MDoT), Baltimore, MD \_ \_April 2012– June 2014**

**Program Manager/ Program Manager, System Preservation Program**

* Responsible for managing high visibility projects with Data Warehouse & Business Intelligence group involving integration of new sources of data into Enterprise Data Warehouse, building dashboards, and publishing reports.
* Managed large diverse delivery teams comprising of project managers, architects, business analysts, programmers, SMEs, infrastructure, requirements management and QA team internally as well as externally with many IT consulting companies. Responsibilities included interacting with Executive Sponsors, providing status to senior leadership, and facilitating discussions within cross-functional teams to plan, identify risks and issues, and conduct root cause analysis.
* Managed multiple project schedules in Microsoft Project, including Planning, Forecasting and Scheduling.
* Development Life Cycle (SDLC) and Project Management.
* Key driver in documenting, publishing and implementing process flows for all phases of Software Development Life Cycle for Large, Medium, Small and Fast Track projects, standardizing templates for Project Charter, Project Management Plan, RASCI Matrix, Work Breakdown Structure & Schedule, Deliverable Approval Matrix, and Test Strategy.

**JP Morgan, Whippany, NJ April 2011 – April 2012**

**Agile Project Manager**

* Participated in the research and development of business opportunities and ideas within the scope of the project.
* Conducted interviews with key business users to collect requirements and business process information.
* Performed extensive requirement analysis including data analysis and gap analysis.
* Developed business requirement specification documents as well as high level project plan.
* Designed and developed project document templates based on Agile methodology.
* Created Use case Models using Rational Rose to indicate Actors and Use cases in various Business Processes.
* Set up definitions and process for test phases including product test, integration test, system test and User Acceptance Test (UAT).
* Analysed operational procedures and methods to recommend changes for improvement, with an emphasis on automation and efficiency.
* Prepared project reports for management, created weekly and monthly status reports, documented process flows, policies and procedures.
* Created Traceability Matrix to reflect how the Business Requirements, at a high level, will be satisfied throughout the lifecycles (Requirements, Design, Build and Testing) of the project.
* Understood core processes of the department to provide input on reverse-engineering and to develop new blueprints for the process flow.
* Closely worked with development team to make sure whether the software application fits within the architecture and has the required behaviour.
* Oversaw change control to ensure that all system revisions, upgrades, and enhancements are thoroughly tested and documented to ensure business as usual.

**GE Money, Alpharetta, GA December 2009 – April 2011**

**Business Intelligent Analyst/ Project Manager**

* Business Intelligence Vendor Selection: Participated in the evaluation of several on premise and cloud BI reporting, ETL and Data Warehouse vendors. Created a framework for how to evaluate the software. Worked directly with four vendors on proof of concept solution.
* Lead analyst responsible for implementing a cloud-based Business Intelligence reporting platform for finance, sales and marketing. Role included gathering business requirements, functional design, dashboard/report designer, troubleshooting, testing, and end-user training.
* Lead analyst responsible for the automation of Marketing Operations reports using a cloud-based reporting solution. Data sources include Eloqua and Salesforce.com. Scope of role: Requirements gathering, functional design, system troubleshooting, source to target mapping for ETL, developing & executing testing, report writing, dashboard creation, User Acceptance Testing.
* Designed the Products Purchased system. This included gathering business requirements, writing the functional design (including specifying field/table names within Oracle E-Business Suite), working with the system engineer to ensure system would meet business requirements, creating report mock ups, writing and executing system test scripts, designing and leading User Acceptance Testing, conducting training, documenting enhancement requests. Project received accolades from business- exceeded expectations with regards to project duration, functionality, and quality.
* Lead analyst responsible for Master Data Management project. Role included writing functional design, writing scripts using Demand Tools, de-duplicating customer data in Salesforce.com.
* Managed the relationship with data vendor Dun & Bradstreet. Responsible for using their product to enhance customer data and loading data into ERP and BI systems.

**Citi Bank, Jersey City, NJ November 2008 – December 2009**

**Senior Business Analyst**

* Gathered Business Requirements from the Subject Matter Experts (SMEs) and documented the requirements in the BRD. Utilized data flow diagrams, use case diagrams and process flow diagrams to represent information provided by the Business Owners. Also, worked towards getting sign offs from business.
* Mapped process flows; assess as-is processes through user interviews, data collection and analysis, design and evaluation of to-be process solutions.
* Reviewed, analysed, and evaluated business systems for end user needs, including documenting requirements and creating process workflows.
* Coordinated with business owners and states departments to determine project requirements.
* Responsible for leading JAD sessions with Subject Matter Expert, stakeholders, project manager, developers, and end-users to identify requirements.
* Identified gaps between features when data was being mapped from old system to new system, analysed issues and provided solutions.
* Wrote and managed all of the business and functional requirements of the new applications, as well as the added features for the older application, in Rational Req-Pro.
* Involved in weekly defect review meetings to review the status of defect fixes and upcoming build releases.
* Wrote User Stories to present scenarios to potential vendors to determine their system capabilities
* Updated and followed up on weekly Task Lists with SMEs
* Used Power Point to create presentations for potential new products to present to upper level management for their consideration
* Was responsible for writing meeting notes and distributing them to SMEs and managers

**JP Morgan, Newark, DE November 2006 – November 2008**

**Senior Business Analyst**

* Interaction with the business users, stakeholders to define the scope and objective of the project, identify assumptions, constraints and dependencies for the accounting system to be setup.
* Led JAD sessions around requirements to reduce counterparty
* Drove mapping/requirement sessions on data attributes specific to financial products on CASSII accounts.
* Gathered working knowledge on Securities Trade life cycle from placing a trade order from IB/PB client to clear a trade.
* Provided management with presentations of the risk/ratio analysis of the products/financial aspects in comparison with peers.
* Did Data Modelling using UML - data/process diagrams to write detailed system processing section of functional requirement.
* Mapping of the “As Is” account data elements from the core applications in the “To Be” account structure on WSS project.
* Writing and executing functional/non-functional test cases to verify the functionality of the project is as perceived.
* Conducting System Integration Testing (SIT) and validating User Accepting Testing (UAT) test cases wrote by business users.
* Co-ordination during SDLC – communication to downstream/upstream systems, raising formal requests for support of external systems, comprehending/resolving/escalating issues in support of weekly and quarterly releases for CASSII.

**United Health Care, Philadelphia, PA \_ February 2004 to September 2006**

**Business Analyst**

* Designed and developed the functional analysis and support.
* Involved in requirements gathering sessions to define the functional, business and system requirements.
* Performed regress data analysis and applied data fixes.
* Tracked the volume of defects and resolved them on priority basis.
* Obtained the requirements from business users by using JAD sessions, focus groups and personal interviews on Agile/ Scrum methodology.
* Extensive brain storming sessions with various business teams in USA and India.
* Executed pre-written oracle SQL queries against source data and destination data to test data integrity.
* Extensively worked on enhancement of the existing system and automated the process.
* Involved in End of month reporting and generating reports.
* Coordination and management of team.

**Education:**

* WVU/MSU, Master of Engineering
* University of Mysore, Bachelor of Engineering

**Certifications:**

* Project Management Professional (PMP), Project Management Institute
* Agile Certified Professional (PMI-ACP), Project Management Institute
* Certified Scrum Master (CSM), Scrum Alliance
* Information Technology Infrastructure Library (ITIL)