**SUMMARY**

* Result oriented professional with over ten years of experience in project management and business analysis (including waterfall and agile methodologies) in all phases of SDLC.
* Solid experience in Project Management(including schedule management, resource management, change management, risk management and issue management, Resource Management), Requirements Analysis (gathering and management), facilitating sessions, stakeholder management, JAD sessions, and Test Analysis (including system test and user acceptance testing).
* Strong experience in creating Project Plans, Test plans, Test cases, Systems Testing and User Acceptance Testing (UAT)
* PMI Certified Project Management Professional (PMP)
* Certified Scrum Master (CSM)
* Possess excellent organizational skills, with the ability to multi-task and deal with shifting priorities.
* Sound analytical, consulting and problem solving ability – able to identify problems, gap and contradictions.
* Over two years of experience in delivering professional services to the federal government as a Business Analyst.
* Excellent team player capable of working in highly complex and dynamic environments

**EDUCATION/CERTIFICATIONS**

**Bachelor of Science, Economics**

*University of Maryland, College Park*

**Project Management Certification (PMP)**

**Certified Scrum Master (CSM)**

**EXPERIENCE**

**Freddie Mac, Mclean VA** 09/16 – Present

*Business Continuity (Consultant via Compugain Inc)*

* Collaborate across the Multifamily business areas to ensure Multifamily is in compliance with Enterprise Business Continuity guidelines
* Created and maintained various internal BCP project deliverables and schedules to ensure timely delivery of the projects
* Developed and maintained Multifamily 2016 Business Continuity Plan, disaster recovery strategies and solutions, including risk assessments, business impact analyses and documentation of business continuity and disaster recovery procedures.
* Developed Master Servicing disaster recovery business priority
* Identified new processes for Business Continuity Program
* Worked with stakeholders across various business areas to identify technologies used for each of the priority processes and documented workarounds
* Developed incident management plans for recovery decision making, communications and continuity of critical departmental processes

**USDA, Washington DC** 10/15 – 09/16

*Project Manager (IT Consultant via DRT Strategies)*

Provided project management support for the United States Department of Agriculture Office of the Chief Information Officer (OCIO) and OCIO Agriculture Security Operations Center (ASOC) in support of a variety of IT security-related projects and initiatives.

* Collaborated across the ASOC and USDA agencies to ensure enterprise-wide project integration across correlated department projects and initiatives
* Developed, maintained and delivered all program management/ project management artifacts, including project scope, project schedule, risk/issue logs, action item tracker, project management plan, EVM reporting and budget reports
* Provided technical consulting and program/project management services for security IT projects and sponsored integrated project management teams (IPTs)
* Prepared the CPIC reporting documentations and assisted with monthly submissions via Oracle Primavera tool
* Developed and presented potential courses of action and recommendations to leadership resulting in improving the OMB Capital Planning and Investment Control (CPIC) rating from red to yellow
* Assisted in the development of SDLC documents templates and procedures with appropriate process flows, standards
* Facilitated planning sessions within Federal functional groups that yield clear cost, schedule, and performance milestones
* Prepared and present management status reviews of activities including costs, schedules, and management status reviews
* Supported development, implement, and maintain the ASOC Project Management framework, policies, plans, and procedures.

**Fannie Mae, Herndon VA** 05/14 – 07/15

*Project Manager/ Sr. Business Analyst*

* Led and managed ACCO Nonaccrual (Strategic Initiative), Loan To Property (EUC), multiple IT update (Tech Mandate) projects as Project Manager.
* Managed the daily/monthly task tracker for Loan Accounting process on SharePoint.
* Managed project scope, project plan, timeline, risks/issues, budget, change requests and resource management
* Coordinated with PMs and reported on the Finance Portfolio BAU Projects budget ($36 million program), scope and timeline changes to the steering committee
* Managed and updated project details in EPPM including project plan, risk, issues, change requests, resource and demand management data.
* Led and managed Loan Accounting Initiatives pipeline within Accounting Operations team. Develop and present pipeline dashboard to the management team as well as Senior Leadership.
* Led and managed the metrics collection process within Loan Accounting team. Create metrics dashboard for EPMO health-check and present to Senior Leadership
* Documented and managed the business requirements for internal EUCs (Loan to property) including data requirements and data mapping documents
* Led the creation and roll-out of Business Continuity Plan and disaster recovery within Loan Accounting.
* Managed and facilitated the resource allocation, forecast and utilization in Enterprise Resource Planning tools.

**Freddie Mac, Mclean VA** 07/13 – 05/14

*Sr. Business Analyst/UAT Analyst (Consultant from Disys, Mclean, VA)*

OUS (Origination Underwriting System) is a customized COTS application used by the Multifamily Division at Freddie Mac for Loan origination and underwriting*.*

* Conducted discovery sessions to create AS-IS business processes.
* Facilitated sessions to elicit business requirements from business users.
* Managed timeline, risks/issues, budget and change requests.
* Analyzed business processes and business user needs to create business requirements.
* Created business requirements document, including business process modifications, data glossary
* Provided input to system requirements reviews and design to ensure alignment with business requirements
* Prepared and executed user acceptance test cases in alignment with business requirements.
* Identified and analyzed test defects.
* Created change request to business requirements in accordance to change management process.
* Identified documents project risks and issues, and escalates as appropriate.

**Fannie Mae, Herndon VA** 12/10 – 07/13

*Sr. Business Analyst/UAT Lead*

The Enterprise Project Portfolio Management tool (EPPM) in Fannie Mae is a configured COTS application (HP PPMC) implemented enterprise-wide to meet the business need of a robust technology solution to effectively govern project portfolios across all business areas.

* Analyzed business needs and recommended solutions as a part of the Product owner team following a waterfall/agile hybrid methodology.
* Performed and documented alternative analysis and provide vendor management support.
* Prioritized and scoped defects/enhancements for a release and provided size and effort estimations (LOE),
* Facilitated stakeholder requirement gathering sessions and created/managed business requirement document in various requirements management tools.
* Created high level design and structure for implementing Resource Management.
* Created the various SDLC documents including test plan, test scripts, test result summary and the requirements traceability matrix.
* Experience in facilitating Joint Requirement Planning (JRP) sessions with Business User Groups, conducting Joint Application Development (JAD) sessions with IT Groups, test teams and other Project team members.
* Led the UAT defect calls with the business and the development teams to prioritize the defects uncovered.
* Created AS IS documents, change request documents, process flows, and process and procedure documents.
* Conducted impact and gap analysis based on baseline assessment of systems, and business process workflow. Contributed to application design, solution specification documents
* Created business process flows, use cases, activity diagrams using Visio.
* Analyzed the upstream/downstream data flow and developed data dictionary and data mapping documents.
* Provided support to applications in production by tracking production problems and troubleshooting them to sustain application in production.
* Business Objects reports creation and testing.
* QTP Automation test script creation and execution.
* Provided production support by responding to user queries and by providing user training.

**Booz Allen Hamilton, Mclean, VA** 08/08- 12/10

*Business Analyst (Consultant from Innovate! Inc., Alexandria, VA)*

The eRulemaking Program Management Office (PMO) under the auspices of the Environmental Protection Agency’s (EPA) CIO’s Office of Environmental Information (OEI), Office of Information Collection (OIC) is leading the government-wide effort of the eRulemaking Program that fulfills an essential government service identified in the E-Government Act of 2002. In Compliance with Executive Committee direction, the eRulemaking PMO developed and deployed the Federal Docket Management System (FDMS).

* Participated in the requirements gathering process – analyzed, identified, and documented
* Maintained the Daily FR (Federal Register) Feed on FDMS. The Federal Register (FR) is the official daily publication for rules, proposed rules, and notices of Federal agencies and organizations, as well as executive orders and other presidential documents
* Created user manuals and reference guides
* Tested, designed and reviewed the test scripts with the QA team for testing the new releases and upgrades.
* Maintained Resource Center for The Federal Docket Management System and the eRulemaking Program.
* Assisted in the operations and maintenance of the current FDMS application and its required components.
* Assisted the help desk in maintaining a tracking system to record all Help Desk trouble tickets and application defects.

**Ecom Systems, Inc., Gaithersburg, MD**

*Junior Analyst/ Analyst Intern* 06/05- 08/07

* Created user manuals and reference guides.
* Assisted in creating process and procedure documents.
* Executed test scripts and tracked defects.
* Various bookkeeping duties in the corporate accounting department including accounts receivable and accounts payable.

**SKILLS**

* Experience in UAT testing tools, Mercury Quality Center, Rational ClearQuest, Requisition Pro, Doors, Jira, HP PPMC (Project and Portfolio Management Center), Planview. Oracle Primavera
* Experience in Software Development Life Cycle (SDLC).
* Fluent in English, Hindi, Punjabi and basic knowledge of Spanish.
* Proficient in Windows 98/ XP/ 7 and MS Office programs like MS Word, MS Power Point, MS Project, MS Outlook, MS Visio and MS Excel.

**SECURITY CLEARANCE**

Public Trust Security Clearance – 2016

Custom Border Protection (CBP) Interim Clearance - 2015

**VOLUNTEER EXPERIENCE**

**Foster and Adoption Coordinator** 04/12 – Present

Alexandria, VA

Operation Paws for Homes