# Piyush Goradia

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***PROFESSIONAL SUMMARY:***

Seventeen Years of professional IT experience in Agile Project Management **/ Scrum Master** &Service Delivery. Proficient in requirement grooming and planning under both Agile / Waterfall processes. Expertise in various activities such as conducting interviews and **surveys, obtaining sign-offs**, reviewing requirements. Good understanding of business process and requirements management and excellent Analytical skills. **Excellent communicator, capable of interfacing with both internal and external stakeholders.** Prepared flowcharts, project plans, and Project Charters. Excellent analytical and communication skills.

***SPECIFIC EXPERTISE:***

* **Participated in** systems implementations and process improvement **projects. Identified internal or external risks that may adversely affect business operations.**
* Proven ability in managing a **project** team throughout the entire **project** life-cycle from problem definition, requirements definition, design, development, testing and implementation
* Experience in managing a program of **projects associated with a specific business strategy.**
* Solid knowledge of **project** planning and budgeting on highly complex projects.
* Proven experience as a leader, with the ability to coordinate effective collaboration across a team of **Project** Managers focusing on different functional areas for the same **project** effort.
* Demonstrated effective project management skills in **meeting deadlines, prioritizing multiple tasks, managing conflicting priorities, preparing timely updates** of project status and in extensively interacting with peers in Internal Audit, Information Systems personnel, Senior Management, external auditors and contractors. Maintained confidentiality of information obtained during audits.

***TECHNICAL SKILLS:***

Languages: C, C++, Java, SQL, 4Test, PL/SQL, Java Servlets, Visual Basics/ .Net , MS project.

Databases: Oracle 7.x/8.0/9.0, MS Access, SQL – Server, MongoDB

Other Tools: Brio / Hyperion, Actuate Reporting , XML Spy, Contivo, Erwin7.0, RDA, SCRIBE

IBM – WBM, **Cognos, Business Object**, Informatica, **MS Dynamics CRM, Salesforce**

Internet: JavaScript, HTML, XML, Internet Explorer 4.0/5.0, Netscape Navigator 4.x.

Mainframe: CICS, TSO, ISPF, DB2.

Tools: Version One, Jira, Visio, PVCS, RequisitePro, Sharepoint

Process Modeling: WBM – Websphere Business Process Modeling (IBM)

***PROFESSIONAL EXPERIENCE:***

**Bank of America, charlotte, NC July 2014 – Current**

**Agile Project Manager / Scrum Master**

LOB: Financial Crimes (AML / Economic Sanctions)

**Responsibilities:**

* Facilitated technical coordination between scrum teams by participating in the “scrum of scrums” and proactively coordinating between inter-related work teams.
* Create, track, Manage Project Plans for the initiative work in pipeline using MS Project.
* Worked with the Product Owners to support short and long-term release planning, and to maintain backlog health in preparation for execution under **SAFe framework.**
* Worked closely with the team to prioritize requirements and resource capacity planning to meet delivery goals.
* Set up Kanban boards in JIRA and help team on being Agile.
* Enforce core agile and related practices, such as test driven development, unit test coverage, code reviews, continuous integration, simple design, and refactoring etc.
* Organize continuous backlog grooming sessions with business partners for API channel requirements.
* Created Project Definition document & Risk Document as part of initiation phase as per PMO standards.
* Worked closely with the team to prioritize requirements and resource capacity planning to meet delivery goals.
* Created resource budget plan & worked with senior leaders to get the initial seed funding approved for the project.
* Helping the teams to transform from waterfall to agile framework by conducting multiple cross-functional training session across teams.
* Removing impediments during sprint to meet iteration goals.
* Conducting regular stand up meetings, grooming sessions, retrospection meeting & conduct capacity planning for each sprint.
* Produce different burn charts & velocity charts during sprint & update status to senior leadership every week.
* Providing all the support to the team using servant leadership style & scrum team focus on applying agile principles to deliver business values.
* Involved in facilitating decision making / conflict resolution.
* Ensure project-related risks and issues are managed according to Project Management Policy.

**S/W Platform:** MongoDB, Oracle, MS Project, Power Point, Excel, JIRA, Java

**Wells Fargo Financials, charlotte, NC Jan 2013 – March 2014**

**Business Systems Consultant**

Involved in implementation of customer relationship management tool (MS Dynamics – CRM tool) with the necessary functionality to support **wholesale banking(Commercial & Treasury Management LOB)** Relationship Managers as they manage client relationships, interactions and **sale opportunities.**

* Lead all **project**-related meetings, keeping internal stakeholders and team members updated on **project** status and accountable for deliverables.
* Managed & helped educate all levels of the organization on Agile and **Lean practices** and help to identify where best to use each (i.e. Scrum, Kanban).
* Enforce best practices & higher levels of maturity and delivery of business value via improved execution capability and alignment by coaching and mentoring the teams.
* Served as an Agile coach to onboard, guide, and, mentor the Wells Fargo Program to a Scaled Agile Framework **(SAFe).**
* Facilitated scrum ceremonies, including release planning, backlog grooming, sprint planning, sprint retrospective, sprint review and ensuring full team engagement.
* Estimate / size efforts of the UX team which includes Usability, Visual Designs, and Content Delivery.
* Facilitate meetings to update weekly status to UX team, management and project stakeholders
* Involve & Anticipate, address and negotiate potential or actual impediments to team delivery (cultural barriers, logistical challenges)
* Organize continuous backlog grooming sessions with business partners for UX requirement.
* Served as direct client contact and internal contact on assigned projects; maintain ongoing contact with clients to manage the receipt of information and dissemination of information to team members
* Managed **project** queries internally and with the client.

Contributed to the overall Technology strategy and ensure that customer interests are fully represented.

* Completed research activities and advise product management and business users on new innovations and technology within the industry to assist with the submission of new projects across all systems.
* Own the **requirements** gathering from technology point of view for assigned projects.
* Support the Head or Product and/or Product Manager in the prioritization of bug and enhancement requests, and that business users are kept informed on progress.
* Support and work with the leadership team to drive improvements such as workflow efficiencies, error reduction/elimination and issue resolution.
* Work with the escalation coordinator, team leads, and managers to identify error trends and possible solutions.

**S/W Platform:** .Net, XML, SQL, VersionOne, Rally, MS Project, Power Point, Excel, **MS Dynamics CRM 2011, SSRS, Visio**

**Tiaa-Cref, Charlotte, NC July 2012 – December 2012**

**Project Manager**

Building Intranet platform with TIAA-CREF supported by **SalesForce CRM** and Oracle Fatwire as content management tool.

* Involved in drafting enterprise wide **Project Charter** for Content Management collaboration platform requirements, change initiatives & vendors interaction.
* Partner closely with Portfolio Leads, Product Management, Product Owners, Release Train Engineers and Scrum Masters to establish lean Agile routines and practices that include but are not limited to: Kanban management, Scaled Agile Value Stream Mapping, Train Program Increment planning and execution
* Provide leadership within Agile and Coaching Communities of Practice
* Presented work to clients for approval, and manage revisions, approvals, and final **project** deliveries
* Overseen the **project** budget and recognize changes in **project** scope
* Tracked **project** milestones and deliverables, and ensure that deadlines are met.
* Provided concise and timely status reporting as required.
* Recognize **project** problems, assist team members in resolving **project** problems, work with clients to resolve **project**-related queries and issues as needed, and facilitate decision making.
* Management of relationship with the front-office internal client users.
* Created Business Requirements for **Knowledge Management.**
* Involved in writing Enterprise wide federated search requirement for Retirement Services.
* Track and communicate project status to project team, sponsors, and program managers.
* Worked within project management methodology to create and manage project plans and schedules.
* Contributed to initial architectural decisions on CRM, Content Management platform as well as test optimization effort.

**S/W Platform:** XML, Toad, Power Point, Excel, **Visio, Salesforce CRM & Oracle Web Service Center (Fatwire), Collage, web development projects**

**Wells Fargo Financials, charlotte, NC Feb 2011 – June 2012**

**Scrum Master**

Building customer relationship management tool (MS Dynamics – CRM tool) with the necessary functionality to support **wholesale banking** Relationship Managers as they manage client relationships, interactions and **sale opportunities for Treasury Management**.

**Responsibilities:**

* Conducted Sprint planning discussion as well as daily scrum meeting to keep the track of Release status under agile methodology.
* Involved in creating burn down chart using agile tool called as Version One.
* Remove any impediments during sprint & monitor progress of work during sprint cycles.
* Integrated **ARGO Customer Management** tool to generated cross sell leads & referrals.
* Assisted with **CRM** call report/contact/activity analysis & design & testing through the entire release cycle.
* **Measured the project execution against the plan, ensuring that the teams are delivering on time.**
* **Provided weekly reporting to the executive team to ensure an understanding of execution status. Ensure cross team coordination and release planning activities are maintained.**
* **Maintain metrics for the team to support continuous improvement and team productivity.**
* Interacted regularly with business partners to define parameters for data presentation. Create / finalize dashboards & other User Interface specific requirements.
* Involved in architectural improvements feedback from Data point of view.
* Managed & worked on POC for sharepoint integration within existing CRM
* Created and defined process model, mapping documents between legacy systems and new system under Agile Methodology.
* Facilitated **requirements gathering** sessions in order to identify **business** **requirements** and then **documented** them in a format that can be reviewed and understood by both business people and technical people & tracked changes under **Agile tool** called **Version One.**

**S/W Platform:** .Net, XML, SQL, Toad, Microsoft Project, Power Point, Excel, **MS Dynamics CRM 2011, SSRS, SSIS, Visio, SalesForce – (WFIS LOB), Java Script, TFS, Version One, Business Objects**

**Bank of America, NC Dec 2009 – Feb 2011**

**Technology Project Manager**

The purpose of the GCB Enterprise Wide Deepening **Referral Project** is to use Enterprise Client Referral Standards to support creation, delivery and tracking of referrals. The new environment provides quality referrals potentially increasing the number of referrals sent to GCB.

GCB has partnered with the GCC/GRE Team and GWIM Technology to implement tools and processes within GCB CRM tools that adheres to the Enterprise Client Referral Standards

**Responsibilities:**

* Involved in design and implementation consultation on multiple projects.
* **Involved in managing requirements gathering for Cognos Reports, dashboards, periodic and ad hoc reports, detailed month end reporting for billing, financial (Dynamics), performance, sales, marketing and website activities.**
* Responsible for planning and coordinating the processes required for the provision of user applications and IT systems.
* **Developed requirements, conducted interviews, provided process & workflow analysis,** scenarios, use cases for linking opportunities with referrals throughout the life of referral.
* Managed integrated functionality & technology dependencies, usability, reliability, performance and support requirements of legacy **CRM** and web applications.
* Verified the functionality as per the Business Process and validated the interfaces with the other systems.
* Managed Support Process Documentation, SLA Process Documentation.
* Facilitated **(JAD)** Joint Application Development sessions in order to identify **business rules** and **requirements** and then **documented** them in a format that can be reviewed and understood by both business people and technical people.
* Involved in writing business requirements for internal CRM system which involves Client (New as well as old), Contacts & Associate modules.
* Involved in building **Data Mart** which can be used for various levels of reporting enterprise wide **(GWIM & GCB).**

**S/W Platform:** Java, XML, SQL, Toad, Microsoft Project, Power Point, Oracle, Excel, Cognos, Rational Data Architect, **Sales Force /** In house **CRM for whole sale banking, Business Objects**

**ServiceLink Mortgage, PA May 2009 – Dec 2009**

**Scrum Master / Technical Project Manager**

**Responsibilities:**

* Maintaining **Requirement Traceability Matrix** using Test Management tool – **QualityCenter.**
* **Creating weekly updates of project status and in extensively interacting with peers in Internal Audit, Information Systems personnel, Senior Management.**
* **Directly oversaw a team of 12 on-site functional analysts.**
* **Ensured prompt delivery of all project initiatives.**
* Involved in conducting weekly status meeting within QA team for issues found during UAT.
* Managed to differentiate between the “as is” and “to be” systems.
* Interviewed the **Subject Matter Experts (SME)** and carefully recorded the requirements by asking questions and documented all the requirements so that they could be understood by both business people and technical teams.
* **Used MS Visio to depict whole business workflows in these diagrams.**
* **Designing the Business Objects reports Layouts.**
* Created & Implemented Application Certification process enabling Go-live decisions.
* Skilled in conflict resolution, performance evaluation, facilitating diverse learning, and building productive relationships with Steering committee and senior management.
* Created a new reporting template with Metrics which manipulates the Effort variation and Schedule variation.
* Presented periodic Metrics to the senior management to show the progress, constraints and dependencies in the project.

**S/W Platform:** .Net, BizTalk, HTML, XML, SQL, XML spy2007, **IBM - WBM**, Rational Data Architect (RDA), Power Point, Quality Center

###### Highmark, PA May 2008 – April 2009

**Technical Project Manager**

**Responsibilities:**

* **Involved in conducting weekly status meeting within QA team.**
* **Communicating issues found during testing with higher level management and System Architects.**
* Involved in writing and developing **Cost/benefit Justification, Risk Analysis/**Management and Mitigation techniques to resolve severity – one defects.
* **Met with Senior Management team to ensure that business / project goals were being met according to plan**
* **Established timelines and budgets and consistently met all deadlines**
* **Facilitate** **brainstorming** sessions by acting as a **liaison** between QA, Project management and development teams.
* Identify key risks in development cycles, document BRD (Business requirement Document), FRD (Functional Requirement Document), TDD (Technical Design Document) and in resource allocation. Implement and maintain a project management solution.
* Maintain a working environment that promotes productivity, responsiveness, high staff morale, motivation and excellence.
* Managed Internal and external service partners. Ensure and enforce timely delivery of products and services including Service Level Agreements (SLA).
* Involved in **impact analysis & POC for** various tools evaluation exercise enterprise wide.
* Facilitated collection of functional requirements from system users and preparation of business requirement documents using Rational Requisite Pro that provided appropriate scope of work for technical team to work upon.
* Involved in **Architectural improvement with SOA team.**

**S/W Platform:** Java, HTML, **XML**, SQL, Erwin7.0, XML spy2007, IBM - WBM, Rational Data Architect (RDA), IBM ESB, Power Point, Home **CRM**

**Sprint Nextel, KS Sep 2007 – Apr 2008**

**Technical Project Manager**

Sprint Nextel offers a comprehensive range of wireless and wire line communications services bringing the freedom of mobility to consumers, businesses and government users.

**Responsibilities:**

* Estimating Effort based on the Projects Conceptualization Documents to Plan for the Offshore and the Onsite team of the Man Hours required for the Project and thus the cost involved.
* Involved in developing **Canonical Data Model** which can be used enterprise wide.
* Raised a Work Request based on the Effort Estimation for the offshore team.  
  Raise Change Request, In case of changes in the Testing Requirements.
* Coordinated with the offshore testing team in the Testing Deliverables and Getting Testing Deliverable Reviewed from the Client.
* Created mapping document with the help of Contivo.
* **Coordinated with the Offshore testing team in the Testing Deliverables and Getting Testing Deliverable Reviewed from the Client.**
* **Planned QA resources** to manage testing efforts to ensure that it is meeting the deadlines by **monitoring and tracking** testing progress.
* **oversaw a team of 9 on-site Business Systems analysts & 4 offshore QA testing resources.**
* **Involved in Data GAP Analysis and Issue Resolutions.**
* **Coordinated with the Developers/Business analyst regarding new releases/builds.**
* **Scheduling & planning the testing effort based on the testing priority**
* Analyzed and performed gap-analysis on the existing Sprint system and processes with the help of Visio & **IBM – WBM (BPM tool)**
* Managed the complete test cycle for both the ecommerce sites.

**S/W Platform:** Java, HTML, XML, Data Power, XML spy2007, Contivo Analyst, IBM ESB, ATG Business & Customer Analytics , SAP – WM, Visio, WBM(BPM), Power Point, **Retek – CRM (Oracle)**

**Wells Fargo Home Mortgage & Financials, IA Mar 2006 – Aug 2007**

**Business Data Analyst / Data Governance Analyst**

The Wells Fargo Home Mortgage (WFHM) & Wells Fargo Financials (WFF) project dubbed “CORE”is an integrated approach for developing and delivering automated decision capabilities to the enterprise, for the purpose of increasing decision consistency, flexibility, support for salability, and increased speed to change, while effectively managing risks.

**Responsibilities:**

* + Gathered business requirements through interviews, surveys, prototyping and observations
  + Create Interface Specifications, mapping documents and data model XML schemas to be used by various Functional Streams
  + Created Use Case Diagrams with Visio, Business Flow diagrams, Activity Diagrams, Sequence Diagrams in Rational Rose.
  + Prepared High Level **Logical Data Models and BRD’s (Business Requirement Documents)** supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the actors to analyze and document business data requirements.
  + Standardizing business **data quality** using data quality controls & safeguarding the quality requirements expected by enterprise data.
  + Created wireframes and mock-up screens with the User interface for developing Services in SOA Data Architecture.
  + Works with business team, developer and major developer to resolve mapping and other data mapping issues
  + Create XML-Spy generated sample XML for test cases used in System Integration Testing and UAT
  + Worked with the developers in carrying out System and Integration testing (SIT).
  + Wrote full functional and technical specifications and communicated requirements to development teams
  + Prepared the documentation of Data Acquisition and Interface System Design.
  + Conducted presentations and walkthroughs with end users and stakeholders prior to formal training sessions.

**S/W Platform:** Java, HTML, XML, SQL, Rational Suite, XML spy2007, Contivo, Visio, Power Point

**Hartford Insurance, Hartford, CT May 2005 – Dec 2005**

**Business Systems Analyst**

The Hartford is a leading provider of investment products, **Life Insurance** and group and employee benefits; automobile and homeowners (P & C Insurance) products; and business insurance. Worked on the Generic Mass Retailers (GMR) project.

**Responsibilities:**

* Worked extensively on writing the Business requirements and making the user requirement documentation.
* Acted as a liaison between stakeholders: system users, clients and managers, who have a business problem to gather requirements.
* Followed RUP process to gather requirement in each phase of SDLC.
* Conducting meetings/interviews and JAD sessions with stakeholders to collect business requirements.
* Managing, linking, tracing and analyzing requirements
* Using MS Visio to construct Business Use Case Model and Business Object Model.

**S/W Platform:** Java, HTML,PVCS tracker, PVCS Suite, XML, SQL, Contivo , Erwin, ATG Business Customer Analytics (CI), Visio, BPM, WinRunner, MS Dynamics CRM., **Business Objects**

###### High Point Insurance (Palisades Insurance), Red Bank, NJ Dec 2003 – Apr2005

Business Systems Analyst / Process Analyst

**Responsibilities:**

* Involved in Gathering i/p data requirements from the Reporting users.
* Involved in i/p data analysis (High Level/Low Level) for Underwriting Reports, Cat Reporting, Pcat Reports.
* Involved in designing Views specifications documents/Template, which can be used in Brio/Hyperion environment.
* Conducting interviews with the Business Users to find out the actual requirement.
* Facilitated collection of functional requirements from system users and preparation of business requirement documents using existing templates that provided appropriate scope of work for technical team to work upon.

# Archer Daniels Midland (ADM), IL Oct 2002 – Nov 2003

**Business Systems Analyst / Data Analyst**

**Responsibilities:**

* Responsible for reviewing the business process and possible improvements based on user requirement to implement system testing for Order Management.

# Hanover Insurance /Allmerica Finance, Worcester, Ma Apr 2001 - Sep 2002

## Business Analyst / Process Analyst

**InfoSoft Enterprise - (Business Analyst) Jun 1999 - Nov 2000**

# EDUCATION: Bachelor of Electronics Engineering – Mumbai University (June/1998)