Sr. Project Manager with BA experience

An IT professional with an MBA degree & 16 + years’ experience as a Project Manager (PM)/Project Lead, Business Analyst / Business Process Analyst in the Marketing and Sales, Client Relationship Management (CRM), Legal, Education, Finance, Banking, Mortgage, Training & Aviation industry. A confident & persuasive self-starter with good analytical skills, problem-solving skills, presentation, communication, decision making, multitasking, interpersonal & collaborative skills. A highly effective leader & team player committed to Customer Service Excellence. I am presently perusing my PMP certification.

**Summary of overall experience:**

* Managed and participated in Business Process Management projects (Business Process Improvement & Business Process Reengineering), Business Intelligence (BI) and Application Development projects through all phases of the Software Development Lifecycle (SDLC) and Project Management Lifecycle (PMLC)
* Managed and participated in Waterfall, Agile, Scrum & Rational Unified Process (RUP)
* Worked closely with all levels of management, cross functional teams and other stakeholders such as Businesses / End Clients, Chief executives, Directors, Portfolio managers, Program managers, Managers, Project Managers, Business Analysts, Developers, QA / Testers, SME's (Subject Matter Experts) etc.
* Facilitated, conducted, coordinated, participated and made presentations to all levels of management and stakeholders

**Summary of Project Manager (PM) experience:**

* Managed projects using PMI / PMP guidelines, frameworks and principles through all stages of the Project Management Lifecycle (PMLC)
* Applied integration, scope, time, cost, quality, communication, HR, procurement, risk management
* Effectively synthesized and integrated people, capital, technology and tools across diverse industries
* Managed projects involving business continuity, business refinement, change management / change control and crisis / incident management.
* Estimated, prepared, implemented, monitored, controlled and updated project plans through all phases of PMLC
* Conducted, facilitated & participated in- Feasibility studies, Cost Benefit analysis, Impact analysis, GAP analysis, Risk analysis, Root Cause analysis, ROI analysis, strategic planning and more
* Identified the tasks, subtasks, dependencies and estimated the Level of Effort (LOE)
* Created Work Breakdown Schedule (WBS) & identified milestones & check points
* Oversaw the creation of user stories, determination of length of sprint and prioritization of user stories**,**
* Managed project scope, managed change requests and controlled scope creep
* Practiced EVM principals, tracked schedule, % of completion, calculated variance & action plans to bring project on schedule
* Worked closely with executive management, directors, program managers and project sponsors / business owners to define the project vision, prioritize project goals and develop strategies to achieve goals
* Created and Maintained Strong Relationships with clients, all levels of management (upper management, middle and lower management), cross functional teams & other stakeholders
* Managed, led, administered, mentored, coached and motivated technical teams of different service and functional areas
* Detailed expectations to team leads and team members, obtained commitments & managed conflicts
* Coordinated and integrated the efforts and activities of cross functional teams comprising of BA’s, SME’s, System Architects, Developers, DBA’s and QA (Testers) to optimize performance and meet project milestones & deliverables
* Coordinated and managed the release / deployment of applications with cross functional teams
* Estimated, managed, controlled, measured and tracked the accountability of project budgets ranging from $50,000 to $7 million
* Participated in the selection and implementation of technologies including hardware and software system
* Participated in vendor management and contract management to outsource resources, services and technologies- RFI, RFQ, RFP, invoicing, negotiating, closing and monitoring execution
* Coordinated and worked with HR and Legal during contract management
* Participated and conducted- PMO meetings, kick off meetings, business requirements gathering meetings, functional requirements gathering meetings, daily standup review meetings, retrospective meetings, status meetings, vendor meetings etc.
* Created, reviewed & updated- Business Requirements documents (BRD), Scope documents, Business Cases, Project Charters, Project Plans, Project Budgets, Project Schedules, WBS, RFI’s, RFQ’s & RFP’s, Communication Plans, Timesheets, Status reports, Summary reports, Expense reports, Resource Workload reports, Change Request forms
* Created graphical & visual representations using Unified Modeling Language (UML) standards (Process flow charts, Use Case Models, cross functional diagrams, entity relationship diagrams, data models, wireframes etc)
* Gathered status reports from team leads and created status reports for various target audiences
* Provided timely updates and statuses to program Managers, project sponsors, finance and executive management
* Complied with Business, Corporate, PMO, legislative, state- rules, regulations, policies, procedures & standards
* Held, facilitated & participated in- Review meetings, JAD sessions, JRD sessions, Brainstorming sessions etc. with all levels of management, project teams and other stakeholders
* Created baselines, monitored progress, evaluated variance, generated appropriate solution plans, resorted to fast tracking and Crashing
* Evaluated progress, determined effort variance and exercised Earned Value Management (EVM) principles
* Identified, analyzed / assessed and Managed Risks
* Maintained risk log register, conducted risk analysis / risk assessment (Qualitative Risk analysis & Quantitative risk analysis), created Risk Mitigation plans and contingency plans
* Managed, coordinated and implemented training of business users- development of training material / content, user guides, training modules etc.
* Generated summary reports, lessons learned, closing accounts &closing financials etc.
* Generated accounting and financial reports detailing utilization of resources, spending

**Summary of Business Analyst experience:**

* Understand and utilize BABOK concepts
* Led, managed, mentored, motivated and coached/trained Jr. Business Analysts
* Liaised between business users (customer community) and IT teams (developers, testers etc.)
* Analyzed and reviewed documents to gain an understanding of business processes and systems
* Analyzed and documented existing systems and business processes
* Gathered Business requirements, functional requirements and non-functional requirements through interviews, JRD sessions, JAD sessions, focus groups, brainstorming, shadowing, studying documents, through observation and in the form of user stories
* Created user stories, business requirements, functional requirements / functional specifications documents
* Managed and coordinated Master Data Management efforts (MDM)- data mapping, data integration & data migration efforts
* Used Unified Modeling Language (UML) concepts to create graphical and visual representations such as flow charts, Use cases, Activity/ Sequence/ Process & data flow diagrams, Wireframe mockups, Work Breakdown Structures (WBS), Cross functional diagrams / Swim lane diagrams, Entity relationship diagrams
* Managed change requests while keeping in mind scope, budget, schedule and resources
* Coordinated and participated in testing- created Test Plan, Test Cases and conducted unit testing & integration testing
* Created User Acceptance Testing test cases, Requirements Traceability Matrix (RTM) & conducted UAT testing
* Identified, documented and tracked of bugs (Defects) during Testing phase and Post release
* Led the development of training material & training modules and created various training programs varying needs
* Trained business users on the use of the newly developed system
* Facilitated, coordinated & participated in meetings & presentations with Management, project owners, team leads, cross functional teams, BA's, developers, testers/QA's, Subject Matter Experts (SME's) & all other stakeholders

**Education and Certifications:**

**MBA** with Project Management major (Followed PMI / PMP guidelines)- Xavier University (Cincinnati, Ohio)

**Information Technology Management** (MBA course)

**Bachelor’s Degree** in Business Education**-** University of Mumbai (Mumbai, India)

**Programming Using C + +**- NIIT (Mumbai, India)

**Software Technology and Systems Management-** NIIT (Mumbai, India)

**Employment History:**

**MTA-** New York, NY

**Sr. Project Manager**

March 2017- Present

Manage and track multiple Category 2 Projects for MTA HQ. Category 2 Projects are > 60 days but < 2 years and are > $50,000 but <2 million.

I also manage the Application Rationalization portfolio/program i.e. Identify and list the applications/systems, analyze each and determine which ones should be retired, consolidated, replaced and which to be kept the way they are.

* Report to the Chief of Enterprise Applications
* Lead a team of Project Managers and Applications Managers
* Assisted Chief of Enterprise Applications to create Steering Committee Decks
* Communicate mainly with the Directors (App/Systems owners)
* Tracked Demands/Projects from the time the Project Request is made, through Approval for Solution until the Project is completed
* Create Milestone Based Plans with Directors for the Project Managers
* Gather Status updates from Directors and Project Managers and report to Chief of Enterprise Applications
* Oversee the Identification and listing of MTA Apps that resulted in over 900 apps and counting
* Oversee the analysis of Apps to find out the cost of maintenance, number of users, licensing, benefit etc.
* Oversee the pairing of apps with consolidation potential so that Fit-Gap Analysis can be conducted
* Oversee the creation of Fit-Gap reports with cost of resource allocation costs, licenses, software, hardware cost, consolidation implementation costs and Feasibility/Benefit scores etc.

**Environment:** MS VISIO, MS Project, MS Word, MS Excel, MS PowerPoint

**Yale University-** New Haven, Connecticut

**Lead Business Analyst**

September 2016 to March 2017

The goal of the project was to upgrade from Pinnacle V5 to Pinnacle V6, analyze and document the Billing process for Telecom from the time an order is placed for a product or Service through client billing, Billing errors are rectified, until reports are generated. Analyzed and documented the functionalities of the homegrown system called ITS Billing HUB with the objective of replacing it.

* Facilitated requirements gathering meeting with Sr. Management, Mid-Level Management, SME’s and End users
* Documented Business and Functional Requirements
* Analyzed existing documents of the Billing Hub and Analyzed Existing Systems
* Analyzed and Documented the AS-Is of the ITS Billing Hub
* Conducted GAP analysis to find ITS Billing HUB replacement solution
* Conducted Cost Benefit Analysis and Feasibility Studies to select best option to replace the Billing Hub
* Negotiated with Calero (Pinnacle) about conducting functionalities of the Business HUB
* Discussed and analyzed the creation of New Business Rules with SME’s and Business Users
* Created UML diagrams such as Business Process Flow, Work Flow, Data Flow, Use Case Diagrams etc.
* Created User groups with Login, Security Access and Permissions etc.
* Created Test Plans and Test Cases

**Environment:** MS VISIO, MS Project, MS Word, MS Excel, MS PowerPoint, Box,

**Nutrisystem-** Fort Washington, Pennsylvania

**Project Manager** and **Business Analyst**

August 2015 to September 2016

Report directly to the IT Portfolio Manager and VP, Managed large and small IT projects simultaneously. Worked closely with Portfolio Manager, Marketing department, Sales, Contact Center/Call Center, Retail, Finance & Legal.

The 2 large Projects I manager were-

Built a new **Promotion Tracking Application (PTA)**-

PTA is a cross channel campaign management system that allows various marketing departments (such as TV, Radio, Web, Email, Social Media, Print, Direct Mail, Retail, Retention etc.) set up and manage marketing campaigns and promotions. The application also conducts data analytics by tracking response to marketing campaigns and promotions. Financial Impacts and Campaign success is measured by tracking and recording marketing spend, revenue generated and ROI. This application also generates Scheduled Reports and Reports using Prompts to aid executive decision making etc. This project was successfully completed and went live.

**South Beach Diet-**

Nutrisystem acquired South Beach Diet and launched South Beach Diet as a separate Line of Business. The acquisition was directed towards increasing market share by targeting new audiences and market demographics while at the same time avoiding cannibalization on existing Nutrisystem products. Several IT projects erupted as a result of this new line of business.

I simultaneously managed several other projects such as- building a new Contract Management System, creating a New Dashboards for the contact center (Call Center), Validating Groupon & Living Social codes, Retail management logistics, ensuring customers can Opt-out of programs and plans, generating Pack-slips, shipping Ready to Go (RTG) before Frozen, Launches of new products etc.

* Analyzed the existing PTA system and other systems that interacted with PTA
* Gathered high level requirements for the marketing campaign management system (PTA)
* Shadowed the end users of the PTA and the persons who used information derived from PTA
* Identified the resources required for the project, acquired the resources and defined roles and expectations
* Created various documents such as Business Case, project charters, project plans, requirements documents and several other PM and BA documents
* Used PPM Clarity to manage and track mainly spend, time and resource allocation and utilization across various projects
* Created a time and budget estimates, created schedules and tracked spend
* Managed onsite and offshore vendors development and QA teams
* Analyzed the existing PTA system and other systems that interacted with PTA
* Analyzed the potential for improvement
* Created project Plan and other documents needed during the initiation phase
* Gathered high level and detail Business and functional requirements for the new application from the various marketing department heads and heads of finance
* Gathered requirements for database and reports
* Documented business and functional requirements and created flow charts, use cases etc.
* Worked closely with cross functional teams such as Development, QA, Reporting and Database
* Managed and controlled project scope and change requests
* Conducted and participated in meetings with several levels of management cross functional teams
* Tracked progress, gathered project status reports from IT teams and Created project Status Reports for Sr. Management
* Managed risks, resorted to crashing and fast-tracking to meet milestones and complete project on time
* Coordinated and managed Master Data Management (MDM) from a high level, data migration efforts, reporting efforts and QA efforts
* Created user manuals and training material on the use of the new PTA
* Delivered training to marketing teams and the Finance department
* Managed and coordinated project launch and created project completion documents
* Presently working on the launch of South Beach Diet, the new Line of Business

**Environment:** MS Project, MS Word, MS Excel, MS PowerPoint, MS Visio, Clarity- PPM tool,SQL, Oracle, .Net, C#, Public Key Infrastructure (PKI)

**State of Maine- Office of Information Technology (OIT)-** Augusta, Maine

**Project Manager / Business Analyst**

May 2013 – August 2015

The project was with the Office of Information Technology (OIT)- Department of Administration and Finance.

This project is aimed at analyzing the Enterprise Wide Billing System that manages IT billing for various State agencies and departments, analyzing the present process flow, present data flow and creating new applications with well-structured and streamlined Process.

* Gathered high level requirements from Directors, Managers and business Users of different service areas and Billing streams
* Gather requirements about the purpose of the project and documented projects goals
* Communicated with Office of Information Technology (OIT) clients such as other state agencies, departments divisions)
* Used Clarity PPM tool to manage and track the sub-projects with the different agencies
* Understood, documented and complied with State Government Business rules, policies and procedures
* Analyzed the existing Enterprise Wide Billing System (EWBS) with the objective to make improvements and changes
* Analyzed several other integrated feeder systems and the process flow for each Billing streams
* Documented the Business Processes using BPMN standards
* Improved Business Processes and/or Reengineered Business Processes to improve efficiency and consistency
* Verified requirements with Directors, respective service managers and end users of each billing stream
* Create Risk Log Register, Risk Management and Risk assessment, risk mitigation plans
* Assisted in budgeting and forecasting for future financial periods (CCAR)
* Created user stories and a priority list of User Stories
* Handed over and explained requirements and process flows to Pega Certified Business Analysts

**Environment:** MS Project, MS Visio, MS Word/Excel/PowerPoint, Access, Oracle, Access, SQL, Advantage, Pega, Tract IT

**Pennsylvania Department of Health-** Harrisburg, PA

**Project Manager,** also performed **Business Analyst roles**

January 2012 – April 2013

This project was aimed at introducing mobile wireless technology to the “Retail Store Coordinator (RSC) Management System” for the federally funded “Women Infant Children” (WIC) program that helps low income households. This new system is built for the iPads (Web, Mobile application)and has advanced reporting capabilities as compared to the previous system. The new system has the capability to wirelessly store collected data from reviews; including capturing touch screen signatures generated on the iPad.

* Gathered high level requirements and detail requirements from WIC Program Office(PO) and USDA
* Oversaw and Managed the gathering of detail requirements from the PO and US Department of Agriculture (USDA)
* Analyzed the existing system and analyzed systems used by other states to establish best practices
* Observed PMO standards and guidelines throughout the Project Management Life Cycle (PMLC
* Coordinated with HR for acquisition of resources and consulted Legal before receiving sign off on certain requirements
* Resolved Conflicts and recommended solutions
* Practiced EVM principals, Tracked schedule, % of completion, calculated variance & action plans to bring project on schedule
* Oversaw and Managed the gathering of detail requirements from the PO and US Department of Agriculture (USDA)
* Coordinated the documentation of detailed business and functional requirements while maintaining compliance with HIPPA, Business rules, as well as State and Federal rules and regulations
* Observed UML concepts while creating, Use cases, Wireframes, Flow charts
* Conducted meetings to resolve issues, to set short term goals and gauge status of project, Also conducted stand-up meetings, review meetings and Retrospective meetings, weekly status meetings
* Liaised between the PO, Dept. of Agriculture, developers and other stakeholders
* Gathered weekly status reports from team leads, compiled reports & present the same to all major stakeholders
* Managed Change Requests, Scope Creep by conducting risk analysis
* Conducted and participated in GAP analysis, JAD, JRD and brainstorming sessions
* Reviewed and verified the requirements with WIC Program Office and USDA (US Department of Agriculture)
* Oversaw the creation of training material and training
* Created all project closing reports, documents, Lessons Learned, closing financials

**Environment:** Agile methodology (Scrum), MS Visio, MS Project, MS Word / Excel / PowerPoint, MVC, Public Key Infrastructure (PKI), SQL, HTML 5, Conversion to Wireless Technology (iPad)

**Pennsylvania Department of Education (PDE) & Pennsylvania Office of Administration-** Harrisburg, PA

**Lead Business Analyst**

April 2010 – November 2011

For this Business Process Reengineering and Application development Project a CRM system was built for the Pennsylvania Department of education to manage legal Cases/Matters related to Educator discipline. The system helped attorneys at PA Dept. of education capture, track, record, manage documents, communication and manage events through all the stages of the legal process i.e. beginning with filing a complaint, determining legal sufficiency, conducting preliminary investigation, to convections such as suspensions, reprimands, revocation of license etc.

* Analyzed & documented the existing system used by the attorneys at the Pennsylvania Department of Education
* Analyzed the existing Matters Management System (MMS) system that had to be modeled
* Created Meeting Agendas and prepared meetings minutes, action plans
* Met with clients (attorneys and administrators) to gather Business requirements in the form of user stories
* Documented functional requirements, ICD interface along with risks, assumptions, constraints, limitations etc.
* Conducted daily standup meetings / scrum meetings, review meetings and retrospective meetings
* Conducted status meetings and presentations to project sponsors, chief counsel, directors and Sr. managers
* Conducted GAP analysis & documented functional requirement /functional specifications along with business rules
* Created supporting documents- flow charts, WBS, & use cases using Unified Modeling Language (UML) concepts
* Managed change requests, scope creep, deviations and risks during the execution phase
* Communicated with the Chief Counsel, Directors, Managers, Attorneys, cross functional teams & stakeholders
* Built Requirements Traceability Matrix (RTM), UAT test plan and conducted UAT testing along with users
* Managed and monitored data migration from the old existing system to the newly developed system
* Prepared Project Charter, Scope, Communication Plan and Risk Log Register
* Coordinated the collaboration of the efforts of cross functional teams and managed conflicts
* Acquired status reports from team leads, evaluated progress and discussed solutions to overcome posed challenges
* Created status weekly and bi-weekly summary reports and conducted status meetings with Sr. Directors, Sr. Managers and Chief Council
* Resorted to a combination of crashing and fast-tracking to compress schedule
* Ensured all requirements in scope are met and delivered a quality product
* Prepared project closing documents and ensuring data migration is running smoothly

**Environment:** Agile (Scrum), Business Process Reengineering, MS CRM Dynamic (COTS Product), SharePoint 2010, Team foundation Server (TFS), SQL , Access, Oracle, QTP, MS Visio, MS Office (Outlook, MS Word, MS Excel, MS PowerPoint, MS Access), Clarity, C#, Java, Java Script, Scribe

**Fifth Third Bank-** Cincinnati, OH

**Business Analyst & Assistant Project Manager**

January 2009 – March 2010

This was a Business Process Reengineering Project. Worked as a Lead BA and assisted the project manager (PM) on the Mortgage Application Verification Project by tying applicant to credit risk data for loan financing. This application was built for Risk managers, Credit Officers. Also build an application for the federallysponsored program- Student Loan and Parent Plus Loan

**Environment:** Agile, Scrum, QC, HP ALM, RequisitPro, ClearQuest, VB, SQL, MS Office (MS PowerPoint, Word, Excel,) MS Visio, MS Project, C ++, Java, WebLogic, .Net 4.0

**Merrill Lynch-**Cincinnati, OH

**Project Manager**

July 2008 – December 2008

The Business Process Reengineering project developed a database application for the wealth management consultants to track investments and to manage the diversified investment portfolios of their clients.

**AssuraMed-**Twinsburg, OH

**Lead Business Analyst and Project Manager**

August 2007 - June 2008

AssuraMed is a medical supply distributor of medical care products. This Business Process Reengineering project was centered on establishing new processes and improving Business Performance, minimizing inefficiency & inconsistency and building a front end IT system that allows customer service representatives to place orders over the telephone.

**Perfect Medical Systems-** USA & New Delhi, India

**Program Manager (Multiple Projects)**

April 2005 – June 2007

The company purchased and imported pre-owned diagnostic imaging equipment from the US and Europe and imported, sold, installed, maintained and repaired the equipment in Northern India. Acted as a strategic business partner & researched market and industry to facilitate executive decision making

Managed multiple projects:Company Restructuring Project •Turnkey projects (setting-up diagnostic centers)

•Client Information Management System •Inventory Management System Project

**Citibank-** Manila, Philippines

**Project Manager**

June 2000 – March 2005

Evolv, a division of NIIT, the leading global (industry-endorsed) IT training & development corporation with centers in 44 countries. Evolv delivers corporate consulting services in IT, training and process & system refinement.

Participated in multiple Business Process Improvement projects, Business Process Reengineering and training projects. Clarity, the portfolio management tool helped to track cost, time and Resource allocation and utilization. Participated in projects for various clients of which Program with Citibank was the largest

• CitiBank • Deutsche Bank • ICICI Bank • Thomas Cook.

The Citibank project involved credit cards sales, credit card management, market risk data for the call center that services Australian clients.

**Jet Airways-** Mumbai, India

**In-flight Manager--> In-flight Safety Instructor--> Sr. In-flight Supervisor--> Flight Attendant**

April 1994 to May 2000

Jet Airways is India's Premier Airline. Began my career in Jet Airways as a Flight Attendant and worked my way to becoming a Sr. Flight Supervisor to Safety Instructor. I resigned as a In-Flight Manager.