**Sanjeev Raghuvanshi, MBA, PMP® Project Manager**

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Summary

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| * Result oriented professional with 13+ years of proven experience in project management, business analyst, and software development * PMP certified project manager with extensive experience in Agile and Waterfall methodologies. A DFSS Six Sigma Green Belt Certified professional in a CMMi Level 5 company * PMO office executive with experience in internal controls, risk management, compliance, quality assurance, vendor management, change management and business process improvements * PMO office executive in portfolio management, risk, compliance, quality and business process improvements * Strong expertise in portfolio, program and project management for software, services and support operations including release management * Managing annual project budget in the range of 6 million for a product development team. Updating monthly financial forecast and reporting actual in the project status report * Proven experience in creating project management documents such as cost, budget and schedule baseline, communication plan, issue log, RACI matrix and status reports for stakeholders * Hands on experience in delivering Full Life Cycle SDLC projects using Waterfall and Agile methodology. Proficiency in Scaled Agile Framework (SAFe), Confluence and Jira * Managed team of developer, business analyst, and QA ranging from medium to large in on shore and offshore * Hand on experience as scrum master for a medium size team for conducting various Agile ceremonies such as sprint planning, backlog grooming, daily stand up, retrospect and review * Hands on with requirements gathering in fast pace Agile environment - defining features, user stories, story points, working with product owners to prioritize requirements * Internal & external resource mgmt, outsourcing, offshore coordination & vendor management skills * Experience in managing digital web based project for retail, e-Commerce, automotive, health care, insurance, banking and financial service domain * Domain knowledge of health care, Medicare, life science and life insurance domain for general and life insurance * Extensive experience in ERP (SAP, Oracle, MS Dynamics) implementation, migration and retrofit applications * CRM implementation experience in financial service, insurance and retail domain * Hands on with transforming ERP solution into Cloud architecture using web services (AWS) * Managed data warehouse, data integration and data migration projects for enterprise applications utilizing enterprise data solution, MDM and Cloud based data management * Experience in mobile development projects for iOS, Android and third party mobile devices. Deployment, push notification and in-app purchase for order processing * Experience in managing BI project in providing customized reports and using enterprise DW solutions * Well versed with ITIL framework, incident, resolution, tracking management mechanism. cyber security monitoring projects for e-Commerce solutions * Experience in managing cyber security aspects of applications and network infrastructure. Configuration of firewall, network servers and enterprise infrastructure applications * Hands on experience with infrastructure project management. Middleware configuration, firewalls, Active Directory and server configuration/ debug support, Office 365 |

**Education**

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| **MBA** (Finance & Operations) | Arizona State University (Thunderbird) | 2014 | Phoenix, AZ, USA |
| **PMP® - PMI** | Project Management Institute | 2014 | Phoenix, AZ, USA |
| **Diploma in Advanced Computing** | C-DAC, ACTS | 2002 | Pune, MH, India |
| **B.E.** (Electronics & Communication) | Rajiv Gandhi Technical University | 2001 | Bhopal, MP, India |
| **DFSS Six Sigma, Green Belt** |  | 2003 | Bangalore, KA, india |

Professional Experience

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| **Project Manager – Goldman Sachs** | **Saratoga Springs, NY** | **Dec 2016 – Current** |
| Leading global investment banking, securities and investment management firm that provides a wide range of financial services. Ayco is a Goldman Sachs company specializing in offering financial services to corporate employee as en employment benefit. | | |
| * Managing a CRM uplift program for operations, financial advisory and investment portfolio division involving multiple separate individual projects * Program level status reporting chief executives with budget, schedule, risk and issues of projects * Working with cross-functional business partners, including customer service, marketing, sales, operations and IT, to manage projects from inception to completion * Working in Agile work environment with product managers in conducting spring ceremonies including planning, daily scrum, review and retrospect * Utilizing JIRA for sprint planning, daily communications, scrum notes, sprint reviews reports, project retrospectives, SAFe and regular snapshots of project velocity and burn down chart * Managing federal DOL project to migrate users from legacy to new platform with backend batch processing * Planning QA and UAT testing for monthly production release and managing production issues resolution tracking * Vendor selection and current process mapping for survey systems and CRM migration to Salesforce.com | | |
| **Project Manager – Herbalife** | **Winston Salem, NC** | **May 2016 – Nov 2016** |
| Herbalife International is a multinational multi-level marketing corporation that develops, markets and sells nutrition supplements, weight management, sports nutrition and personal-care products. The company involve in international retail of its products across through a network of approximately 3.2 million independent distributors. Company has e-Commerce portals to sell and connect with consumers utilizing Oracle ERP systems at the backend. | | |
| * Project manager for Oracle ERP implementation for cash and treasury module. Also, managed Order and Distributor module for federal trade compliance projects. * PMO representation for various application development projects, incorporating PMO best practices, conducting biweekly status calls and tracking progress. * Experience in creating project plan in Primavera P6, along with resources assignment and weekly tracking and reporting of project financials. * Weekly status reporting including financial forecast, actual and project risk/issues. Participating monthly portfolio review meeting within the PMO and application teams * Managing federal compliance project for order and distribution management involving Oracle ERP updates. * Oracle ERP financial, treasury and treasury work bench module development and R12 retrofit. E2E Integration testing with backend, Oracle Fusion services and middleware configuration * Full integration, testing and UAT for treasury process with Oracle module and automated payment file generation from a new xml file generation engine capable of handling multiple data sources * Coordinating CRP and UAT sessions with business and application team to go over new features and feedbacks. * Directly working with business to get requirement, finalize and signed off. Creating BI reports for UAT progress and open defects in the system. * Setups and Implementation of EFT, Wire, Check, Positive Pay and Direct Debit payment from Oracle module * Development on Oracle 11i, retrofitting to Oracle R12 as and when bank finalize and components deployed * Managing and publishing production deployment, cutover and release plans creation for ERP updates rollouts | | |
| **Project Manager – Blue Cross Blue Shield** | **Fargo, ND** | **Jan 2016 – May 2016** |
| BCBS ND is a not-for-profit mutual insurance company and largest health insurance provider. It offers group and individual health coverage, Medicare supplements, and administrative services for self-funded health plans. The company’s online portal provides online resources for consumers to buy and edit and healthcare coverage | | |
| * Project manager for implementing healthcare online resources for Noredian Mutual Insurance. * Undertaking design and architectural updates (.Net) for the web portal, utilizing in house vendor for development. * Managing Adobe, XpertDoc implementation project to automate document generation and legal compliance. Utilizing with CTOS solutions over in-house development to shorten the project rollout. * Proposal writing and SOW evaluation with vendors and senior management to finalize the approaches * Identifying key technical challenges and timeline to address critical issues during the discovery phase. Identifying resources and training plan * Coordinating with WY business team and implementation partners to streamline operational business process * Conducting project audit from PMO perspective and stage gate governance for multiple projects. * Managing federal and state government project portfolio for Medicare and medicate enrollment, invoicing, and billing. * Weekly status reporting for project financials and MS Project Server updates for portfolio health projections * Managing multiple application teams onshore and offshore of developer, QA and business analyst. Daily status tracking in sprint whiteboard format. * Interacting with business in collecting business requirement and converting them to technical requirement. Coordinating business sign off on each stage of SDLC | | |
| **Engineering Project Manager – Apple Inc** | **Sunnyvale, CA** | **Jun 2015 – Jan 2016** |
| Apple Inc. designs, develops, and sells consumer electronics, computer software, and online services. Apple's consumer software includes the OS X and iOS operating systems. Its retail online services include the iTunes Store, on Cloud platform. Apple developer tool kit is web based platform provides resources to help developers to write software for the Mac OS X and iOS platforms. This platform also provides retail, invoicing, and order processing. | | |
| * Application development project manager for WWDR System team responsible for providing developer resources to develop, distribute, and manage apps on all Apple iTune platform. * Responsible for a major release on September 2015 event, including iPhone 6S, tvOS, and other products. * Created schedule baseline including multiple intermediate releases, key milestones, and final product launch. * Managed team of 15 on-shore developer, 20 offshore QA and DevOps release management team. * Interacting with vendors in providing data security, and detail customer reports for users registration purpose. Identifying fraudulent account and terminating their app certification. * Involve with sprint planning, daily stand up, retrospective and review for intermediate release. * Worked on sprint planning backlog creation, new features and bug fixes to prioritize for next sprint. * Maintaining project dashboard for updates from daily standup and various stakeholder meeting updates. * Reporting key metrics such as SPI, CPI, ETC, and open issues to higher management for weekly status reporting * Reporting consolidated budget, actual, forecast and schedule for key features for release * Created detail deployment plan on event day, including rehearsing deployment activity on stage environment * Utilizing mobile platform to send push notification, tokens, digital signature and certification for iOS platform * Managing e-Commerce web services for credit card payment, transaction and PCI. Web security and data protection using encryption and third party API. * Implementing security enhancement for Apple Pay and mobile wallet by encrypting credit card information before transmission. Managing country specific transactions from retail stores and online transactions into SAP module * Enhancing web portal SSL security of sensitive customer data from cyber threats and protecting integrity. * SAP integration of new order processing functionality and end to end testing with SAP PI, FICO module for automated order processing methods. * Data security for online developer platforms. Writing policies to streamline push notification for app. * Infrastructure planning for new application and middleware configuration to facilitate special events. * Integrating cyber security measures for various infrastructure servers, firewall networks and cloud platforms. | | |
| **Project Manager – Toyota Motors** | **Georgetown, KY** | **Oct 2014 – May 2015** |
| A leading automobile manufacturer with multiple production units, warehouse and sales centers across the country. Implementing highly complex supply chain and logistic IT solutions for multiple warehouses, manufacturing facilities, and distributor network. Creating specialized IT application software to cater supply chain solutions for managing automobile supplier, parts, inventory information and manufacturing requirements. | | |
| * Worked as a project manager for implementing a Kaizan idea for supply chain logistic integration project. * Started with business case and built detail project plan including budget, schedule, quality, requirement configuration management, issue tracking and communication plans. * Managing project budget, schedule, and dashboard for status reporting. Also, conducted daily stand up, sprint planning, retrospective and review meetings in the Agile work environment. * Status reporting with project performance indicators such as SPI, CPI, and open issues for weekly status report. * Managing a team of 12 developers and 10 QA for development and testing. Handled project budget in the range of 2 million for phase one deployment. * Worked with business and logistic teams in solidifying the detailed requirements. Involving solution architect and operation support team for identifying hardware requirements during the initial phase. * Project technical document includes detail server architecture, middleware configuration, and web hosting requirements for the final deployment of enterprise application into new server architecture. * Detail deployment plan for application on test, stage, and UAT environment before production deployment. * Retail order processing to update order information for sales receipts, invoice on e-Commerce web portal * Managing cyber security aspects of e-Commerce portal and application infrastructure for enterprise application * Migrating legacy enterprise applications into new J2E and .Net, including integration to SAP ERP * Implementing mobile based bar code scanning for automobile parts and feeding real time information to SAP backend. Using J2E platform for mobile application development on iOS/Android enable mobile handsets. * Data migration from DB2 data into Oracle database and updating web application to support new data warehouse architecture. Utilizing data warehouse and BI (SSRS & SSIS) concepts to access the data. * Integration to Cloud based database solutions utilizing AWS and middleware configuration for mobile device * Managed infrastructure and networks for application deployment, Cisco and VMWare for network protocol * Implementing Agile PLM process and data migration to Agile and process flow updates. * MDM experience in Informatica scripts, jobs and batch file creation for IBM mainframe environment * Microsoft Office 365 migration from Lotus suit for email, configuring application to new Windows Server * Infrastructure update for application including Firewalls, Active Directory, network security policies, VoIP and VPN, application hosting servers for mobile applications deployment. | | |
| **Project Manager – Nationwide Insurance** | **Columbus, Ohio** | **Jan 2014 – Sep 2014** |
| Nationwide is a leading financial institution for insurance, banking and financial services. IT department is providing web based digital solution for sales agents and consumers to perform various operations on insurance policies including enrollment, renew, and claims forms. Web and mobile app interface to ERP module and cloud based storage to provide policy information and customer insight. Recently created banking division provides solutions such as ATM, Kiosk and online banking operations for customers | | |
| * Worked as an Agile project manager for application development team implementing web based IT solutions. * Worked as delivery service executive from PMO team to manage web based Advisor Digital Experience project. * Created project management documents using organization template and managed project status. Updating weekly status to higher management and maintaining project dashboard using JIRA tool for team * Update status on Clarity, Open Work Bench and status for weekly status meeting with higher management. * Managed cross functional Agile TROIKA teams including architect, BA, and QA for digital advisory web portal * Conducted daily standup, sprint planning, retrospective, and review meeting with project team in Agile/SAF * Conducted backlog grooming sessions with project team and prioritizing business requirements for next sprint. * Maintaining project risk and issues document. Created RACI matrix for effectively managing open issues. * Phase wise transformation planning of CRP application to Salesforce.com for sales and marketing team * Involved in organizational changes initiatives (OCM) process conceptualization, definition and training * Used DFSS Six Sigma framework for continuous improvement on the Stage Gate, and project audit * Managed Web Sphere Servers applications, SharePoint, and Oracle Hyperion planning in managing project * Implementing DW, BI, cloud computing and terra data (Hadoop) solutions for enterprise applications * Mainframe upgrade on Big data (MongoDB, Storm) implementation and verification using Teradata application for Hadoop. Azure cloud and data factory platform for enterprise application using teradata * Implementation of banking solution including ATM, kiosk, PIN generation, and card dispatch process. * Securities and capital markets exposure including derivatives and risk management, consulting and market data * Experience on state health care and Medicare domain for health insurance policies generation * Comprehensive domain training on Retail Insurance, BFSI, and Healthcare domains for sales and customer care team (CRM). Salesforce.com implementations for CRM sales support team. * Business policies update per Medicare using pharmacy Benefits Manager module for health insurance. * Providing web capability to access Medicaid and health exchange records for claims and policy renewal | | |
| **Project Manager – Honeywell Inc.** | **Phoenix, USA** | **Jan 2008 – Jan 2013** |
| Honeywell is a leading aerospace product development company providing cutting edge technology solutions for its clients. Major products development going on embedded software development using C++ and Real Time Operating Systems. Implementation and optimization of ERP business process with order and purchase management. Maintenance of customer direct and B2B platform for product portfolio | | |
| * Managed development team of 20 plus developers, QA, and BA. Managed project budget ranging around 5 million annual and lasting multiple years. * Maintain project plan, timelines and project milestones and communicate to business stakeholders on key milestone dates. * Managed project financials including budget baseline, monthly forecast, and actual for tracking of project p[ortfolio * Create project charter and statement of work for project proposals (RFI & RFP) along with measurable success criteria and obtain sign-off from business stakeholders * Led SAD sessions for confirming business requirements from various SMEs to the product specification. Included design specifications (wire frame diagrams) for web application. * Championed Lean Six Sigma process and change management tools for full life cycle software product development. * Liaison between business and product development team for delivering IT solutions to solve business problems. * Implemented Java and .Net application for project involving system enhancement and bug fixes * Managed multiple releases for software and hardware integration projects including data warehouse, data migration, ERP (SAP, Oracle, MS Dynamics) * CRM implementation using Salesforce.com solutions for aftermarket sale and order processing at GDC. * Created business requirement document, functional specifications document and use case diagrams for project using the UML tool MS-Visio. * Used JIRA dashboards for user stories, implemented PMO best-practice for Agile & Waterfall framework * Demonstrated competency in handling product compliance CMMi audits, federal projects, FAA certifications, implementation of Lean Six Sigma processes | | |
| **Software Developer – Honeywell Inc.** | **Bangalore, India/Phoenix, USA** | **Aug 2002 – Dec 2007** |
| * Java and C++ developer for full life cycle software development project. Gained hands on experience in production release process for web application and embedded system applications. * Implemented C++ embedded software based on the high level system requirements. Used real time operating system, kernel level debugging, on dev hardware bench. * Developed Java applications using J2EE interface for platform independent mobile devices utilizing existing libraries. Optimize run time memory utilization for aftermarket mobile embedded applications. * Developed Java scripts to test code to verify scenario which can not verify at system level, perform J2EE code review for multiple software modules. * JDBC server connections using WebSphere. Optimizing stored procedures by implementing purge and indexing. * Maintaining Dev, Test, QA, UAT, Stage and Production environment for application development * Worked on federal government project (FAA) on QA verification of third party software updates, COTS. * ERP implementation using SAP Financial business process module for Management Accounting. Integration and verification of SAP ERP with existing enterprise tools. * Involved in SAP implementation across aero unit and mapping of business processes to SAP ERP software. Led deployment of Network Appliance Storage rollouts and resolution of configuration issues. * SAP integration for HR and payroll module Integration of ERP system deployment (SAP/JD Edward). * Managing PeopleSoft for project budgeting and timesheet entries for project team and consultants. Application enhancements using PeopleSoft (CRM module). * Agile PLM implementation and validation against business requirements. Utilizing JIRA for Scrum Dashboard. * Good experience in BI (SSRS) for report generation for front end application utilizing Hadoop and big data. * Translated functional requirements to system design and developed the applications using Mat Lab | | |

Additional Information – Key Skills

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| * **Education** - MBA Finance & Operations, PMP – PMI, DFSS Six Sigma, Green Belt * **Methodologies** - Agile, Waterfall, Hybrid, Scrum, Scrum of Scrum, SAF- Scaled Agile Framework * **Project Management Tool** – MS Project, MS Project Server, Primevera P6, Planview, CA Clarity, Open WorkBench, JIRA, Workday, Workflow, ITIL (concepts), Hyperion planning * **Software Languages** – C, C++, Java, .Net, Visual Studio, VB, Scripting, * **Platform** – Microsoft, UNIX, Linux, RTOS, Mobile Development iOS, Android, * **Database** - DB2, SQL, PL-SQL, SQL Server, NoSQL, DW, BI, Cognos, Tableau, SSRS, SSIS, Crystal Reports, * **ERP** – SAP (PS, HR, CRM, FICO, ERP) , Oracle 11i, R12, Agile PLM (PC, PPM, PG&C, PQM), SOA Services, Workbench, Salesforce.com CRM * **Cloud** – AWS, AWS Console (monitoring), iTune, Cloud computing services * **Tools** – JDK 7, Apache, Tomcat, HP Quality Center, SharePoint, VMWare, Lotus Notes, Office 365, WebSphere IBM, Rational Rose, DevOp, Radar, Espresso, Splunk, ConnectMe, Clear Case, Door, JDBC, Hibernate, COTS, PTC Windchill, , JUnit, Mockito |