**Sanjay Mishra, MS, PMP, CSM, ITIL**

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**IT Program Management / Agile Project Management**

*Multifaceted technical career with a 25-year track record of innovation and success*

Technically sophisticated engineering professional demonstrating expertise and broad ranging experience in project management, systems development, and integration within the IT industry. Adept at managing all aspects of the project life cycle, including business analysis, systems analysis, design, development, implementation, and maintenance. An Agile Development expert who has successfully transitioned complex projects to Agile framework. Solid analytical skills, with the ability to create and implement new ideas and technologies. Exceptional team leadership and client management skills. Highly experienced in Scrum, Kanban, and Evo.

**Core Competencies:**

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| * + Agile/Scrum Coaching   + DevOps   + Agile Transition Management   + Client Relationship Management   + Full Life Cycle Project Management   + Systems Analysis and Design   + Business Process Modeling and Analysis | * + User Training and Support   + Quality Assurance and Testing   + Backup and Recovery Strategies   + Problem Resolution / Troubleshooting   + Systems Upgrade and Release Planning   + Functional Analysis and Work Flow Design   + System/Process Reengineering and Automation |

**Security Clearances:** Active DoD Secret, DEA Sensitive

**Professional Experience**

**STG Inc. 04/2014 to Present**

**PROJECT MANAGER**

**Department Of Defense – US Army Civilian Human Resources Agency (CHRA)**

**Project Manager/Task Manager, Civilian Information Service Division (CISD)** (9/2017 to Present)

Direct and supervise a top performing team tasked with managing projects on an Operations and Maintenance contract. Areas of responsibility include managing all projects, setting up Agile framework, and setting up of processes and policies for coordinating work with the operations team, development teams, and stakeholders.

**Department of State – Bureau of Consular Affairs**

**Lead Development Manager, Consular Lookout and Support Systems (CLASS)** (10/2015 to 9/2017)

Spearheaded three development teams and supported the complete lifecycle of project development, from planning to managing resources, setting program goals, training teams in Scrum, and guiding teams in the Scrum framework. Led the overall development work, including staff development, equipment management, system modernization, and long-term goals development. Implemented and guided team members in Agile/Scrum framework. Successfully initiated DevOps implementation throughout the Program.

***Achievement Highlights:***

* Served as Proxy Product Owner of all systems’ modernization projects accountable for initiating and managing system modernization and upgrades.
* Served as Development Team liaison between team, stakeholders, and client managers.
* Strategically steered top performing teams which are now utilizing Definition of Ready to identify Product backlog items are ready for Sprint as well as Definition of Done to decide when work on Product backlog items has been completed.
* Ensured that all teams are employing Build Automation, developing Test Automation, and are building Auto Deployment for all applications.
* Ensured teams are working towards Continuous Integration.
* Successfully implemented Scaled Agile Framework (SAFe).
* Implemented Continual Improvement Process, Workflow Process Automation, and DevOps throughout the Program.

**Engineering Manager/ Scrum Coach, ConsularOne Project** (06/2015 to 10/2015)

Appointed to manage project to stabilize day-to-day operations, scale existing Scrum operations and coach teams in Scrum Framework. Coordinated with project’s Scrum Master to successfully scale Scum from one large team into multiple coordinated teams working of off one Product Backlog.

***Achievement Highlights:***

* Successfully implemented processes to reduce project uncertainty and improve customer satisfaction.
* Ensured teams understood and practiced Scrum processes; as a result, they performed Sprint Planning at the beginning of every Sprint and were successful in achieving Sprint goals.
* Guided teams in implementing timely customer feedback and consistently refined User Stories, resulting in greatly improved customer satisfaction.

**Engineering Manager/ Scrum Master / Agile Coach, Passport Systems** (04/2014 to 06/2015)

Directed all project aspects to include managing Fixed Price Projects and acting as Scrum/Agile coach; completed Fixed Priced Projects on time. Trained teams in Scrum and Agile development framework, implemented Scrum across the board and guided Development Teams in Scrum practices.

***Achievement Highlights:***

* Successfully transitioned projects from task-based to Scrum/Agile framework.
* Ensured teams utilized TFS to manage work, employed Build Automation, and effectively executed product demos.

**NTT Data Inc. Federal Services 03/2010 to 04/2014**

**SENIOR PRINCIPAL CONSULTANT/ AGILE SPECIALIST**

**Senior Technical Advisor / Subject Matter Expert, Drug Enforcement Administration**

Led team in Release planning, Sprint planning, Product Backlog Refinement, and implementation of Agile development framework (Scrum and Kanban). Directly responsible for managing IT developers, developing and maintaining applications, responding to internal/external inquiries, and guiding junior team members.

***Achievement Highlights:***

* Utilized AJAX and Daemons to redesign processes and performed tasks in parallel within applications, dramatically improving overall performance.
* Trained and provided expert advice to team members on Scrum and Kanban development practices.
* Redesigned the biographical profiles generation processes a Web application, reducing processing time from one day to three to five minutes.
* Reengineered applications to connect with other system databases in real time, resulting in real time data validation.
* Converted batch jobs to real time processes, resulting in near real-time actuation of data changes.
* Redesigned several transaction processing applications to utilize XML instead of text files, significantly increasing efficiency.
* Implemented storage of large objects (LOBs) in database tables eliminating storage of LOBs in discrete files in common folders, resulting in the ability to quickly find, display, and update these LOBs.
* Modeled business processes using BPMN 2.0 and other diagrams using MS VISIO to ensure the Development team’s understanding of business processes.

**CGI Inc. 03/1997 to 04/2009**

**CONSULTANT**

**Systems Analyst, New York City Department of Education/Automate The Schools (ATS)**

Developed and maintained several ATS systems applications, which entailed gathering and analyzing user requirements, identify business rules, performing functional analysis, designing systems, designing data transfer protocols and methods, managing change requests, analyzing systems to identify and remedy inefficiencies, and supervising programmers. Utilized Evo Agile development framework to successfully upgrade several applications and used MS VISO to produce numerous diagrams.

**Student Indicators** (2002 to 2009)

Reengineered processing of student indicators to reduce programming time. Successfully implemented the new process within three months without impact to existing applications. Benefits included the ability to update Student Indicator properties from a few screens, eliminating all programming expect for addition and deletion of Student Indicators and modularization of common functions and methods so that applications using the Student Indicators rarely needed modification.

**Summer School Test Data Processing System** (2000 to 2009)

Designed, developed, and implemented all applications, processes, schedules, and managed the entire process while directing a team of four individuals. Collected raw test data, transmitted data to the test scoring system, received test scores from the test scoring system, and published the test scores, enabling on time processing.

**The Department of Education Student Health System** (1999 to 2009)

Directed the overhaul of the student health system to be completely automated and fully integrated with the existing ATS systems. Established data exchange protocols to enable data flow between Department of Health and Mental Hygiene and Department of Education. Worked with Department of Health and Mental Hygiene members to design and implement an Automated Student Health Records system (ASHR), which reduced processing time by 50%, boosted the immunization compliance rate from 70% to over 95%, and provided users with proper tools, enabling receipt of accurate and timely medical services.

**October 31st Roster System** (2002 to 2007)

Led the successful development of the October 31st Roster system, a large, complex database that contained data from several sources and applications used to determine funding levels of schools. Created rules and specifications for the system, designed system modules for the annual creation of its database, and designed all applications.

**Student Disciplinary System** (1998 to 2005)

Oversaw the overall system development. Successfully designed protocol, developed screens and reports, and developed the application so the Disciplinary System could receive data input from PC systems at the Disciplinary Office.

**Project Read Data Collection System** (1997 to 2001)

Partnered with the Director of ATS to design, develop, maintain, and implement high-visibility system which was a specially funded, short-term program created by the Mayor of New York City to provide extra help to students with reading difficulties.

**Capricorn Systems 09/1992 to 02/1997**

**SENIOR CONSULTANT**

**Group Leader, Roadway Express**

Reported directly to the director of project development. Charged with preparing time estimates for developing and implementing of applications, writing specifications, designing new systems, and reengineering existing systems. Managed a team of six programmers ensuring optimal efficiency and compliance with policies and procedures.

***Achievement Highlights:***

* Introduced the use of Iterative and Incremental Development (IID) method to successfully upgrade and develop several applications.
* Selected to design, develop, and implement three new systems: The Customer Commodity Profile system, the Statistical Performances Control system, and the Custom Express Service system, consisting of 17 online screens and 14 batch jobs.
* Closely monitored, maintained, and upgraded several existing applications.

**Technical Proficiencies**

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| ***Languages:*** | C#, Java, HTML, JavaScript, AJAX, T-SQL, XML, JCL, BPMN 2.0, UML 2.1 |
| ***Databases:*** | Microsoft SQL Server 2012, Oracle 11g, Model 204, Microsoft Access 2010 |
| ***Software/Applications:*** | Process Modeler 5.0 for Visio by itp-commerce ltd., Microsoft Team Foundation Server (TFS) 2013, Microsoft Visual Studio 2012 MVC, Microsoft Visio 2010, Microsoft Office 2010, Microsoft Project 2012, Oracle SOA Suite, Oracle Siebel CRM |

**Education and Certifications**

West Chester University, West Chester, PA(1988)

**Master of Science in Computer Science**

Christ College, Utkal University, Orissa, India (1982)

**Bachelor of Science in Physics**

**Certified ScrumMaster (CSM)**, Scrum Alliance

**Project Management Professional (PMP)**, Project Management Institute (PMP)

**Information Technology Infrastructure Library v3 Foundations (ITIL)**, AXELOS Limited

**DevOps Implementation Boot Camp,** ASPE Training

**ICAgile Certified Professional - Foundations of DevOps (ICP-FDO),** ICAgile

**Certification of Training**, SOAInstitute.org