PMP and CSM Certified IT professional with over 15 years of experience in IT Project Management, Requirement Management, Risk management and Earned Value Management. An excellent liaison in stakeholder management from the development of new charters through ongoing maintenance of current programs. Strong experience with government clients including Centers for Medicare and Medicaid Services (CMS) and Social Security Administration (SSA).

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Project Management Tools** | MS Project, SharePoint, UML 2.0, MS Visio, Rational Requisite Pro, Rational Rose, Rational Enterprise Suite |
| **Change Management / Testing Tools** | Rational Clear Case, Clear Quest, Test Director, Quality Center, QTP (QuickTest Professional), ALM (Application Lifecycle Management) |
| **Languages** | HTML,C, Java, SQL |
| **PM / Control Methodology** | PMI Methodology / PMBOK, MS Project 2007, EVM |
| **Utility** | MS Office Suite, Adobe Acrobat Suite |
| **Environment** | Oracle, Java |

**EDUCATION & CERTIFICATIONS:**

Certified - Project Management Professional (PMP) - Project Management Institute

Certified - Scrum Master Accredited Certification - International Scrum Institute

Masters of Business Administration (Concentration: Information Systems) - Guwahati University, Assam, India

Bachelor of Science (Bio-Chemistry) - Guwahati University, Assam, India

**PROFESSIONAL EXPERIENCE:**

**FEi Systems-Timonium, Maryland (February 2016 –Present)**

**Program Manager, CMS Contracts**

Project: MEIC

* Leading and managing a multi-disciplinary team of technical and technical support staff including vendors and contractors for Center of Medicare and Medicaid Services (**CMS**) in the information technology domain
* Providing management oversight for IV & V (independent testing) for the HIPAA Eligibility Transaction System (HETS) and operate the MCARE help desk.
* Responsible for strategic control, handling contingencies under the contract, and provides general oversight, management and cost control of the project by exercising direct authority over the day-to-day activity.
* Directing **program** activities to meet client and organization work objectives and liaise with CMS GTL to coordinate activities, negotiate tasks, and solve problems. Managing successful completion of all financial management, contract/subcontract/vendor management, and procurement activities related to the **program**. Effective collaboration and coordination across several entities, executives, and industry partners. Ability to maintain high customer satisfaction and achieve **program** growth.
* Main point of contact with all levels of government and contractor management, interpreting policies, purposes, and goals of the project for subordinates, and ensuring overall conformance to work standards.

**National Government Services (NGS)-Woodlawn, MD (August 2015 – February 2016)**

**Senior IT Project Manager**

Project: Unified Case Management and Remedy Support

* Led two projects for CMS (Centers for Medicare and Medicaid Services) providing support in infrastructure core services like EFT, LDAP, EUA; managed $7.5M budget
* Partner with sponsors to secure project approval
* Collaborate with external partners and customer to plan quarterly releases, provide PM support to operations management
* Secure appropriate skill sets for project; sets and manages expectations with resource managers and team members
* Identifies, documents and prioritizes scope changes and facilitates approval process
* Maintain MS Project schedule, Maintain Issue, Risk and Action item Log on a daily basis
* Managed the project budget, ETC, EVM

**Northrop Grumman – Woodlawn, MD July 2012 - August 2015**

**Project Manager (March 2014 – August 2015)**

Project: Accountable Care Organization (ACO-OS)

* Led development of DB2 database housing all ACO data for CMS (Centers for Medicare and Medicaid Services); managed $59M budget
* Managed the development of product requirement artifacts, project WBS and project plans through collaboration with team leaders
* Managed and communicated a clear vision of the ACO program
* Acted as the centralized Point of Contact (POC) for consolidation of program management activities; developed communication management plan, risk and opportunity management plan and project management plan
* Coordinated all activities of the CMS Integrated Schedule with vendors; maintained tasks in MS Project
* Coordinated mitigation of project risks and coordinated risk management for the program; created, monitored and maintained Risk Analysis Matrix
* Provided mentoring, coaching PM team members and new PMO Analysts to bring them up to speed with understanding their roles and responsibilities
* Worked to improve project financials in accordance with corporate goals; worked with PCA on EVM and EAC reports
* Hands on experience in SharePoint implementation in different programs
* Led non project related research initiatives (schedule predictability, product development process, etc.)

**Project Lead (August 2012 - March 2014)**

Project: Enterprise Eligibility Services (EES)

* Provided management oversight for applications development; led the Business Analysis efforts for the Enterprise Eligibility Services (EES) project
* Worked as liaison between the customer (CMS) and the technical area team at NGC in the study and analysis of the current state of each of the business units and their current Medicare Part A processes
* Reviewed business process documents and detailed functional requirements; mentored Business Analysts and Testers on different contracts on Business process
* Created PowerPoint presentation for customer on ongoing system specifics, research findings, etc.
* Worked closely with Program Managers to develop Project Schedule and develop weekly and monthly status reports to be shared with the customer
* Anticipated issues or problems and worked to mitigate or negate their anticipated effects
* Ensured that Statement of Work responsibilities and deliverables are delivered on time and according to specifications and requirements
* Maintained ‘parking lot’ logs to document pending issues and requirements and follow up on closure
* Ensured meetings are accurately documented and recorded, and followed up on action items that are assigned and tracked them to completion
* Worked on Change Requests from customer and gathered levels of efforts from team after analyzing the feasibility of its addition

**Computer Science Corporation (CSC) – Woodlawn, MD May 2009 - August 2012**

**Deputy Project Manager**

Project**:** Registration of Most Everyone **(**ROME) offers a single credential (User ID) issuance, management, and authentication system to be utilized by any individual seeking to conduct business online with the Social Security Administration (SSA).

* Managed all aspects of multiple large complex projects for the respective lines of business from inception/concept (business case/roadmap) through delivery
* Led a team of 25+ Analysts and Testers in a matrix work environment
* Developed the project's key objectives, scope, success criteria and communicated them effectively across the project team
* Created and maintained a project schedule using MS Project showing all of the deliverables target dates; managed and maintained project plan throughout the SDLC, tracking project milestones
* Developed staffing requirements based on funding and affordability of the contract
* Initiated and managed project risks and issues
* Recommended improvements to project, program and portfolio management processes
* Conducted JAD sessions with team members and client representatives and update issue and task logs; maintained backlog of requirements implementation
* Coordinated with the respective lines of business to develop and enhance tools and applications that will help the stakeholders meet their business objectives

Environment: Visio, Use Case Scenario, Requisite Pro, MS Office, Oracle 8.x, AS/400, Java

**Lockheed Martin – Woodlawn, MD June 2008 - April 2009**

**Project Manager**

Project: IRES System verifies the identity of individuals, businesses, organizations, entities, and government agencies to use the eService Internet and telephone applications for requesting/exchanging business data with the SSA.

* Led team of 15+ Analysts and Validators in defining workflows; set priorities following Agile method
* Created and maintained a project schedule using MS Project showing all of the deliverables target dates; managed and maintained project plan throughout SDLC
* Conducted JAD sessions with stakeholders, developers and sponsors of initiatives
* Managed the development of use cases for functional requirements in Requisite Pro, tagged them and created requirements ID for the same
* Supported Validation activities by reviewing and writing and updating test scripts in Quality Center; created data tables for Automation of test scripts
* Used QTP to run automated scripts in QC; coordinated global data tables with test design documents in QC for automation of scripts

**Lockheed Martin – Baltimore, MD Jan 2006- June 2008**

**Project Lead**

* Played a crucial role in the Planning and Analysis phase of the project; documented and delivered Planning and Analysis documents which included the Architecture Review Board documents, Project scope agreement and so on; helped set up Microsoft Project details
* Facilitated Detailed Functional analysis sessions and documented the detailed software specifications and functional requirements in Requisite Pro
* Worked extensively with users to documents their requirements into standard documents
* Worked extensively with Requisite Pro, a Requirements management tool to keep a track of the progress in requirements from its initial phase until its Production to meet the proposed deadline
* Used Visio to Draw Use Case Modeling Diagram and Sequence Diagram while creating the Use Case

Environment: Visio, Use Case Scenario, Requisite Pro, MS Office, Oracle 8.x, AS/400, Java, SQL, DB2

**UPS – Timonium / Baltimore, MD November 2005 - Jan 2006**

**Project Manager**

* Led a team of 10 Business Analysts
* Created and maintained a project schedule using MS Project showing all of the deliverables target dates; managed and maintained project plan throughout the SDLC
* Conducted JAD sessions with stakeholders, developers and sponsors of initiatives
* Developed Use Cases and flow charts that enabled developers and other stakeholders to understand the business process
* Maintained all project related artifacts on SharePoint and was responsible for maintaining the requirement traceability matrix
* Conducted impact analysis when a new component was added or new fields were added to database
* Created test plans and scripts; facilitated user acceptance testing with developers and testers

Environment: J2EE Technology, MS Visio, RUP 2002, Rational Rose 2002, UML 2.0, Rational ClearQuest

**AARP Services Inc – Washington, DC June 2005 - November 2005**

**Product Manager**

* Interacted with stakeholders, achieving consensus on the requirement and eliciting them
* Developed functional specification for new development, modification and enhancements; identified and sized the user stories to deliver the highest priority value opportunities (Value Stories) and sized them for project estimation
* Conducted detailed user acceptance tests and discussed VBB tasks with developers; trained team on requirements and followed Agile methodology throughout
* Conducted SCRUM /JAD meetings with stakeholders, developers and product owners
* Helped QA team to better understand UATs and come up with standardized Test Plans/cases
* Facilitated creation of Taxonomy of site with mapping of current metadata with new Prism elements

Environment: J2EE Technology, MS Visio, RUP 2002, Rational Rose 2002, UML 2.0,

**LG Electronics – Baltimore, MD July 2004 - June 2005**

**Product Lead**

* Gathered user and business requirements; involved in conducting JAD sessions with management, development team, users and other stakeholders to refine functional requirements
* Played a crucial role as a liaison between the customers and the technical area team in the study and analysis of the current state of each of the business units and respective call management systems
* Maintained implementation schedule and timeline for customer prototype(s) and participated in customer training and feedback, translated existing application functionality into documented use cases for system testing; organized repository of generic tests cases for future MS CRM deployments
* Developed Use Cases for the Change Requests (CR) and requirements that are being requested

Environment: J2EE Technology, MS Visio, C++, .NET

**Zen Infosys – Baltimore, MD January 2002 - June 2003**

**Project Lead**

Environment: J2EE Technology, MS Visio, Windows 2000, .NET

**Third Eye Infosys – Assam, India** **August 1996 - July 2001**

**Management Trainee / Junior Business Analyst**

Environment: J2EE Technology, MS Visio, Windows 2000, .NET, Java, Rational Tools