Quality Assurance Project Manager Quality Assurance Project Manager Quality Assurance Project Manager Burlington, MA Work Experience Quality Assurance Project Manager Genesys November 2016 to July 2017   Drive Quality Assurance initiatives and process improvements within Professional Services   Document and report bugs, errors, interoperability flaws and other issues within proprietary software applications developed by Genesys Company's global user base.   Demonstrate methodical, detail-oriented and thorough approach to all assignments while adhering to compressed timelines   Validate, verify, communicate and resolve product issues. Project Manager Harvard Business Publishing July 2016 to November 2016   Directed and Managed a Program that included 5 Business Projects for FY17   Created Project Charters & Project Plans for Governance Committee   Gathered & Analyzed integrated requirements for Salesforce to address business needs   Collaborated with Team Leads to create Process documents   Created and executed test plans as well reported bugs/missing requirements.   Managed project schedule, action items, efforts and provided timely status reports to stakeholders   Collaborated IT efforts using Kanban methodology (JIRA) with CRM Team IT Project Manager Tufts University January 2016 to June 2016   Directed and managed high visibility technology projects utilizing Waterfall methodology   Created Project Portfolios & Project Charters for IT Governance Committee   Developed Project Plans to manage timelines and track project deliverables   Liaised with project stakeholders and vendors to set expectations   Coached, mentored, motivated and supervised project team members to effectively and professionally achieve results   Work hands-on to research potential applications and its need for faculty   Assist IT colleagues in development of Project Definition Documents and RFPs IT Project Manager/Scrum Master Ascend Learning February 2014 to February 2015   Managed, Developed & Implemented concurrent platform, product projects and create detailed Projects Plans   Led and co-coordinate utilizing waterfall methodology for the digital e-learning products for JBL Discipline.   Created and Updated HLSOs (High Level Scope and Objectives), scorecard statuses, budget control, vendor management, communication to Ascend senior management, JBL business unit stakeholders with deliverables expectations.   Monitored critical paths, impediments, resource needs, risk strategy to adhere to project scope.   Managed

technical projects using Agile/Scrum methodology    Facilitated project meetings with vendors/team members across three continents    Gathered Product Requirements, including creation of functional specs for new features    Participated with Program Managers to improve PMO Process by creating templates and training PMs to implement PM Methodology and Best Practices Project Manager/Scrum Master Harvard Business School August 2013 to December 2013   Developed high level milestone project plan for Multimedia, Engineering & Business team    Led team effort to create HBX Live a unique and intuitive web teaching platform    Managed schedules and development tasks for team of sixteen engineers utilizing Scrum/Agile Methodology    Engaged in the creative aspects of user experience (UX) and user interface (UI) designs    Scrum Master-led daily stand-up and worked with product owners to groom backlogs for the core project.    Gathered requirements and executed projects using JIRA and Microsoft Project.    Created test cases and data for QA and conducted regression testing during sprints.    Mentored and trained individuals and teams as part of onboarding and ongoing efforts Project Manager NuView Systems Inc January 2011 to March 2011  Analyzed critical projects and provided timelines to development and QA Team in preparation for launch.    Planned all projects using Netsuite Software in coordination with Tech Leads for both Customization and Interface projects.    Managed resources and coordinated the efforts of team members in order to deliver projects according to project plan.    Responsible for tracking progress of projects and updating Project Managers as needed.    Coordinated conference calls with PMs, Tech Lead and clients to capture new and missed requirements.    Built a process document that provided a step by step instructions to PM and Development Team to create, update and maintain projects in Netsuite.    Point of Contact for escalated projects and reported directly to the VP of Research and Development    Analyzed and Prioritized projects for QA Team to prepare test plans and scripts. Education Certification Capella University 2013 Certificate Boston University 2011 Certificate Northeastern University - Boston, MA 2006

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