SREEJA GOLI

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**PROJECT MANAGER**

**PROFESSIONAL SUMMARY**

* Overall 8 years of professional experience as a **skilled Business Analyst/Product Manager/Project Manager** with exhaustive understanding of **Requirement gathering, agile process flows, Business process modeling and Business Analysis.**
* Profound knowledge and work experience in **SDLC methodologies like Waterfall, Agile, Scrum and Kanban.**
* Responsible for **Planning, understanding the scope, commissioning, executing and monitoring** the activities for successful completion of assigned projects.
* Developed project plans that include **resource, time and budget estimates** for all project phases and milestones for internal and external parties that contributed to the project.
* Extensive experience in producing professional quality project artifacts including but not limited to business requirement documents, requirement plans, models (e.g.; data, event, content and process), **traceability matrices, use cases, issue logs** and other documents as needed.
* Successfully managed and delivered multiple complex projects from **initiation to closure**, meeting all **project objectives within scope, budget, and schedule constraints**.
* Experienced working with **Microsoft Excel, Word, SharePoint and Microsoft Visio**. Well versed with project management tools like **MS-Project, Jira and rally for status reporting**.
* Extensive experience in with project stakeholders to elicit and document project requirements by translating business needs into testable, developer ready requirements.
* **Monitoring, communicating and applying quality standards** through the duration of the project timeline by acting as a SPOC for internal and global stakeholder and further handled escalation management, **conducting RCA’s** when required as part of **risk management, resolving issues and mitigation during the project life cycle.**
* Experienced in creating and maintaining project level documentation **(Project plan, RACI, project costing, risk logs, issue and lesson logs).**
* Highly motivated and attention to detail, highly organized and able to handle pressured deadline by taking **Ownership**.
* Built strong communication channels with other department heads by providing **dashboards (tableau and Power-Bi), SPSS, KPI’s, schedule integration and metrics.**
* Ability to deliver against **project timelines and schedules** based on solid understanding of brief and scope of project. Present biweekly project status to executive management on the progress of the projects.
* Ability to maintain good **time/Schedule management** while prioritizing and delivering against multiple deadlines.
* Buildandmaintainrelationshipswithkeyclientsbyrespondingtoqueriesandprovidingupdatesasperclient requests.
* Expert in executing **Test scripts, Test cases and documenting the test output** while conducting **User Acceptance Testing (UAT) and documenting**.

**EDUCATION & CERTIFICATION**

# Bachelor of Technology

# Computer science and Engineering from JNTUH College of Engineering, Sultanpur in 2017.

# PROJECT MANAGEMENT PROFESSIONAL (PMP), from Project Management Institute on March 2023.

**CORE COMPETENCIES**

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| --- | --- |
| SDLCStakeholder ManagementRisk/Quality AnalysisProject ManagementAnalytical SkillsSCRUM | User Acceptance Testing (UAT)Dashboards and ReportingLeadership and team managementBrainstorming/Problem SolvingWaterfall modelRISK Management |

**TECHNICAL SKILLS**

* SDLC Methodologies- Agile, Scrum, Kanban and Waterfall.
* MS Office- Excel, Word, PowerPoint, Access, Microsoft Project Planning and SharePoint.
* Tools- Confluence, Kanban Dashboard, MS Office, Visio and Jira.
* Market Research Methodologies- Expertise in both quantitative and qualitative methods.
* Dashboard- Tableau and Power Bi dashboards.
* Reports- KPI (Leading and Lagging), Customer satisfaction reports like excel and beast outputs.
* 49 Processes organized into 5 Process Groups and 10 Knowledge Areas.
* Database- MS Access, SQL server and DB2
* Operating System- Windows Vista, NT/2000/2003/ XP/98
* Domain- Project Management Office (PMO), Finance, Market research and Banking.
* Languages- Basic knowledge of C, Java and Python.
* Survey methodologies- CAWI, CASI, CATI, CAPI and PAPI.

**PROFESSIONAL EXPERIENCE**

**Bank of the West, Phoenix, Arizona Dec 2022 to Present**

**Project Manager**

The project deals about the **commercial loan application** which works on the **Oracle enterprise** where the users can apply the loans for different firms and currently working on the feature enhancements.

**Roles and Responsibilities**

* Conducted all Scrum ceremonies for both onshore and offshore teams.
* Assisting the clients and senior management in gathering the requirements and understanding the business and system requirements and maintaining official documentation on Confluence within Jira software.
* Preparing the estimates and timelines using Worksheets, Spreadsheets that provides a strategic budget plan for all the internal teams who are required to work on the project.
* Managed Keycloak for identity and authentication management which includes single sign-on (SSO), multi-factor authentication (MFA), user provisioning, OAuth, OpenID Connect, LDAP integration, etc.
* Developed Flow Charts to deliver PowerPoint presentations to the management for approval of Functional Design. Participate in design and development of an updated ECR PMO sharePoint Site.
* Defined the overall technical & functional architecture for Quality Management systems and applications envisioned with the customer.
* Collaboration with developers, system administrators, and other stakeholders to implement and maintain Keycloak solutions.
* Actively involved in the user migrations between platforms, ensuring accurate and complete migration of user data and permissions.
* Identified potential risks and developed mitigation strategies to minimize disruptions during the migration process. Providing ongoing support and troubleshooting assistance to users during the transition period.
* Collaborated with cross-functional teams, including IT staff, project managers, and end-users, to coordinate the migration process.
* Uploading the project design into the kanban board for easy tracking and providing vision to all the scrum team for tracking the work flows for each sprint.
* Created Epics and user stories using JIRA. Develop and maintain Project plans for the internal team members.
* Expertise in analyzing Functional and Technical Specifications and preparing User Stories based on Business requirements.
* Led efforts to maintain project documentation, including business cases, project charters, and requirement specifications and documented through Word and stored in Confluence.
* Conducting the daily stand up calls with both client and development team and tracking the project status using Excel through burn down chart or burn up charts and making sure the team members are on track in reaching the project deadlines or finding any issue/risks.
* Work closely with software development team to ensure delivery of high-quality product, in accordance with the specifications.
* Coordinated change management activities, ensuring seamless transitions and minimal disruptions during project implementations.
* Conducted comprehensive risk assessments for projects, identifying potential risks and their impact on project outcomes, and developed mitigation plans to proactively address them.
* Prepared technical solution and architecture documents, artifacts, work products and presentations for the senior management teams through powerpoint/Excel.
* Tracking the production issues and mitigating the risks and issues through the Incident management tool.
* Prepared and presented project status reports, risk assessments, and performance metrics to senior management and key stakeholders using Excel, PowerPoint and charts.
* Checking the application if all the user stories have been implemented and then sharing it to client for review.
* Developed and implemented process improvements to streamline project workflows, resulting in increased team productivity and efficiency and maintained them in Excel.
* Integrated FSSO solutions through openID connect platform in configuring and connecting IdPs with the target applications or platforms to enable seamless authentication and authorization.
* Managed to extract the data from the internal servers using SQL and sharing the file feeds to data processing team to process different deliverables like KPI reports and the processed file feeds to upload in the Dashboards.
* Generated various reports like Interactive MOLAP and Dashboards using Power-Bi for Analysis and Insights.
* Conducted post-implementation reviews to assess project outcomes and identify opportunities for continuous improvement.
* Provided mentorship and guidance to junior team members, fostering their professional growth and development.
* Maintained a thorough understanding of industry best practices and emerging trends in project management and business analysis, applying them to enhance project success rates.

**Environment:** Jira software-scrum board, Confluence, Power Bi Dashboard, SQL, Excel, Share point and MSOfficeSuite.

# Kantar, Hyderabad, India Sep 2020 to Nov 2022 Project Lead

The project scope was to provide **Brand Performance through HBG** as a source to the clients. The project aimed at building automation for the input sheet that would facilitate viewing of brand insights, likeability, key performances, and sourcing different metrics through modules with the targeted audience aiming for the quick report insights. The aim of the project was to enhance the **brand guidance** along with the already existing integrated modules.

**Roles and Responsibilities**

## Gathered analyzed, documented business and technical requirements from both formal and informal sessions and validate the needs of the business stakeholders.

## Co-authored business requirements document with project teams. Extracted, discussed, and refined business requirements from business users and team members.

## Analyzed Business Requirements and segregated them into high level and low level Use Cases, Activity Diagrams /State Chart Diagrams thus defining the Business Process Models.

## Supervised and managed project throughout SDLC to ensure that project management methodology is followed during the project lifecycle using MS Project.

## Detail explanation to the Client on the feature aims and implementations procedure for each Scrum release.

## Responsible for end to end support in the complete automation process of implementing the new features and testing them and successfully releasing it to the customers.

## Organized weekly Project Status and Task Review meetings, created PowerPoint presentations and project updates using MS Project for management review.

## Interacted with the Client On boarding Risk and Controls team to establish a quality assurance program for Client On boarding to include methodology and sampling methods and ensure compliance with policy and regulatory requirements.

## Liaised between the automation and Quality Assurance team to on board the new feature into the input sheet during testing phase for review.

## Created project charter and project plan, presented different solution and time lines with the help of project manager.

## Assist technical team to test interface with SAP and other legacy systems.

## Created flow chart diagrams using MS-Visio and BPM modeling.

## Created data mapping document for the input sheet after finalizing the attributes and tables with business users.

## Identified and communicated dependencies and potential risks to the completion of the project including resources, costs and systems.

## Conducted Joint Application Development (JAD) sessions with IT groups. Identified the Key Changes, and participated in Stakeholder Management to communicate effectively with them.

## Facilitated JAD sessions with management, development team, users and other stakeholders to refine functional requirements.

## Managed workload, schedules and coordinated status review meetings with project managers, business managers and team members.

## Used Jira tool for requirements management and tracking user stories in a sprint and product backlog.

## Tracking business reporting issues on JIRA by creating problem statements that help breakdown the underlying issue.

## Involved in maintaining project progress and status through MS Project. Extracted periodic/ monthly status reports to the Project Manager to serve as the team assessment of the project and its schedule.

## Worked on Traceability Matrix table to uniquely identify and trace the business requirements to general design to testing as to prove that the requirements have been developed into a solution and that it has been tested and tracked.

## Interacted with developers to resolves questions and discrepancies in documents, hands-on experience with SQL queries.

## Created various Reports and Dashboard with Power BI to gain and gather insights.

## Developed customized SQL reports and queries for management decision-making and operational management.

## Participated user acceptance testing cycle; worked with business users to define business scenarios, user acceptance test cases and user acceptance criteria.

**Environment:** Agile, Power BI, MS PowerPoint, MS SQL Server, Excel, MS SharePoint, Dimensions, and Kantar project tools.

# Kantar, Hyderabad, India June 2018 to Sep 2020 Senior Project Analyst

The project involved in enhancing the existing Ad Now module by improvising the questionnaire, timelines and design flow and interview length. The enhancing Ad Now module is called as **Kantar Market Place (KMP)** with new set of rules in design and timelines designed to clients which results to quicker outputs.

**Roles and Responsibilities:**

* Lead the initiation phase together and collect requirements resulting in detailed business rules, functional requirements and process design.
* Actively involved in kick off calls to gather client requirements and specifications in the form of inputs.
* Experienced in writing statement of work as per the scope of the project and designing the costing and timelines.
* Mastered in checking the inputs like input sheet, questionnaire, quota plan, vendor details, Ads and images to be amended in the survey.
* Testing the survey links both test and live test links before sharing it to clients for the smooth flow in the next process.
* Moving the link to Live and sharing it to profiles team with the relevant details and quota plan.
* Monitoring the quota until the target is achieved and fieldwork to be closed officially.
* Sharing the quota plan and other details to data processing team to work on the required outputs.
* Once received the outputs making sure the outputs are checked as per the quota plan and then sharing it to clients.
* Client to review and making sure to sign off on deliverables and conducting the project closure with all stakeholders.
* Handled 40+projects against production timelines and schedules assigned for each project.
* Created documents on the project status of each project and sharing to all the stakeholders and keeping them informed on the status and assigned tasks.
* Maintaining the Issue and risk logs for each project and flagging red to senior team members when the risk is higher than expected.
* Enclosing the billing and invoicing for each project to be maintained.
* Created the flow diagrams for the entire KMP project alongside with the document to understand the project design and flow for any user.

**Environment:** Agile, Excel, Power-BI, MS Power-Point, KPI, Dimensions, MSSQL Server and MS SharePoint.

# Kantar, Hyderabad, India May 2016 to June 2018 Junior Analyst

Handled the existed projects like **PepsiCo, Unilever and Vanity Fair (VF)** on the day to day activities across USA and Canada regions which involves in monitoring the quotas and quarterly reports.

**Roles and Responsibilities**

* Actively participate in the business calls and understood the business requirements and pass on the information to stakeholders.
* Involved in writing the design specifications and share the minutes of meeting to the clients.
* Understood the concepts of survey methodologies and experience in involving in different projects like Pepsi-co, VF and Unilever.
* Extract the quotas on a weekly basis and set the weekly quota in the dimension tool and inform profiles team.
* Understanding the questionnaire design flow alongside with the input-sheet, quota-file, and project scope.
* Sharing the reports to client on the timely schedules and helping them on the feedbacks.
* Assisted project teams in preparing the software requirement specifications and design documents.
* Learned how to upload the Ads in the Kantar Ad release tool and made testing if Ads are visible.
* Conducted the testing on the test links and shared feedback to scripting teams.
* Shared project status to clients and keep them informed on daily and weekly basis.
* Actively involved in the sprint releases and made sure the user stories received are adapted in the projects as needed by clients.
* Create operational support plan (RACI matrix and future work flows).
* Maintained the issue and risk log and informed to senior team when risk was from medium to higher.
* Maintaining the statement of work, estimates, project plans and functional specifications and cross verified with the project scope and to be signed off from client on the same.
* Actively involved and participate in the team status meetings and helping team members for the sprint planning and sprint demos.
* Creating user case diagrams and design flow diagrams for different process flow and assigning different user case scenario.

**Environment:** Agile, Excel, Tableau dashboard, MS PowerPoint, Dimensions, MSSQL Server and MS SharePoint.