**Heena Dalal**

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South Windsor, CT 06074

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**OBJECTIVE:** An accomplished information systems professional with extensive experience in business analysis, design, development, testing and training applications using state of the art technologies and possesses a unique combination of business and technical experience with strong presentation skills with a strong desire to contribute in organization’s future

**EXPERIENCE:**

**The Hartford, Windsor, CT, USA**

**4/00 - 11/05 Consultant**

Having worked on full life cycle projects using Software Development Life Cycle (SDLC), I was engaged in defining business objectives by gathering and using data from various sources to understand the business process. Then, clearly identify, recommend and prioritize actions to improve the overall effectiveness and efficiency of processes for business growth, utilizing reporting tools such as Business Objects, Oracle Reports and Oracle Discoverer. These reports were used by the LOB to better understand the effectiveness of business.

Project Management responsibilities included:

* Planning, coordinating and implementing technology driven projects
* Developing and monitoring project plans
* Resource management
* Defining and managing scope management
* Identifying and managing issues and change requests
* Reporting of project status
* Identifying and mitigating risks
* Communicating project and program objectives, schedule, priorities and issues to Applications and Business Partners.
* Escalate any personnel scheduling issues or task assignment issues that may have a negative impact on the overall positive and/or negative impact to the success of the project.
* Coaching and mentoring peers
* Developed software development standards
* Facilitating meetings and work sessions

**3/99 - 3/00 Cigna Healthcare, Bloomfield, CT USA**

**Senior Consultant**

Responsibilities included performing analysis, design and development of Web reports using Siebel application and Oracle database.

**2/98 - 3/99 Yale University, New Haven, CT USA**

**Senior Consultant**

Performed analysis, design, development and testing of Receipt Identification Form application, an Oracle General Ledger extension, using Oracle 8 and Forms 5.0

**6/96 - 2/98 The Hartford, Windsor, CT USA**

**Project Manager/Consultant**

Conducted an extensive Developer/2000 training course including preparing the course material, setting up the training database, preparing lab exercises, etc.

Prepared requirement analysis for Web Application in the Bond department. Led two large projects, one for the Hartford's Agreements System and the other for Proposal System. Both projects were developed using Oracle database and tools.

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**10/95 - 6/96 Metro Information Services, Houston, TX USA**

**Senior Consultant**

Designed and developed a part of Regional Integrated Transportation Management System using Oracle 7.x and Developer/2000 for Texas Department of Transportation. Also designed and developed reports using PowerBuilder 4.0 as a front-end Graphical User Interface (GUI) with Oracle database.

**9/94 - 10/95 Oracle Corporation, Houston, TX USA**

**Senior Consultant**

Designed, developed and maintained various applications for South Texas Project, Telecommunications, Inc., Apogee Co., and Unocal Corporation using Oracle 7.x, Designer and Developer/2000. Conducted training sessions for Developer/2000 and PL/SQL.

**2/94 - 9/94 Synercom Technologies, Houston, TX USA**

**Senior Consultant**

Analyzed, designed, developed and implemented a Work Management Information System using Oracle and PowerBuilder for utility companies.

**10/90 - 2/94 Loral Space Information Systems, Houston, TX USA**

**Senior Programmer Analyst**

Performed analysis and designed software for the Aerospace industry using an Object Oriented approach. Designed and developed a data repository system using ANSII C on a UNIX and POSIX framework. Designed and developed a unit of configuration of space station/shuttle objects using Oracle. Designed, developed and maintained logistic system for inventory controls using Micro Focus COBOL.

**8/88 - 9/90 The Challenger Group, Inc., Houston, TX USA**

**Programmer/Marketing Analyst**

Analyzed customer requirements. Prepared specifications and flow chart documents and designed, developed and maintained new and existing software for the petrochemical industry using VAX/VMS and BASIC programming language. Demonstrated software and provided training and customer support.

**EDUCATION:** 8/1988 University of Houston, TX USA

Bachelor of Science in Information Systems with Management minor

**SKILLS:** Business Objects, PVCS, Oracle Financials (General Ledger), Designer/Developer/Discoverer 2000, Oracle 9i.x, PL/SQL, Working knowledge of Siebel system (Sales and Marketing application), Visual Interdev, PowerBuilder 4.0, COBOL, UNIX, Pascal

**ADDITIONAL INFORMATION:** Recipient of Oracle Masters Curricula for developers from Oracle Corporation

**REFERENCES:**

Scott Witter, VP Mark Howland, Manager

The Hartford Cigna Healthcare

860-547-5000

Kathy Ciullo, VP Fred Gerbino

The Hartford Yale University

860-547-5000

Jorge Pinzon, Manager

The Hartford

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