

# UTKARSH UPADHYAY

## Project Manager

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Noida, India

### SKILLS

#### Analytical Skills:

Stakeholder Management, Requirements Gathering, SQL, Descriptive Analysis, Root Cause Analysis, Statistics, Cost/benefit analysis, Risk analysis, SWOT analysis

#### Languages:

Java, Python, SQL

#### Project Management Tools:

Jira, Asana, Zoho, MS Project, MS Excel, MS SharePoint, G suite

#### Methodologies:

Agile/Scrum, Kanban, SDLC, Waterfall

#### Tracking / Other Skills:

Jira, Microsoft Visio, UAT  
Fiserv's DNA

#### Soft Skills:

Time management, Leadership and management, Problem-solving, Negotiation, Decision-Making, Documentation and Presentation, Verbal communication

#### Certification

IBM Project Management,  
PMP certification (Pursuing)

### EDUCATION

**Master's in Business Analytics**  
California State University, East Bay  
California, USA

**Bachelors in Information Technology**  
Dr. A.P.J. Abdul Kalam Technical University

### PROFILE OVERVIEW

- With over 3.6 years of proven expertise in Banking, FinTech, and E-commerce Sector, specializing in driving operational excellence and delivering precision in project management. A strong track record of streamlining processes, improving customer experiences, and ensuring projects are delivered on time and within budget. Adept at leading cross-functional teams and leveraging data-driven insights to achieve strategic objectives and drive business success
- Implemented various Agile methodologies and their combinations to manage projects, defined objectives, scope, and team composition, and constantly assessed customers feedback to make necessary improvements
- Directly communicated with C-levels and key stakeholders to manage expectations and provide the most valuable outcomes for the business, participated in strategic planning sessions as a speaker
- Successfully facilitated conflict resolution, initiated and improved internal team-building processes.

### WORK EXPERIENCE

#### **Rogue Credit Union, USA | April 2022 – August 2024 | Project Manager II**

- Deployed over 7 projects for Rogue Credit Union, leading all phases of the SDLC using Agile and Waterfall methodologies, resulting in enhanced project delivery times and higher client satisfaction scores by 14%.
- Managed and coordinated a cross-functional team of 15+ members, improving cross-departmental communication and reducing project turnaround time by 20%.
- Led the seamless transition from a legacy core banking system to a new platform, employing Agile methodologies to minimize disruptions and improve operational efficiency by 20%. Utilized comprehensive testing strategies for smooth integration.
- Partnered with a digital services vendor to reinstate critical system functionality, utilizing SQL and API integrations to improve operational performance by 15% and customer satisfaction by 25%.
- Conducted comprehensive stakeholder analysis and requirements gathering using Jira and Confluence, tailoring the system to organizational needs and resulting in a 30% boost in operational efficiency.

#### **Webtech Squad, India | Jan. 2019 – Dec. 2019 | Project Associate**

- Implemented Agile Model in conjunction with Six Sigma methodology to deliver projects, leading to a 10% reduction in defects and improving project delivery timelines by 8%
- Coordinated cross-functional team meetings, optimizing resource allocation and task tracking via MS Excel, which improved project completion rates by 10% and reduced resource waste by 20%.
- Created and managed extensive project documentation, received positive client feedback and increasing customer satisfaction, ultimately contributing to repeat business and long-term client partnerships
- Created and maintained Responsibility Assignment Matrix and Requirements Traceability Matrix (RTM).
- Created the business process model using Microsoft Visio and present it to the SME for validation and getting the signoffs.
- Implemented various Agile methodologies and their combinations to manage projects, defined objectives, scope, and team composition.