**Project Manager – PMP Certified**

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**Location: Dallas, TX**

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**Professional Overview**

* Around 17 years of experience in software services, including 7+years of experience in Project Management
* Exposure to Complete Software Development Life Cycle of Distributed Enterprise Applications, Waterfall/Agile/SCRUM Methodologies.
* Ability to plan and manage all aspects of IT Project from initiation through delivery to project closure following waterfall/Agile methodology with PMI standards
* Experience in managing Data Science/ Data Management projects and major concentration of insurance (general, healthcare, travel, P&C, etc.) and financial sector.
* Experience managing testing projects as Test Manager
* Define and manage project plans, schedule and milestone deliverables utilizing enterprise project management tools
* Ability to lead multiple projects with stringent timelines and geographically diverse teams
* Coordinate delivery related activities among project teams, vendors and clients to ensure the scope of project is delivered with quality and on schedule
* Effective risk management and tracking of activity progress to ensure objectives of the projects are achieved.
* Effective and frequent communication of project status to all required stakeholders (Internal & External), Clients, leadership teams.
* Effectively manage change requests with proper impact assessment and stakeholder engagement
* Effectively communicate project expectations to team members and to sponsors, stakeholder in timely manner.
* Communicate in precise and clear manner while hosting project meetings, strives to achieve objective of meetings in short time
* Experience in managing UI/UX, development, data and testing teams.
* Capture meeting minutes clearly to communicate the project developments, risks and issues, assigning and tracking action items as needed.
* Identify and manage project dependencies and critical path.
* Flexible and maintains clarity of the role by empowering SME to make decisions in their domains to achieve the project objectives
* Effectively manages the changes in project scope, identify risk and issues by devising contingency plan as needed.
* Collaborate effectively with project sponsors, key stakeholders, cross-functional and core teams.
* Experience in documenting Epics, stories / requirements
* Proficient in Enterprise Applications of Telecom Retail, Banking, Retail, and Insurance domain
* Knowledgeable in health care aspects like Medicare, Medicaid, Claim processing
* Experienced in project management tools like JIRA, Confluence, Azure DevOps, MPP, Sharepoint
* Oversee projects during transition phases to effectively transform organizational goals into tangible outcomes.
* Excellent analytical and inter personal skills.
* Experienced in Cross vendor collaboration.
* Go-getter with a pleasant personality
* Team leading / management skills.
* Strong problem-solving skills, quick learner, effective individual and team player, excellent communication and presentation skills.

**EDUCATION CREDENTIALS**

* Masters in Computer Applications (**MCA**) from Nagarjuna University, India from Aug’ 2000 to Jun’ 2003
* Bachelors in Computer Sciences(**B.Sc**) from Nagarjuna University, India from Jul’ 1997 to Apr’ 2000.

**CERTIFICATIONS**

* Certified Project Management Professional (PMP) from PMI

**Professional History**

**Client: Arbonne May 2023 – Mar 2024**

**Location: Dallas, TX**

**Role: Project Manager**

**Responsibilities:**

* Oversee a team of 18 members including SME’s, Queue Managers and Quality Analysts.
* Gather estimates from the team for the effort
* Accountable for creation, maintenance and monitoring of the project.
* work with project teams to plan, and schedule deliverables, documentation and milestones
* Facilitate, manage and escalate risk and issues.
* conduct daily / weekly calls to track the progress of open issues, ensure requirement coverage
* Owned and monitored the performance and collaboration of team members with MS Teams.
* Day to Day duties include scrum meetings, planning, directing the tasks in JIRA, mediate with product owners and scrum masters.
* Organizing the priorities and Communicating with the team and customers on everyday basis for case resolutions.
* Work for 24/7 production support team and Monitoring of cases or issues go 24/7.
* worked with superiors and stakeholders on analyzing and defining the scope, budget, laying out the strategies of a project.
* Experienced in analyzing the project financials and presenting it to the leadership
* Create and manage Risks & Assumptions
* Work with the team to make sure all the applications are reliable, secure and no latency issues.
* Throughout monitoring for security of the consumers and clients.
* Own and monitor the performance and calibration of team members to guide them for roadblocks and impediments.
* Work on project milestones, deadlines, project tracking in JIRA, and make sure the SLA’s have been met.
* Worked closely with the customers to improve customer satisfaction.
* Created project milestones, tracking, and Gantt charts and managing/tracking the progress of project in JIRA
* Created scrum meetings every day and track the impediments to ensure fast resolutions.
* Prepare monthly management reports, recommend portfolio issues.

**Client: State of Colorado May 2022 – March 2023**

**Location: Denver, CO (Remote from Dallas, TX).**

**Role: Business Project Manager**

**Responsibilities:**

* Strategized and created a project milestones of AWS cloud migration of sport betting data including gaming and racing departments
* Worked on GCP products, firewall aspects (WAF) within the middleware infrastructure. Analyze the root cause and encouraged team on documenting every critical issue experienced.
* Conducted training sessions for the team on for Tableau to understand the reporting part
* worked with superiors and stakeholders on analyzing and defining the scope, budget, laying out the strategies of a project.
* Attend CAB meetings and work on change approvals, implement, review, and close changes.
* Creating brainstorming sessions, meetings with stakeholders, concerned team members on plan of action and
* communicate regularly by delivering updates, issues, plan of action
* Create and manage RAID logs
* Escalating emergency issues, working on approvals from superiors, stakeholders.
* Used MS project to track and analyze the daily progress of the project.
* Used GCP for sharing the documents, events, and other team collaborations for project management.
* Executed user acceptance testing.
* Work with engineering teams and SME’s in creating RCA.
* Documented issues to streamline future processes.
* Create project charter and work with BA’s to have requirements document in accordance to the charter
* Develop test strategy and mentor / guide teams in developing test cases, testing and defect management.
* conduct discussion with team to identify any requirement gaps or fall out and get change requests created
* Review and provide feedback on Tableau dashboards
* Manage project delivery expectations by working closely with executive sponsors / directors, product owners and all the stake holders

**Client: Pepsico Oct 2019 – June 2020**

**Location: Dallas, TX.**

**Role: Project Manager**

**Responsibilities:**

* Supervise and oversee the operations of Business Objects.
* Collect effort estimates from the team.
* Take responsibility for creating, maintaining, and monitoring the project.
* Collaborate with project teams to plan, schedule deliverables, documentation, and milestones.
* Facilitate, manage, and escalate risks and issues.
* Conduct daily or weekly calls to monitor the progress of open issues.
* Deliver status updates to business stakeholders, IT leadership, and other relevant stakeholders.
* Manage the setup of servers, including procurement, installations, hardware testing, creation of application instances, and testing.
* Track financials related to server setup.

**Client: Conduent May 2019 – Sep 2019**

**Role: Project Manager (Remote)**

**Responsibilities:**

* Supervise and direct technology projects from initial requirements gathering through development and production phases, encompassing scoping, planning, and coordination.
* Develop and implement project coordination strategies to ensure seamless collaboration across teams.
* Engage in discussions with the team to derive accurate estimates for project timelines and resources.
* Managed scrum ceremonies including sprint planning, daily stand up, planning and retrospectives, facilitate effective communication between scrum team and stakeholders to ensure smooth collaboration.
* Manage reporting in Azure for all the epics / stories
* Manage Kanban board, product backlog and dashboards in Azure DevOps
* Track Project metrics in Azure DevOps
* Formulate comprehensive project plans outlining tasks, timelines, and resource allocations using MS SharePoint.
* Collaborate with project teams to strategize and schedule deliverables, documentation, and milestone achievements.
* Conduct budget analysis and maintain meticulous tracking of project expenditures.
* Facilitate daily communication calls to monitor project progress and address any emerging issues.
* Deliver regular status updates to business stakeholders, IT leadership, and other pertinent parties involved in the project.

**Client: AT&T June 2014 – June 2018**

**Location: Dallas, TX**

**Role: Project Manager**

**Responsibilities:**

* Evaluate system requirements, identify any gaps, and ensure the creation of Change Requests where necessary.
* Participate in Business Requirements Document (BRD) and design discussions with all relevant stakeholders.
* Develop change management plan, identify approach / strategy and manage CR’s effectively throughout the project.
* Facilitate Impact Assessments and provide Estimates or Levels of Effort (LOE) for the project.
* Coordinate the acquisition of necessary Application resources.
* Conduct project kick-off meetings with application teams.
* Arrange for internal audits to ensure alignment and completeness, conducting audits at each project milestone.
* Manage scrum ceremonies including daily stand up, sprint planning, reviews, ensure alignment with overall project release
* Create project plan in MS Project and track deliverables against the set targets
* Ensure the preparation, review, approval, and baselining of all requirement, design, and test artifacts.
* Review the designs / Visio diagrams with stake holders and obtain sign off
* Facilitate discussions with the team to identify any requirement gaps or discrepancies, ensuring the creation of change requests where necessary.
* Drive Impact assessment discussions for the change requests, develop mitigation strategies
* Ensure thorough assessment of business implications for each phase of the project lifecycle and monitor progress to meet established deadlines.
* Conduct daily calls to monitor the progress of the project and address any emerging issues.
* Deliver regular status updates to business stakeholders and program management.
* Provide project financial analysis to the leadership
* Track all project-related issues and plan deployment activities accordingly.
* Ensure proper documentation, communication and training to the field regarding the changes as needed.
* Prepare and present agile reports.
* Oversee post-deployment activities and manage any necessary follow-up tasks.
* Obtain all required sign-offs for the project and diligently track the project to closure.

**Client: Bank Of America Sep 2008 – May 2014**

**Location: Charlotte, NC & Chennai, India**

**Roles: Sr. Automation Engineer, Test lead, Project Co-Ordinator**

**Responsibilities:**

* Work closely with business & process teams to understand the functionality
* Create project artifacts (Test Plan, WBS, resource plan, daily & weekly status reports)
* Engage / organize technical discussions, drive thru issue / conflict resolutions
* Train and provide guidance to process team on creating test scripts & QC Tool
* Developed Automation test scripts in Java using Selenium Webdriver API.
* Regression Test suite execution using Selenium.
* Maintained automation framework using Selenium Webdriver.
* The Automation Framework was created as a reusable platform upon which various teams across an organization can build their test suites. This was built using Selenium Webdriver (java platform) and enables one to develop test scripts with less coding effort and more quickly.
* Extended logging capability to help identify the cause of automation failure.
* Implemented Hybrid Framework and developed test scripts using Page object pattern.
* Framework provides reporting capability - both html and excel and with detail steps.
* Auto Recovery feature was built-in to the framework for re-executing a test case in the event of browser failure/crash or unknown error.
* Designed SQL queries for Data Verification- fetching data from multiple tables using joins and validating it with the data displayed in Application.
* Work closely with the development using Scrum/Agile methodologies.
* Have the test scripts loaded to QC, Planning and scheduling /assignments, propose scalable solutions.
* Defect triaging throughout different phases (FUT, String, SIT & UAT)
* Interact with other functional leads / SME’s for any project dependencies OR to clear up any road blocks for successful delivery
* Helping teams, by tracking the CR progress with development teams
* Participate in test planning and drive WBS tasks as per schedule
* Drive the T&D process and pull up the metrics, reporting to leadership
* Prepare /present to executive teams on happenings of the deliverables

**Prior Experiences:**

* Performed responsibilities as a Senior software Engineer at Accenture Services Pvt. Ltd from Apr 2007 to Aug 2008
* Performed responsibilities as a QA Software Engineer at Applabs Technologies Pvt. Ltd from Sep 2005 to Feb 2007
* Performed responsibilities as a Test Engineer at Eureka Technocrats Pvt. Ltd from Feb 2005 to Sep 2005