**NIKHIL DUGANE,** A green circle with white text and a check mark

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**Sr. IT Project/Product Manager**

**PROFESSIONAL SUMMARY:**

* Accomplished Project Manager and Product Owner with **11+** **years** of expertise in Healthcare, Retail domain. Proficient in Agile, Scrum, and Waterfall methodologies for iterative software development.
* Proven track record in planning, executing and monitoring projects, delivering successful outcomes within 5% of the original baseline, resulting in a 90% adherence to project schedules and budgets.
* Leveraged AI and ML technologies to analyze and respond to RFPs, enabling the identification of specific client needs, customization of proposals, and the development of AI-enhanced solutions tailored to each unique request.
* Facilitated meetings with clients and key stakeholders, translating business needs into actionable requirements and sharing comprehensive meeting minutes.
* Developed communication plan resulting in 95% stakeholder satisfaction, measured through post-project surveys.
* Enforced quality standards throughout projects, acting as a Single Point of Contact (SPOC) for global stakeholders, resolving issues, and conducting Root Cause Analyses (RCAs) for risk management.
* Proficient in project documentation, including project plans, RACI charts, costing, and lessons learned.
* Highly organized, focusing on meeting deadlines and taking ownership of project deliverables.
* Improved resource allocation efficiency by 20% through the implementation of a resource management tool, resulting in on-time project delivery.
* Presented biweekly project status to executive management, ensuring alignment with project objectives.
* Managed multiple deadlines with effective time and schedule management skills.
* Automated project status reporting, saving an average of 8 hours per week, which allowed for a 20% increase in time spent on strategic project oversight.
* Fostered strong client relationships, addressing queries promptly and providing timely updates.
* Utilized Microsoft SharePoint and Visio, along with project management tools like MS Project, Jira, and Rally for status reporting.
* Expert in executing and documenting test scripts, test cases, and User Acceptance Testing (UAT) outcomes.

**Skills and Certifications:**

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| **Certifications:** | **Project Management Professional (PMP)®** by Project Management Institute (Feb’23), **PM200** Badge issued by Boston University (Nov’22), Professional Selenium Automation, IBM DB2. |
| **Project Management:** | **Agile methodologies, Waterfall on SDLC, Communication and Collaboration, Leadership and team management, Budgeting and resource allocation, Strategic thinking and problem-solving, Project Planning, Risk management and mitigation.** |
| **Management Tools:** | **Rally, JIRA, Confluence, HP Quality Center, Excel.** |
| **Programming Language:** | **Java, Python** |
| **Testing Frameworks:** | **Selenium Automation framework and CICD.** |
| **Database Tools:** | **PostgreSQL, SQL Developer, SQL Studio, Visual Studio**. |
| **Others:** | **WordPress, SoapUI, Looker** |

**EDUCATION:**

**Boston University, Boston, MA**

M.S. in Computer Information Systems- IT Project Management

**Pune University, Pune, Maharashtra, India**

Bachelor of Engineering in Information Technology.

**PROFESSIONAL EXPERIENCE:**

**Client: Insurance Auto Auctions/Ritchie Bros Feb 2022 - Present**

**Role: IT Project Manager**

**Responsibilities:**

* Facilitated all Scrum ceremonies and Daily Stand-ups, effectively coordinating between onshore and offshore teams to ensure smooth project progress.
* Oversight of third-party vendor progress, involving the establishment of performance metrics. Tracked vendor project timelines and validated milestones, ensured alignment with contractual obligations.
* Employed AI and ML technologies to analyze and respond to RFPs, resulting in a 30% reduction in response time, ensuring timely submissions, and a 20% increase in proposal customization, enhancing the alignment of solutions with client needs.
* Utilized AI-driven data analytics to assess the success rate of RFP responses, achieving a 25% improvement in the win-to-loss ratio by targeting high-probability opportunities and optimizing proposal strategies.
* Developed comprehensive Flow Charts, presenting them to management for Functional Design approval, fostering seamless decision-making processes.
* Defined the technical and functional architecture for Quality Management systems, collaborating closely with customers to address their needs and requirements.
* Presented technical and functional aspects of solutions, articulating the methodology, user interfaces, and devices selected by clients.
* Prepared detailed technical solutions and architecture documents, crafting compelling presentations for clients.
* Assumed responsibility for defining project scope, business and system requirements, and maintaining official documentation on Confluence.
* Successfully resolved 90% of team conflicts within 48 hours, leading to a 15% reduction in project delays caused by internal disputes.
* Ensured smooth tracking of project design and workflows by efficiently utilizing the Kanban tool, providing vision to the Scrum team throughout each sprint.
* Expertly analyzed Functional and Technical Specifications, translating them into comprehensive User Stories aligned with business requirements.
* Collaborated closely with the software development team, ensuring the delivery of high-quality products that met specified criteria.
* Acted as a liaison between clients and key stakeholders, efficiently gathering inputs and facilitating smooth communication.
* Managed ticketing tracking system for customer-reported issues, promptly implementing solutions and ensuring timely closure of tickets.
* Manually created Test Cases for Functional testing, aligning them with Functional areas and Use Cases.
* Conducted diligent follow-ups with the development team, ensuring progress toward timely application release within sprints.
* Thoroughly reviewed application functionality, verified the implementation of all user stories, and coordinated client review processes.
* Leveraged Tableau to generate various insightful reports, including Interactive MOLAP and Dashboards for comprehensive analysis.
* Actively participated in sprint backlog calls with other teams, prioritizing tasks and laying out the importance of feature releases.
* Conducted comprehensive sprint retrospective meetings with the Scrum team and clients, gauging the value delivered through each release.
* Engaged actively in user acceptance testing (UAT), both in automation and release phases, ensuring product quality and customer satisfaction.

**Client: Golden Gate Spices Oct 2021 – Dec 2021**

**Role: IT Project Manager, Technical Partner**

**Responsibilities:**

* Co-founded Golden Gate Spice and spearheaded development of high-performing team, devising comprehensive website development plan, addressing communication gaps, technical challenges, and strategic considerations.
* Constructed robust database architecture and database system to optimize inventory management and sales processes, ensuring efficient operations.
* Evaluated technologies for in-house versus outsourced development, leading to a 25% reduction in outsourcing, resulting in substantial cost savings of 20%.
* Designed GGS Company's Enterprise Architecture (EA) around development strategies, meticulously selecting suitable operating models, linking technologies, and sustainable processes.
* Maintained proactive and effective communication with stakeholders, provided regular updates on project progress, identified and resolved issues encountered during the projects.
* Created and obtained approval for project charters and plans, defining scope, costs, schedules, expected results, stakeholders' responsibilities, and accountability mechanisms.
* Skillfully managed and led project team resources, ensuring clear understanding of the project management strategy, governance, roles, responsibilities, and accountability for each project.
* Expertly facilitated and documented project status, steering committees, and governance meetings, ensuring seamless coordination.
* Implemented sound change management practices and supervised deployments and tests in various environments to ensure project success.
* Nurtured strong working relationships with clients and third-party vendors, serving as trusted advisor and understanding their end-to-end business needs, challenges, goals, and future growth areas.

# Legion Technologies, Redwood City CA Jan 2020 - Sep 2021

# Role: IT Project Manager

### Responsibilities:

* Enforced PMO (PMI) methodology and recommended improvements, resulting in a 15% increase in project success rate and a 20% reduction in project delays.
* Optimized processes, documented procedures, and updated documentation, leading to a 25% improvement in project efficiency and a 30% decrease in errors and rework.
* Prepared project deliverables, progress reports, project registers, and management indicators, facilitating data-driven decision-making and ensuring a 40% reduction in project reporting time.
* Collaborated on the production of project portfolio monitoring dashboards, resulting in enhanced visibility and transparency, leading to a 35% improvement in project portfolio management.
* Contributed valuable insights, identified trends, performed reviews, determined improvements, implemented action plans, and drove the change to achieve operational objectives, resulting in a 50% increase in process optimization and a 45% improvement in project outcomes.
* Orchestrated the smooth transfer of the implemented solution to operational teams, ensuring knowledge transfer, defining service agreements, and establishing contingency plans.
* Obtained customer approval and produced comprehensive reports of project achievements and lessons learned for effective project closure.
* Played an instrumental role in the evolution of the project management framework, leveraging expertise and experience to drive positive change.
* Led cross-functional teams of software developers and quality assurance professionals across 3 geographic locations (USA, India, China), demonstrated effective leadership skills ensuring project success in diversified environment.
* Implemented strategic initiatives resulting in a 20% reduction in test execution time, and through comprehensive test cases and frequent cycles, achieved a remarkable 60% decrease in defect density and regression time.
* Fostered a culture of teamwork, trust, and motivation, significantly boosting productivity and customer satisfaction.
* Conducted data analytical testing for BI systems, validating data transformations, and performing End-to-End data validation for ETL & BI systems.
* Showcased expertise in ETL data validation using Informatica /Data stage/SSIS ETL environments and BI report validation using Cognos/Business Objects/MicroStrategy/SSRS BI.
* Utilized DB tools such as Toad/PL SQL developer/SQL Plus, excelling in SQL preparation for Oracle/SQL Server/DB2/Teradata RDBMS.
* Demonstrated a deep understanding of ETL and BI processes, contributing to their efficient execution.
* Took charge of implementing the Test Automation Framework, Page Object Model using Selenium WebDriver, TestNG, Java, and seamlessly integrating it with Jenkins, resulting in a 45% improvement in test automation efficiency and a 55% decrease in manual testing efforts.
* Produced sprint status reports, test readiness scorecards, and scope change documents, ensuring effective communication between stakeholders and team members, leading to a 40% increase in project transparency and a 50% reduction in miscommunications.

**Environment: -** ETL tool Looker, Selenium Web-driver, SOAPUI, Visual Studio, JIRA, CICD.

# Client - Kaiser Permanente /Accenture Pleasanton CA Sep 2016 - Jan 2020

### Role: Product Owner/ IT Project Manager

### Responsibilities:

* Streamlined product roadmap and requirements gathering process, resulting in efficient product delivery.
* Led a team in preparation of product requirements, user stories and acceptance criteria to ensure clear communication and alignment with stakeholders.
* Monitored product development progress, reported status to stakeholders, and facilitated timely issue resolution and process improvement.
* Implemented Selenium for Application automation testing for different platforms, leading to a 40% increase in test automation efficiency and a 50% reduction in manual testing efforts.
* Designed and developed a comprehensive test strategy, test plan, and test cases, resulting in a 30% increase in test coverage and a 35% improvement in defect detection rate.
* Integrated Automation scripts (Selenium WebDriver API) in Continuous Integration tools (Jenkins) for nightly batch runs, reducing test execution time by 40% and increasing testing accuracy by 60%.
* Demonstrated expertise in data retrieval and executing stored procedures in SQL for database testing, ensuring 100% data accuracy and integrity.
* Created detailed QA and UAT cases to validate the quality of the application, resulting in a 20% increase in application usability and user satisfaction.
* Conducted SOAP & REST-based web services testing using SOAP UI PRO, identifying and resolving critical API-related issues, leading to a 25% improvement in API performance and reliability.
* Developed scripts and performed Web Services testing using SOAP UI pro tool for functional and regression testing, achieving a 30% decrease in API-related defects.
* Prepared user documentation with screenshots for UAT (User Acceptance Testing), enhancing user understanding and feedback collection.
* Provided valuable insights and guidance to automation engineers on Kaiser's product functionalities, resulting in a 40% improvement in testing efficiency and effectiveness.

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### Client - Kaiser Permanente /Accenture, Pleasanton CA Jun 2015 - Aug 2016

### Sr Software Engineer

### Responsibilities:

* Implemented structured RTM (Requirement Traceability Matrices) and conducted in-depth analysis of test executions, resulting in a 30% increase in testing coverage and a 25% reduction in requirement-related defects.
* Automated job scheduling and batch processing with Maven on Jenkins, optimizing the development workflow and reducing deployment time by 20%.
* Conducted thorough evaluations of software's functional and technical readiness to align with business functions, ensuring a 95% defect-free final product for owned modules.
* Developed a customized Agile-friendly framework with Selenium, leading to a 50% reduction in execution time on Agile projects and a 75% reduction in regression cycle run time.
* Spearheaded the implementation of continuous integration and continuous testing methodologies, resulting in a 30% increase in development efficiency and a 40% decrease in time-to-market.
* Collaborated with cross-functional teams to identify and address performance bottlenecks, enhancing the application's scalability and reliability.
* Conducted root cause analysis and implemented process improvements, resulting in a 20% decrease in production defects and an overall improvement in software quality.
* Acted as mentor to junior team members, resulting in enhancement of their testing skills and knowledge.
* Championed the adoption of industry best practices and emerging technologies, keeping the team updated on the latest trends in software testing and quality assurance.
* Successfully led the team in achieving a 95% customer satisfaction rating through the delivery of high-quality software products and timely issue resolution.

**Environment:** Selenium Web driver, JIRA, HP QC, Jenkins and SQL Server

### Client - Kaiser Permanente /Accenture Jan 2014 - May 2015

### Role: Software Engineer Analyst

### Responsibilities:

* Collaborated in the early stages of requirement analysis, actively contributing to test planning, test case design, and execution, ensuring comprehensive test coverage and alignment with project objectives.
* Demonstrated expertise in conducting functionality tests, regression tests, and impromptu testing, identifying and reporting defects promptly to ensure high-quality software deliverables.
* Led a high-performing team of 4 members, effectively managing task assignments, providing guidance, and conducting regular work reviews to ensure optimal team performance and project success.
* Demonstrated excellent problem-solving skills and attention to detail, ensuring the delivery of high-quality software products that met or exceeded customer expectations.
* Actively participated in knowledge-sharing and training sessions, fostering a culture of continuous learning and professional development within the team.
* Maintained effective communication with stakeholders, including project managers, developers, and quality assurance teams, ensuring a smooth and efficient project workflow.
* Played a key role in achieving a 90% defect resolution rate, contributing to the successful delivery of software solutions with minimal post-production issues.

**Environment:** JIRA, HP QC, SQL Developer

### Client - California C-IV /Accenture Oct 2013 - Dec 2013

### Role: Software Engineer

### Responsibilities:

* Optimized external system integration and validated using Oracle SQL developer and JAWS testing; identified and resolved 150+ defects in 3 months, reducing error rate by 15%.
* Conducted Defect assessment and prioritization with severity levels to defects using Lotus Notes.
* Reviewed and authenticated bugs in defect tracker tool and Conducted peer reviews.

**Environment**: Lotus Notes, SQL Developer, SOUP UI, Rally.

### Client- British Telecom / Accenture Jul 2011 - Sep 2013

### Role: Software Engineer

### Responsibilities:

* Performed End to end Testing, across applications and platforms. Supported confidence testing on removing blockers.
* Developed plan for test data creation activities, Managing Test-driven development within TDA Team.
* Executed test cycles for 4 major waterfall releases and administered defect management with the help of QC/ ALM.
* Connected with different teams in E2E testing from different vendors, with effective communication and resolved issues in timely manner, resulted in saving test execution time for entire team.

**Environment**: QC ALM and AIT, Microsoft Excel Macros and Mercury Load Runner