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| Sita pun Edison, New Jersey | | |
| profile |  |  |
| Education |
| * Highly skilled and results-driven professional with 15+ years of experience in technology and IT best practices with a proven track record of leading and managing customer projects from design to delivery and managing various cross-functional teams. * Ample experience in Integration and implementation of Banking software, Customer Relation Management, Cyber Security, Retail Systems, Healthcare, etc. * Global working experience in Asia Pacific, Nepal, Finland, and United States. * Expert in clarifying business requirements, performing gap analysis, design process and system improvements to increase productivity and reduce costs. * Customer-oriented, analytical, organized, collaborative, resourceful, adaptable, and continuous improvement mindset. * Implemented solutions for projects spanning across customers in verticals like Banking and Healthcare. * Proficient in project management practices. * Adept at identifying process improvements and implementing strategies to drive organizational growth. * Experience in managing SIEM products that are used for threat detection and investigations. * Experience in documentation and tracking of Business requirements document BRD, Functional Requirement Specifications FRS, Use Case Specifications, Software Requirements Specification (SRS), etc. * Experience in resolving cross-team conflict resolution, negotiations, removing impediments, roadblocks, & move forward. * Extensive experience in Agile Methodology in distributed team model. Specialized in using Scrum and Kanban. * Strong interpersonal skills with proven ability to identify problems analyze possible solutions and negotiate with stakeholders to determine best course of action to meet objectives. * Delivered high-quality deliverables, project planning, estimations, execution, cross functional coordination, risk mitigation strategy and communication to ensure the best possible outcomes. |  | International Master’s Program in Information Technology,  **University of Eastern Finland** KEY SKILLS  * Scrum * Kanban * Project management * Product management * agile training * Communication * Collaboration * FACILITATION * Coaching * Communication * collaboration * leadership * team building * jira * confluence * azure devops * gitlab * Balsamiq * Requirement Elicitation * BAcklog Management  Certifications  * Certified Scrum Professional * Certified Scrum Master * Certified Scrum Product Owner * Certified Scrum@Scale Practitioner * Certified Agile Leadership I (CAL I) * IBQMI Certified Kanban Coach * Kanban Management Professional from Kanban University * SAFe® 6.0 Scrum Master * Enrolled in Project Management Institute (planning to take exam soon) |
| Professional Experience |
| CareFirst (Blue Cross Blue Shield) Aug 2023 - Present  Project Manager | Scrum Master  **Responsibilities:**   * Coordinate with executive management to ensure that projects are aligned with corporate strategic vision and policies. * Understanding the Functional and Technical Requirements for the project * Lead technical and business teams on projects of a complex nature with duties of planning, instructing, directing, and checking the work of other team members. * Facilitate multi-organizational and multi-functional teams to develop and implement new business processes, architectures, designs, and information systems that meet security best practices. * Establish budgets, schedules, and milestones, and determine a logical flow for all project activities. * Project plan * Identify, track, manage and resolve project issues. * Customer interaction and satisfaction * Identify, document, and manage stakeholder expectations and project risks. * Ensure delivery as per contract. * Task assignment and tracking * Quality tracking * Project status reporting * Ensure defects/issues are closed properly and on time. * Ensure project members are adequately trained. * Team coordination and motivation * Requirements management * Reviewing the Requirements Traceability Matrix (RTM) * Project closure report and metrics data entry * Identify, negotiate, communicate and manage project changes via change management. * Facilitate whole teams’ understanding of Scrum. * Facilitate Sprint Planning. * Facilitate tasking process or charge the team with what needs to be accomplished so that team can self-organize and accomplish sprint goals. * Facilitate regular agile events Daily Standups to ensure progress. * Facilitate Sprint Reviews * Facilitate Sprint Retrospectives; Capture continuous improvement requirements as sprint planning input. * Foster conversations/communications. * Foster creativity and empowerment. * Shield team from external interferences. * Specialized in using JIRA and Confluence. * Gather and document system requirements and document designs for project teams. * Provide a quality assurance review. * Responsible for the delivery of project goals and for ensuring that business needs and issues are solved.   Meta Cloud Solutions, Nepal Sep 2022 – May 2023  Project Manager | Product Owner  Client: Worldlink Communications Ltd.  **Responsibilities:**   * Plan, schedule and closely monitor projects to ensure timely completion. * Handle multiple client projects. * Develop wireframes, sitemap, etc. * Lead requirements gathering effort- consulting with customer and other stakeholders. * Develop the roadmap of the product. * Create user stories. * Facilitating meetings with team, customers and other stakeholders. * Answer questions from developers and clarify requirements. * Create meeting minutes, Project status reports and other needed documentation.   Clusus Information Solutions, Nepal Mar 2020 – Aug 2022  Project Manager | Product Owner  Clients: Standard Chartered Bank, ICICI Bank, Oman Arab Bank, Himalayan Bank, etc  **Responsibilities:**   * Understanding overall product and leading requirements gathering effort on epics as needed * Develop project plans for all aspects of assigned projects and manage all project activities. * Establishes and leads cross functional project teams and status meetings. * Obtains consensus and buy-in from key internal and external stakeholders for project timeline. * Monitors and manages project scope, budget, resources, and deliverables within timeline. * Develops and mentors project team members. * Provides timely, comprehensive project status reports, including project metrics. * Ensures all stakeholders receive the required level of detail commensurate with their role. * Proactively identifies significant project risks, develops mitigation strategies, escalates to leadership, and implements approved mitigation steps. * Develops and maintains subject matter expertise to effectively plan and fully execute assigned projects. * Coordinates meetings, project teams, and work groups * Coordinating product management with team and customers. * Attending and facilitating meetings including standups, planning, reviews, retrospective and demos. * Build and prioritize product backlog by populating it with user stories and defining their acceptance criteria. * Conduct backlog grooming and management, iteration planning, and elaboration of the user stories * Collaborating with developers and clarifying product requirements. * Creating technical documentation such as feature description, business requirements documents, etc. * Accept completed user stories to ensure the work fulfills the acceptance criteria. * Demonstrating latest iterations to customers and product manager (pre– release) and gathering feedback. * Defining and communicating cross team dependencies.   LogPoint, Nepal Jul 2015 – Dec 2019  Senior Project Manager | Scrum Master  Clients: Lancaster University, AP Pension, Region värmland,  Eissmann Group Automotive, etc  **Responsibilities:**   * Managing multiple European Client projects. * Managed LogPoint SIEM (Security information and event management) projects which provide security solution that helps organizations detect threats before they disrupt business. * Managed projects where various plugins were developed for threat detection and investigations. * Implementing agile methodologies like Scrum and Kanban. * Lead requirements gathering effort- consulting with customer and other stakeholders. * Develop the roadmap of the product. * Create user stories. * Estimation and Planning * Project Status Report and metrics creation to track the project. * Using Confluence for creating documentation. * Created customized workflow in JIRA as per nature of project, using JQL for creating reports as per required.   Javra Software, Nepal Feb 2014 – Apr 2015  Project Manager | Scrum Master  Clients: PF Concept, Attema, University of Amsterdam, etc  **Responsibilities:**   * Managing multiple European and American Client projects. * Implementing agile methodologies like Scrum. * Preparing various documentations. E.g., Technical proposals, project plan, presentations, project status report, etc. * Managing internal projects e.g., Javra website(www.javra.com), XEPST (task and bug tracking tool), LMS (Leave Management System), Appraisal System (Online Review System), etc.   Appy Oy, Finland Jan 2012 – Dec 2013  Software Engineer  **Responsibilities:**   * Responsible for programming UI of Mobile Web AppBuilder. * Part of UI-team for building "Best HTML5 Mobile App 2012: Arla Keittiö": http://www.bestmobileservice2012.fi/winners * Responsible for testing Mobile Web AppBuilder (web based and mobile). * Used JIRA and Confluence for project execution.   Arbonaut Oy, Finland Jan 2011 – Jan 2012  Project Manager | Software Engineer  **Responsibilities:**   * Developing “GisBloom”, a web-based application for providing information about lakes in Finland. * Research about workflow related to JIRA and MANTIS.   Innoventum Oy, Finland Jan 2010 – Dec 2011  Project Manager | Scrum Master  **Responsibilities:**   * Analyzed the existing defects in the organization and designed a model for Software Process Improvement. * Lead various projects implementing agile methodology, especially SCRUM. * I also developed “Scrum tool” - an online tool for using Scrum. I was responsible for the entire project from concept and design to implementation. The tool was integrated into the company's existing project management tool called “Tiimalasi” (Hourglass in English). http://www.tiimalasi.fi/   Cotiviti, Nepal Feb 2007 – Sep 2009  Project Manager | Configuration Manager | Software Engineer  **Responsibilities:**   * Managing mostly US Client healthcare projects. * Managing multiple client-based projects according to CMMI Level 3 standard. Team size ranging from 5 to 50.   Responsibilities in the role of Project Manager:   * Project plan * Identify, track, manage and resolve project issues. * Customer interaction and satisfaction * Risk management * Ensure delivery as per contract. * Task assignment and tracking * Quality tracking * Project status reporting * Ensure defects/issues are closed properly and on time. * Ensure project members are adequately trained. * Team coordination and motivation * Requirements management * Project closure report and metrics data entry * Coordinate with executive management to ensure that projects are aligned with corporate strategic vision and policies. |
| Communication |
| * Conducted agile trainings and workshop for the employees of many reputed IT companies of Finland and Nepal. |
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