**CAREER SUMMARY**

Experienced Project Manager with a proven track record of successfully leading and delivering complex initiatives within diverse industries. Skilled in strategic planning, stakeholder management, and cross-functional team leadership. Adept at aligning projects with organizational objectives, driving operational efficiency, and fostering collaboration. Strong problem-solving and communication abilities, with a focus on achieving measurable results. Committed to delivering high-quality outcomes on time. Seeking opportunities to leverage my expertise in project management to drive transformative change and exceed business goals.

* Engage stakeholders throughout the project lifecycle, ensuring their needs, expectations, and concerns are addressed.
* Identify project stakeholders, both internal and external, and establish clear channels of communication.
* Assign responsibilities and tasks to team members, clarifying expectations and providing necessary support.
* Foster a collaborative and motivated team environment, promoting effective communication and problem-solving.
* Monitor resource utilization, make adjustments as needed, and communicate resource requirements to stakeholders.
* Monitor project progress, identify deviations, and take corrective actions to keep the project on track.
* Conduct regular project status meetings, providing updates to stakeholders and addressing any issues or risks.
* Provide guidance and support to stakeholders and team members during the change implementation phase.
* Anticipate and manage change impacts associated with the project, including scope changes and stakeholder expectations.
* Conduct regular quality reviews and inspections, addressing any deviations.
* Extensive international experience in business solutions delivery for Healthcare, Federal and State Government, Finance and Hospitality industries using industry standard software development and project management methodologies as well as cutting-edge technologies
* Develop Project Plans: Gather and Translate Business Requirements to Technical Requirements, Develop Schedule and Scope, Create Milestones, Budget Control, Track Execution, Risk Planning, and Status Reporting
* Organized and goal-oriented, with more than nineteen years' experience in HR management, project management, evaluating business requirement, client billing, resource utilization, performance evaluation, and budgeting with a strong customer focus.
* Expert at interacting with stakeholders, Subject Matter Experts (SMEs) and end-users to understand, analyze, communicate and validate requirements using Joint Application Design (JAD), Joint Application Review (JAR) sessions.
* Exposure to Six Sigma and Value Management process.
* Possesses strong business acumen in managing project schedules, tracking project, milestone completion, and reporting progress effectively to management in a timely fashion.
* Project Manager experienced in managing projects involving project initiation, planning, implementation, project progress tracking (monitoring), project delivery and closing
* Proper understanding of Lean Principles, Kanban and Six Sigma.
* Conducted Gap Analysis, created Use Cases, work flows, screen shots and Power Point presentations for the various applications.
* Create Business Requirement Document (BRD), Functional Requirement Document (FRD), Technical specification Document (TSD), Requirement Traceability Matrix (RTM), Scope Statement and other project related documents.
* Extensive experience in writing SQL queries for data gathering and generating reports.
* Conduct walkthrough of deliverables, component validation, solution evaluate & solution approval and critical requirement prioritization for upcoming releases.
* Extensive knowledge of reporting tools such as SQL for underlying database tables and resolve data issues.
* Gathered Functional and Data Requirements, analyzed workflows and created Use Cases, Requirement Specifications, Report Specifications, Data Requirements, Data Mappings and Data Flow Diagrams.
* Experience in SQL to perform data analysis, data mapping, data verification & data validation
* Expert in creating Use Cases, Use Case Diagrams, Class Diagrams, Sequence Flows using MS Visio and UML concepts.
* Maintained the Traceability Matrix table to track the Business Requirements to the design to the testing keeping track of all requirements in the BRD.
* Change Control Process – Led the Change Control Process for changes submitted for the BRD once the document was submitted to IT department.
* Experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases.

**EDUCATION**

* **University of San Diego School of Business**

Master of Business Administration 2018

* **Veer Surendra Sai University of Technology, India**

Bachelor of Technology - Electrical Engineering 2011

**certifications**

* Certified Associate in project Management(CAPM)
* Six sigma Green Belt
* Certificated Scrum Product Owner
* Certified Scrum Master
* Microsoft Azure Fundamentals
* Microsoft Dynamics 365 Fundamentals

**PROFESSIONAL EXPERIENCE**

**Microsoft, Bellevue, WA Aug 2022 to till date**

**Project Manager**

**Project Description:** The Microsoft Global Demand Center project aimed to establish a centralized hub for managing and driving demand generation activities across Microsoft's global markets. This initiative was designed to enhance customer engagement, optimize marketing efforts, and drive revenue growth by aligning marketing strategies, tactics, and resources at a global scale. The Microsoft Global Demand Center project represented a transformative initiative to revolutionize demand generation and executed across Microsoft's global markets.

**Responsibilities:**

* Collaborate with stakeholders to define the project strategy, aligning it with organizational goals and objectives.
* Conduct risk assessments and develop mitigation strategies to ensure successful project execution.
* Identify and engage key stakeholders, including internal teams, senior management, and external partners.
* Foster strong relationships with stakeholders, ensuring effective communication and collaboration throughout the project lifecycle.
* Supporting the delivery of Office builds, features, upgrades and scenarios to our clients through the coordination of services required from the product group and Microsoft IT.
* Direct and monitor project activities for large, high risk, major technology-based projects through the SDLC phases initiation planning, executing/controlling, and closing
* Conduct regular stakeholder meetings and provide project updates to keep all parties informed and aligned.
* Build and lead a high-performing project team, ensuring clarity of roles, responsibilities, and expectations.
* Provide guidance, support, and motivation to team members, promoting a collaborative and productive work environment.
* Monitor team performance, provide feedback, and address any issues or conflicts that may arise.
* Work with resource managers to allocate resources effectively, ensuring optimal utilization and alignment with project objectives.
* Develop project Schedule, Budget, Scope, Change Control Management, technical Risk Assessment, Task/Issue Tracking, monitor project Milestones, and Project Performance
* Monitor resource availability and make adjustments as necessary to maintain project timelines and deliverables.
* Oversee the execution of project activities, ensuring adherence to project plans, timelines, and quality standards.
* Monitor project progress, identify potential risks or issues, and take proactive measures to address them.
* Conduct regular project status meetings, provide updates to stakeholders, and manage expectations.
* Facilitate effective collaboration and communication among cross-functional teams involved in the project.
* Foster a culture of open communication, knowledge sharing, and best practice exchange.
* Delivered SDLC documents, including report inventory, business requirements, test plan, training plan, and change request details for presentation to PMO for approval
* Proficient in industry-standard project management methodologies such as Agile, Scrum, Waterfall, and Lean, with a deep understanding of their principles and best practices.
* Proficient in developing, tracking, and managing project schedules using industry-standard tools such as Microsoft Project resulting in on-time project deliveries.
* Successfully integrated project activities into a formal PMO framework, ensuring alignment with corporate strategies, standards, and governance.
* Developed and delivered comprehensive project status reports, executive summaries, and dashboards to PMO leadership, providing transparent insights into project health, risks, and key performance indicators.
* Responsible for the Agile delivery of various Cloud solutions using Microsoft AZURE Active Directory, Active Directory Premium Storage, Windows Server 2012 r2, SQL 2014, LabTech, SCCM, SCOM, SCHORCH, SCSM to facilitate the following services to Microsoft Global Security Program Management teams, Lake Washington School District, Redmond School District, Clients, Partners, and Customers.
* Develop project scope and gather project requirements, develop detailed project plans, work schedule, set milestones to ensure project timelines / budget where successfully achieved.
* Built Confidential into a Microsoft Value Added Reseller specializing in the providing Microsoft Dynamics - AX, SharePoint and MS Project Server to customers in the South East
* Establish communication channels and platforms to ensure timely and transparent information flow.
* Define and track key performance indicators (KPIs) to measure project progress, success, and outcomes.
* Prepare regular project status reports, highlighting achievements, challenges, and recommended actions.
* Conduct post-project evaluations to identify lessons learned and opportunities for improvement.
* Identify and manage change impacts associated with project implementation.
* Develop change management strategies and communication plans to minimize resistance and ensure smooth adoption of new processes or systems.
* Used (Microsoft SAM) Software Asset Management, SCCM and SQL to develop, implement asset intelligence configurations reports to enhance SCCM product capabilities and within Microsoft Partner Licensing program.
* Provided technical guidance regarding SharePoint options available for single sign-in (SSO) authentication options (LDAP, Active Directory) with Microsoft (ADFS) and Ping Identity.
* Delivered all SDLC materials, including project plans, charter, communication plans, fit/gap designs, configuration designs, business requirements documents (BRDs), functional requirements documents (FRDs), risks/issues/action items log (RICA), test plans, test scripts, training plan, training manual, cutover plans, and project dashboards for PMO and client executives
* Provide guidance and support to stakeholders and project team members during the change implementation phase.

**Environment:** Agile-SCRUM, Azure DevOps, HTML, XML, MS Office Suite (Word, Excel, PowerPoint, SharePoint, Visio), UAT, Windows.

**Microsoft, Redmond, WA**

**Project Manager Sept 2021 to July 2022**

The Microsoft Web Portal Redesign and Agile Implementation project was a strategic initiative aimed at revamping Microsoft's web portal interface and introducing agile practices to enhance the development and delivery process. The project aimed to improve user experience, streamline development cycles, and foster innovation through iterative and collaborative approaches. User research and testing got conducted throughout the project to gather insights and feedback. User preferences and suggestions was integrated into the development process, ensuring that the redesigned web portal meets user expectations.

**Responsibilities:**

* Define and communicate the product vision, aligning it with the overall objectives of the project.
* Develop a clear product strategy that outlines the goals, target audience, and desired outcomes of the web portal redesign.
* Ensure that the project vision and strategy align with the needs and expectations of the users.
* Conduct user research and gather insights to understand user needs, preferences, and pain points.
* Define and prioritize user stories, features, and enhancements based on user feedback, market trends, and project goals.
* Collaborate with stakeholders, development teams, and designers to refine requirements and ensure alignment with the project vision.
* Utilize corporate and industry standard project management tools and techniques to effectively manage projects.
* Managed the completion of systems engineering, software/database development and enterprise-wide software implementation projects.
* Organizational Change Management (ADKAR) Fundamental Overview and Project Management Best Practices Internal based on industry standards
* Documented project scope, goals, and deliverables. Tracked action items, issues, risk and budget
* Maintain and prioritize the product backlog, ensuring that it is up-to-date and reflects the most valuable and feasible features.
* Continuously refine and prioritize user stories, making trade-offs based on business value, user impact, and development resources.
* Collaborated with PMO to optimize resource allocation, ensuring that project teams had the necessary skills and support to deliver on project objectives.
* Effectively communicated schedule and budget performance to clients and stakeholders, fostering transparency and trust while addressing concerns and inquiries.
* Proactively identified and addressed schedule and budget risks, leveraging risk management methodologies to minimize project disruptions and cost overruns.
* Ensured that projects met quality standards by implementing robust quality assurance processes, resulting in high-quality deliverables and satisfied clients.
* Utilized benchmarking data and industry benchmarks to assess project schedule and budget performance against industry standards, facilitating continuous improvement efforts.
* Develop project Schedule, Budget, Scope, Change Control Management, technical Risk Assessment, Task/Issue Tracking, monitor project Milestones, and Project Performance
* Collaborate with the development team to break down user stories into actionable tasks for implementation.
* Work closely with stakeholders, including designers, developers, project managers, and business leaders, to align on product goals and requirements.
* Act as a bridge between the development team and stakeholders, ensuring effective communication and understanding of product priorities and expectations.
* Facilitate regular meetings, such as sprint planning, backlog refinement, and sprint reviews, to gather feedback and ensure progress.
* Practice PMI project management / risk management fundamentals for CRM (Customer Relationship Management) software implementation and enhancements
* Collaborate with UX/UI designers to ensure that the redesigned web portal meets user experience standards and best practices.
* Planned, monitored, and managed in coordination with the Project Steering Committee for the ADP Project using industry standard project management disciplines.
* Managed project budget. Analysed project profitability, revenue, margins, bill rates and utilization.
* Confidential was ed Microsoft Excellence for customer satisfaction for two ERP deployments, multiple SharePoint and Enterprise Project Server implementations
* Provide guidance and insights to the design team to align visual elements, and interaction patterns with the product vision.
* Participate in user testing sessions to validate design choices and gather feedback for further improvements.
* Participate actively in sprint planning, ensuring that the development team has a clear understanding of the product requirements and priorities.
* Collaborate with the development team during sprints, clarifying requirements, providing necessary guidance, and addressing questions or obstacles that arise.
* Review and accept completed user stories or features, ensuring that they meet the defined acceptance criteria and align with the product vision.
* Responsible for tracking project risks in terms of budget and time, dependencies, resources using MS Project Server.
* Oversee all aspects of projects from start to finish including project team resource identification, stakeholder interface, project planning, requirements gathering, technical & functional documentation, issue tracking & resolution, lifecycle testing, full project execution- tracking, reporting, rollout, interface with other business departments, and formalized project closure
* Foster a culture of continuous improvement by collecting and incorporating feedback from users, stakeholders, and the development team.
* Monitor key performance metrics to assess the impact of product changes and identify areas for further enhancements or adjustments.
* Embrace agile principles and practices, adapting plans and priorities based on emerging insights, market trends, and user feedback.

**Environment:** Agile-SCRUM, Azure DevOps, HTML, XML, MS Office Suite (Word, Excel, PowerPoint, SharePoint, Visio), UAT, Windows.

**State of Wisconsin (Dept. of Health Services), Madison, WI May 2019 to Sept 2021**

**Project Manager**

The Wisconsin MMIS, also known as inter Change, is the state’s Medicaid administration system for enrolling members and health care providers, claims processing, financial management, and administrative reporting. The MMIS Takeover and Enhancement Project includes both operational workflow improvements and major modifications to current system functionality including member and provider enrollment, claims processing, integration of long-term care (LTC) programs, member and provider portal, and the Medicaid and LTC data warehouses.

**Responsibilities:**

* Define project objectives, scope, and deliverables in consultation with stakeholders.
* Develop a comprehensive project plan, including schedules, budgets, resources, and risk assessments.
* Assemble a project team, assign roles and responsibilities, and provide clear direction.
* Motivate and manage the team, fostering a collaborative and productive work environment.
* Resolve conflicts and ensure effective communication within the team.
* Manage the technical delivery of custom development, integrations, and d Confidential migration elements of a Microsoft Dynamics CRM implementation
* Worked closely with business analysts to align COTS software capabilities with specific project requirements.
* Implemented change management strategies to facilitate smooth transitions to new COTS software, including training and communication plans.
* Conducted post-implementation reviews to assess COTS software performance.
* Proficient in creating comprehensive project schedules using Microsoft Project, incorporating tasks, milestones, dependencies, and resource allocations.
* Skilled in defining logical task sequences and dependencies to ensure project activities are scheduled in the correct order for optimal efficiency.
* Skilled in tracking project progress using Microsoft Project, updating schedules as necessary to reflect actual progress, and identifying variances from the baseline.
* Proficient in generating custom reports and visual representations of project schedules using Microsoft Project, facilitating effective communication with project stakeholders.
* Define and document project scope, ensuring alignment with stakeholder expectations.
* Monitor scope changes and implement a formal change control process when necessary.
* Develop and maintain project schedules, tracking progress and deadlines.
* Identify critical path activities and manage project timelines to ensure on-time delivery.
* Implement time management techniques to optimize resource allocation.
* Identify project risks, assess their impact and likelihood, and develop risk mitigation strategies.
* Continuously monitor and manage risks throughout the project lifecycle.
* Implement a risk response plan to address potential issues.
* Establish quality standards and metrics to ensure project deliverables meet requirements.
* Implement quality control processes to monitor and validate project work.
* Continuously improve processes to enhance project quality.
* Develop a comprehensive communication plan to keep stakeholders informed of project progress.
* Facilitate regular project meetings, status updates, and reporting.
* Address stakeholder concerns and provide timely responses to inquiries.
* Identify and engage with project stakeholders, including sponsors, clients, and end-users.
* Manage stakeholder expectations and ensure their needs are considered in project decisions.
* Resolve issues and conflicts among stakeholders.
* Participated on all hardware and software evaluations and maintained vendor contracts
* Maintain accurate project documentation, including project plans, reports, and records.
* Archive project documentation for future reference and audits.
* Assess the impact of changes on the project and stakeholders.
* Develop and implement change management strategies to minimize disruption.

**Environment:** Agile-SCRUM, JIRA, HIPAA, Medicaid, MMIS, ICD, SOAP UI, HTML, XML, MS Office Suite(Word, Excel, PowerPoint, SharePoint, Visio, Project, Access), UAT, Windows.

**State of Maine (Dept. of Health & Human Services), Augusta, ME Dec 2016 to Mar 2019**

**Sr. Business System Analyst /Jr. Project Manager**

**Project Description:** The Maine Medicaid Program provides health services to low income individuals, has an annual budget of 7.2 billion dollars and provides services to more than 1 million recipients annually. MMIS processes 51 million Medical claims annually for more than 30,000 Medicaid providers. The project was related to the replacement of 22 year old Medicaid Management information System (MMIS). It included technical and professional services related to analysis and assessment of the current MMIS and EDI claims, documentation of business and technical requirements, preparation of cost analysis and implementation of new MMIS automation system.

**Responsibilities:**

* Continuously monitor project performance using key performance indicators (KPIs).
* Implement control measures to address deviations from the project plan.
* Make data-driven decisions to keep the project on track.
* Formalize project closure, including obtaining approvals and completing administrative tasks.
* Conduct a post-project evaluation to assess successes, lessons learned, and areas for improvement.
* Ensure project compliance with relevant regulations, standards, and organizational policies.
* Conducted one on one sessions and team meetings with the team leads and SME's to understand the business requirements.
* Conducted and Participated JAD sessions to gain consensus on various issues related to the project. Acted as a facilitator on different occasions.
* Preparing System Test Cases from functional and technical requirement and Use case documents and performing System Testing.
* Created User Stories from documented BRD & FRD to be estimated in Sprint Planning and Backlog Grooming meetings. Helped Product Owner to define acceptance criteria for user stories and prioritize those user stories based on business value.
* Studied existing business process and created AS-IS workflow to illustrate the existing system. Actively participate in To-Be Processes review sessions.
* In-depth knowledge of healthcare organization operations including outsourced operations, health insurance, HIPAA, and Medicaid/ MMIS, including MITA.
* Extensively worked on SQL development in multiple databases to perform data analysis to validate business requirements and changes.
* Troubleshooting of file transmission problems and assisted customers in a call center environment with EDI and Medicaid Insurance claim related inquiries explained and enforced guidelines in the X12 Implementation guides (835, 837P, 837I, 837D, 270/271 & 997/999).
* Understood the healthcare plans offered, including Medicaid Managed Plans such as Children and Adolescent Care, Women's Preventive Care, Maternal Care, Asthma Care, Diabetes Care, Cardiovascular Care, and Mental Health.
* Defined overall Architecture for EDI transaction for real-time and batch process.
* Utilized MS Visio diagrams, data flow diagrams, use case diagrams and process flow diagrams using the CMS-MITA guideline.
* Responsible for Medicaid Claims Resolution/Reimbursement for state health plans using MMIS.
* Experience with Medicare and Medicaid: Claims processing, Membership, and Eligibility Verification and care management.
* Thorough knowledge of Eligibility and membership Affairs. Also knowledge of HIPAA, X12, and HL7 standards and Medicaid provider best practices.
* Designed data flow and mined data for HIPAA/ICD/EDI claim analysis that helped expedite the process of Medicaid claim processing.
* Collected data from EDI, HIPAA, 837,835 CRM transactions which helped in smooth functioning of Medicare and Medicaid entities.
* Developed and prepared EDI documentation, as well as provided content and format testing for internal and external use.
* Prepared Requirement Traceability Matrix (RTM) report to ensure that every Business requirement is adhered to achieve the expected performance and have visibility on complete test coverage w.r.t requirements elicited.
* Performed User Acceptance Testing (UAT), documented in details the defects using JIRA.
* Develop Conceptual Data Model & Logical Data Model in alignment with MITA Information Architecture.
* Validate transaction records using SQL queries.
* Performed SQL queries for retrieving, organizing the database with general commands like select, create, update, and joins.
* Performed Data Profiling of current state of data in the Data Warehouse by doing Data Analysis using advanced SQL Queries and Microsoft Excel, finding Gaps in Data and formulating solutions for the same.

**Environment:** Agile-SCRUM, JIRA, HIPAA, EDI, Medicaid, MMIS, MITA, ICD, SOAP UI, HTML, XML, MS Office Suite(Word, Excel, PowerPoint, SharePoint, Visio, Project, Access), UAT, Windows.

**Presbyterian Healthcare Services, Albuquerque, NM May 2014 - Jan 2016**

**Business System Analyst**

**Project Description:** The project was on creating claim management system which has benefit module for all Medicare part D and Medicaid expansion plans for states. The project was also utilizing analytics for optimization of processes and benefits.

**Responsibilities:**

* Used Agile - Scrum methodology and worked in short Sprints to achieve goals.
* Gathered requirement through workshops and JAD sessions.
* Developed documents like BRD, FRD, Data specification document, technical specification documents, file transfer document, Data mapping document etc.
* Designed data flow and mined data for HIPAA/ICD/EDI claim analysis that helped expedite the process of Medicaid claim processing.
* Worked on HIPAA Transaction Sets 837P and 837I Standards as per the test scenarios.
* Created Test Conditions from business requirement document and functional requirement document.
* Processed Medicaid claims and worked on X12 format of EDI 837 and EDI 835 for Medicaid claims.
* Prepare and maintain EDI documentation that defines operational procedures, describes client requirements, and shares relevant analysis outcomes with internal and external stakeholders.
* Performed GAP Analysis to make sure that all requirements were covered by test cases.
* Developed SQL scripts for mining medical claim cases which helped in making faster decisions for over 400 healthcare-835 EDI cases.
* Recommend changes for system design, methods, procedures, policies and workflows affecting Medicare/Medicaid claims processing in compliance with government compliant processes like HIPAA/ EDI formats and accredited standards ANSI.
* Created Business Requirement Documents as a result of meetings with the Business Areas. Obtained business sign offs on the documents after reviewing the final documents with them.
* Assisted in creation of the Functional Design Document from the Business Requirements Document which was used as the reference by the development team while preparing the design and held the responsibility of the required data setup for unit testing.
* Coordinated and documented data mapping document for mapping data from database to meaningful use reporting system.
* Extensively worked on XML mapping, web service & SOAP UI testing.
* Assisted testing team and Responsible for creating and monitoring Requirements traceability matrix, test cases, test plans, defining User Acceptance criteria and tracking defects using HP Quality Center.
* Prepared Requirement Traceability Matrix (RTM) report to ensure that every Business requirement is adhered to achieve the expected performance.
* Performed data mapping and tracing data from system to system in order to solve a given business or system problem.
* Performed logical data modeling and created ER diagrams and used SQL queries for manipulating data.
* Conducted User Acceptance Test (UAT) by setting up UAT environment utilizing HP Quality Center.
* Provided business and technical suggestions and recommendations during the project life cycle.

**Environment:** Agile Scrum, HP Quality Center, HIPAA, EDI, ICD, Medicaid, MMIS, SQL Server, MS Visio, MS SharePoint, MS Project, SOAP UI, HTML, XML, SQL, MS Office Suite, UAT, Windows.