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PROFESSIONAL SUMMARY

I'm a results-driven **Project Manager with 10 years** of experience leading cross-functional teams and delivering complex, high-impact projects across a variety of industries. Over the years, I've built a track record of consistently meeting scope, budget, and timeline targets while keeping projects aligned with **both organizational goals and client expectations**. I'm well-versed in Agile, Waterfall, and hybrid methodologies, and I know how to take a project from concept all the way through to completion, ensuring strong stakeholder engagement, smart resource use, and proactive risk management along the way. I also have hands-on experience with **DevOps practices, AWS services, and SOX compliance**, ensuring streamlined processes and security. I am skilled in P&L management, work estimation, and developing Statements of Work **(SOW),** while also having a strong technical background in cloud platforms, automation, and infrastructure management. I excel at turning business needs into clear, actionable project plans and bridging the gap between technical and non-technical teams so everyone is on the same page. I've managed multimillion-dollar budgets, worked closely with vendors, and led geographically dispersed teams, all while keeping governance, change management, and quality assurance at the forefront. Tools like Microsoft **Project, JIRA, Monday.com**, and the **Microsoft Office Suite** are second nature to me, and I use them to track progress, keep deliverables on schedule, and provide transparent, data-driven updates to leadership. Proficient in MS Project for tracking and reporting, I bring a deep understanding **of SDLC, data warehousing**, and Enterprise mProject Management (EPM).

CORE COMPETENCIES

Project/Change Management · Project Planning · Data Base Management · Problem Identification/Resolution · Quality Assurance · Lean & Continuous Improvement · Project/Team Leadership & Development · Strategic Planning · System Integration · Regulatory Compliance · Data Analysis/Modeling/Warehousing · IT/Software Implementation · Organizational Transformations · Relationship Building · Data Infrastructure

TECH SKILLS & TOOL

- **Project & Delivery Management Tools**: Microsoft Project, JIRA, Monday.com, Microsoft 365 (used for project scheduling, backlog tracking, and delivery monitoring)
- **Methodologies:** Agile (Scrum, Kanban), Waterfall
- **Project Planning & Governance:** Project Charters, RAID Logs, RACI Matrices, Sprint & Release Calendars, Delivery Roadmaps, Go/No-Go Criteria
- **Stakeholder & Cross-Team Coordination:** Executive Status Reporting, Steering Committee Updates, Change Control Facilitation, Business Readiness Reviews
- **Backlog & Sprint Management:** Sprint Planning, Story Grooming, Backlog Prioritization, Dependency Tracking, Acceptance Criteria Management
- **Data Migration & Integration Oversight:** Salesforce Data Cloud, ETL P
- lanning (Matillion, Data Loader), Data Mapping Alignment, Pre/Post Load Sign-Off
- **Reporting & Analytics Governance:** KPI Dashboard Oversight, Salesforce Report Delivery Tracking, Analytics Readiness for Go-Live Reporting
- **UAT & Release Readiness Management:** UAT Planning, Stakeholder Coordination, Environment Readiness, Release Scheduling, Hypercare Strategy
- **Risk & Issue Management**: Risk Identification & Mitigation Planning, Issue Escalation Pathways, Quality Gates, Release Exit Criteria
- **Security Infrastructure & Threat Management:** Proficient in deploying, configuring, and managing SIEM solutions (Splunk, IBM QRadar, ArcSight) for real-time threat detection, log correlation, and incident analysis.

EDUCATION:

Master of Science in Cybersecurity, Syracuse University - Syracuse, New York **2015**

Bachelor of Engineering in Information Science, New Horizon College of Engineering - Bangalore, India **2014**

CERTIFICATIONS

Certified Porjet Manager Proffesional (PMP)

PROFESSIONAL EXPERIENCE:

Jpmorganchase,New York | Senior Project Manager |Aug 2021 to Present
Key Responsibilities:

- Proven expertise in leading cross-functional teams, **fostering collaboration**, and ensuring clear communication across all levels of the organization.
- Demonstrated ability to consistently meet or **exceed project objectives**, ensuring alignment with the company's strategic direction and customer satisfaction.
- Coordinated data migration activities including data cleansing, mapping, and validation between legacy systems, Salesforce, and **Dynamics 365 environments.**
- Led end-to-end delivery of finance and accounting system implementation and enhancement projects, ensuring compliance with organizational policies, industry standards, and regulatory requirements.
- Managed projects involving **ERP finance modules**, including Accounts Payable, Accounts Receivable, General Ledger, and Financial Reporting, from requirement gathering to post-go-live support.
- Oversaw budgeting and forecasting activities **for multiple projects**, ensuring cost control, variance analysis, and financial transparency.
- Collaborated with stakeholders to define business requirements for finance process automation, reporting dashboards, and system integrations.
- Ensured adherence to **SOX, IFRS, and GAAP compliance standards** during project planning and execution.
- Worked with vendors and third-party consultants to implement finance technology solutions, including payment gateways, expense management systems, and reconciliation tools.
- Developed and delivered user training sessions for finance teams to ensure smooth adoption of new tools and processes.
- Conducted post-implementation reviews to evaluate **project ROI,** operational impact, and areas for improvement in finance operations.
- Managed projects for implementing and optimizing treasury management systems, improving cash flow visibility and control.
- Coordinated with finance and compliance teams to ensure **all project deliverables** met internal audit requirements and external regulatory standards.
- Oversaw data migration and reconciliation processes during system upgrades to maintain accuracy and integrity of financial records.
- Led initiatives to automate invoice processing, expense tracking, and financial reporting, reducing manual work and errors.
- Partnered with **tax and compliance teams** to implement tools that ensure timely reporting and adherence to statutory requirements.
- Developed process **improvement plans** for month-end and year-end closing activities, reducing cycle times and increasing accuracy.
- Designed and implemented key **financial KPIs and dashboards** to track performance and support executive decision-making.
- Managed vendor selection and contract negotiations for finance-related technology and services, ensuring cost-effectiveness and value delivery.

Citizens Bank, Batesville, Arkansas | Senior Technical Project Manager |Nov 2020 to July 2021 Present
Key Responsibilities:

- Expert in handling complex project scopes, implementing efficient project management methodologies such as Agile and Waterfall, ensuring adaptability to changing business needs.
- Directed cross-functional teams across business, technical, and operational units to implement scalable cloud-based solutions leveraging **Azure, AWS, and hybrid** environments for improved performance and cost efficiency.
- Developed and maintained strong relationships with key stakeholders, acting as a trusted point of contact, and influencing critical project decisions.
- Streamlined financial reporting workflows by integrating **Monday.com** with Excel and other accounting tools, improving accuracy and reducing reporting time.
- Spearheaded the implementation of innovative solutions, driving continuous improvements and optimizing processes for better efficiency and outcomes.
- Led end-to-end delivery of enterprise **CRM** transformation initiatives **integrating Salesforce**, **Dynamics 365, and** AI-powered analytics to optimize customer engagement, sales processes, and service delivery.
- Managed multi-phase project lifecycles using **Azure DevOps** for backlog grooming, sprint planning, user story tracking, release management, and defect resolution.
- Successfully mitigated risks and issues by proactively identifying potential obstacles, ensuring projects remained on track and within scope.
- Streamlined project workflows through effective resource management, ensuring the right people were assigned to the right tasks at the right time.
- Managed end-to-end Salesforce implementations including **Sales Cloud, Service Cloud, and Marketing Clou**d to align business processes with **CRM best practices.**
- Delivered high-quality project outcomes by leading teams to work collaboratively, ensuring the final product met predefined standards and customer expectations.
- Efficiently managed project budgets, preventing cost overruns and ensuring optimal resource allocation, contributing to the financial success of the organization.
- Established a results-oriented project culture, setting clear goals, milestones, and deliverables to ensure consistent team performance.
- Led migration of **CRM systems** and business applications to **Azure cloud** infrastructure.
- Recognized for fostering a high-performance team environment, mentoring individuals, and guiding them toward achieving both personal and project goals.
- Proactively identified and solved problems before they impacted project timelines, demonstrating exceptional problem-solving and decision-making skills.
- Managed project scope effectively, preventing scope creep, and ensuring all objectives were met without compromising quality.

PENNSYLVANIA DEPARTMENT OF HEALTH, Clarion, Pennsylvania | Technical Project Manager | Aug 2019 to Aug 2020
Key Responsibilities:

- Proven track record of influencing key decisions, ensuring that the project vision and objectives remained aligned with evolving business priorities.
- Coordinated **ServiceNow ITSM process enhancements** including incident, change, and problem management workflows, aligning them with ITIL best practices to improve operational service levels.
- Collaborated with health IT teams to enhance cybersecurity measures and safeguard sensitive patient data against unauthorized access or breaches.
- Facilitated the adoption of **health information exchange (HIE) s**olutions, improving collaboration and communication between healthcare providers and reducing patient data duplication.
- Delivered healthcare technology solutions that integrated electronic health records (EHR) systems, improving data accessibility and patient outcomes.
- Oversaw Agile project delivery **through Azure DevOps, including backlog management**, sprint planning, and release tracking.
- Coordinated with clinical and non-clinical stakeholders to develop project plans that aligned with healthcare regulations, HIPAA compliance, and patient privacy standards.

- Spearheaded the integration of new healthcare technologies, ensuring seamless transitions and minimal disruption to clinical operations.
- Designed and executed process improvement initiatives to streamline sales, marketing, and service operations using **CRM automation, and data-driven decision-making.**
- Implemented data-driven strategies to optimize hospital operations, such as streamlining patient flow, reducing wait times, and improving resource utilization.
- Managed the deployment of healthcare compliance systems, ensuring adherence to both internal policies and external regulations, such as **HIPAA, GDPR, and meaningful use requirements**.
- Successfully managed the roll-out of telemedicine platforms, expanding access to care and ensuring adherence to healthcare standards and regulations.
- Led the execution of large-scale electronic medical record **(EMR)** system upgrades, improving interoperability and system performance across multiple healthcare facilities.

Allstate, Northbrook, Illinois| Cybersecurity Project Manager | Jun 2017 to July 2019
Key Responsibilities:

- Managed cross-functional teams working on underwriting, claims management, policy administration, and customer service solutions, ensuring project objectives aligned with **P&C business strategies.**
- Oversee and manage the entire lifecycle of **cybersecurity projects**, from initiation through to completion, ensuring that they align with organizational goals and regulatory requirements.
- Lead cross-functional teams, including security analysts, engineers, and other stakeholders, to deliver cybersecurity initiatives within scope, schedule, and budget.
- Established **CI/CD pipelines in Azure DevOps** to streamline deployments, improve quality, and reduce release cycles.
- Collaborate with key stakeholders across the organization, including senior management, to understand cybersecurity requirements and integrate these into actionable project plans.
- Led the integration of third-party vendors and claims platforms, ensuring seamless data flow between internal systems and external partners to improve claims adjudication times.
- Led successful projects within the **Property & Casualty (P&C**) and Commercial Insurance sectors, delivering innovative solutions that aligned with industry standards and improved operational efficiency.
- Managed the integration of claims management systems, enhancing the overall claim processing experience and reducing turnaround times
- Spearheaded policy administration system upgrades, **ensuring smooth transitions** and minimal disruption to existing processes, enhancing customer service and operational scalability.
- Define clear project goals, objectives, and key performance indicators (KPIs) for cybersecurity projects, ensuring that all efforts are measurable and aligned with business priorities.
- Oversaw the implementation of automated underwriting systems, reducing manual processing errors and improving underwriting efficiency.
- Oversaw the migration of **legacy claims systems to** new platforms, ensuring seamless data transfer and minimal disruption to daily operations.
- Led initiatives to automate claims adjudication processes, improving the speed of claim settlements and reducing operational costs.
- Coordinated the implementation of new **customer relationship management (CRM)** systems, improving customer service and retention by streamlining communications and claims management.

Lear Corporation, Southfield , Michigan| Project Manager | Dec 2016 to May 2017
Key Responsibilities:

- Directed the rollout of advanced **manufacturing technologies**, optimizing production workflows, reducing downtime, and increasing overall plant capacity.
- Managed the full project lifecycle for equipment upgrades and machinery installation, ensuring timely completion and minimal disruption to ongoing operations.
- Managed vendor relationships and coordinated **with SAP consultants**, system integrators, and third-party providers to deliver quality solutions within agreed timelines.

- Implemented comprehensive **quality control systems,** ensuring products met rigorous industry standards and improving customer satisfaction
- Spearheaded initiatives to streamline **supply chain processes**, working closely with vendors to reduce lead times and ensure timely availability of materials.
- Coordinated cross-functional teams, including business analysts, functional consultants, developers, and testers, to ensure seamless integration of **SAP ERP modules such as FI, CO, MM, SD, PP, and HCM**.
- Facilitated continuous improvement programs, resulting in a measurable increase in manufacturing productivity and a reduction in waste.
- Conducted risk assessments and mitigation strategies for manufacturing projects, ensuring that potential disruptions were identified and addressed proactively.
- Worked closely with supply chain teams to implement **just-in-time (JIT) inventory** systems, reducing stockpiles and lowering storage costs.
- Drove process improvements **through Six Sigma and Kaizen methodologies**, achieving a improvement in production efficiency and quality.
- Managed the implementation of **ERP systems in manufacturing operations,** streamlining processes, and improving real-time data visibility across production teams.

Frontier Internet, Dallas Texas | Project Manager | Nov 2015 to Nov 2016
Key Responsibilities:

- Managed complex telecom infrastructure projects, **including network expansion**, upgrades, and optimization, ensuring seamless integration with existing systems.
- Spearheaded the deployment of **telecom service management** tools, streamlining service delivery and improving operational efficiency for both clients and internal teams.
- Coordinated the launch of new telecom products and services, collaborating with product teams to ensure market-ready solutions aligned with customer needs.
- Implemented telecom network modernization projects, utilizing the latest technologies **such as SDN (Software-Defined Networking) and NFV (Network Function Virtualization) to improve service scalability.**
- Managed multi-site projects for telecom infrastructure installation, leading cross-functional teams to complete installations on time and within budget.
- Collaborated with telecom vendors and third-party service providers to negotiate contracts, service level agreements (SLAs), and pricing, ensuring cost-effective solutions.
- Implemented project tracking and reporting systems, **providing real-time visibility** into project progress, costs, and risks, improving stakeholder communication.
- Managed the rollout of fiber-optic network projects, including overseeing planning, procurement, and installation processes, ensuring high-speed connectivity for customers.