**DIVYA CHITTUR VISWANATHAN, CSM, CSPO**

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**AGILE PROJECT MANAGER**

Data-Driven | Analytical | Supply Chain & Agile Expert

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| ***Confident Leader***  Collaborative and engaging – transformed enterprise processes by implementing Agile and Waterfall methodologies  ***Driven Inventor***  Consistently delivers creative solutions to meet customer needs by identifying business requirements and transforming  them into system requirements  ***Passionate Learner***  Innate curiosity to learn and master complex applications; Passion for technology balanced with an approachable and friendly personality | *Agile and Waterfall Methodologies Technical Documentation*  *Process Improvement*  *Technology Visionary*  *Project Management*  *Strategic Planning*  *Capacity Planning*  *Critical Thinking*  *Vendor Management*  *Impact Analysis*  *System Design*  *Requirements Gathering*  *Cost Analysis*  *Release Management* |

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| **Languages:** | SAP FICO/ABAP Modules, CSS, HTML5, REST & SOAP API’s |
| **Databases:** | SQL (Oracle, MySQL) |
| **Business Modeling:** | Microsoft Office (Word, Excel, Visio, Project, PowerPoint, SharePoint, Access) |
| **Analysis/Reporting:**  **UI Tools:**  **Methodologies:**  **Data Visualization:** | Atlassian Jira 6.3, Confluence, SAP Crystal Reports, EPICOR  Balsamiq, Just in Mind, In-vision  Agile Scrum, Kanban, Waterfall, SDLC, SAFe Agile  Tableau, R-programming |

**PROFESSIONAL EXPERIENCE**

Cognizant Technologies, Bridgewater; NJ Present

**Project Manager**

As a project manager, manage and support large scale programs focused on business growth, technology advancement and process improvement across value chain activities life sciences company

* Establish and led program business rhythms to monitor program technical and financial status, includes internal and external business unit reviews
* Manage program cost, schedule quality, performance, processes and subcontract activities. Employed scrum and Kanban methodologies, risk management methodologies to ensure successful execution
* Provide business analysis support for projects up to $5 million that includes requirements, success criteria, milestones, Key Performance indicators (KPIs), and Work Breakdown Structures
* Build and manage teams of business analysts, programmers, developers up to 25 personnel per engagement, coordinating between in-house and client teams and keeping stakeholders informed of progress and milestones
* Built KPI and program management health check dashboards that improved accuracy, transparency, compliance and planning for stakeholders
* Improve quarterly portfolio planning process by clearly communicating planning schedule, defining team roles and responsibilities and recruiting executive sponsorship. Conduct quality and risk reviews across portfolio to identify and escalate impediments to timely delivery

Apex Supply Chain Technologies; Mason, OH 2015 – 2019

**Agile Project Manager**

Joined this vending machine manufacturer as a Senior Agile Scrum Master and provided project management support to over 15 projects in this Agile and Waterfall environment

* Identified gaps in planning, scheduling, and delivering projects – implemented Agile methodologies and a Jira ticketing tool that streamlined projects, improved communications, increase efficiency, and improved on-time delivery
* Served as agile coach for the development of pizza vending machine for Little Caesars Pizza – liaised with the client team, captured requirements for development teams, identified resources needed, determined ROI, project scheduling, and implementation – to date, this project has generated over $7M in new revenue
* Coached and mentored junior project managers for implementing scrum and SAFe agile programs, including talent acquisition, onboarding, training, and assigning projects – created a new training program that provided individualized training based on their prior experiences and unique learning and project needs
* Reshaped the company by shifting to an Agile and Waterfall environment – partnered with senior leadership to streamline workflows, resource allocation, and operational efficiency
* Created a support structure for existing software and projects, including developing a RACI matrix, quarterly release schedule, assigning available resources, project timelines and identifying key stakeholders
* Developed and implemented process re-engineering plans to improve project KPI’s and milestones
* Collaborated cross-functionally to plan, analyze, document, assess, track, validate, and sign-off on requirements for the entire agile software development lifecycle
* Led requirement, design, and prototyping sessions for new systems to enhance business processes, operations, and information process flow between sessions for external end-users
* Gathered product requirements by conducting meetings with the stakeholders and development teams to cover the scope, objectives and identify impediments of the project

E.W. Scripps; Cincinnati, OH 2013 – 2014

**Project Management Coordinator**

Joined this national media conglomerate as an Intern and was hired into a full-time role supporting the Enterprise Management Project Office (EMPO) in an Agile and Waterfall environment

* Led implementation of small projects, document management distribution, and data repositories, including preparing workflows for a new HRIS and creating preferred customer programs for high net-worth clients
* Hand-selected as a member of the prioritization committee to define strategies, company roadmaps, timelines, and project priorities
* Collaborated with senior leadership to prepare RFP’s and RFQ’s, including preparing project charters, defining scope, generating impact analysis, gathering requirements, and selecting vendors
* Defined training rollout schedules, prepared implementation times, and coached cross-functional stakeholders across the country on product knowledge, benefits, and software usage – recognized as a SME
* Partnered with Program Manager to develop and implement a large-scope, digital advertising tool to streamline revenue collection, including collaborating with on-site representatives from over 20 television markets to understand business needs and identify gaps, cost implications, cost benefits analysis, and risk assessment
* Assessed, tracked, and reported project activities, status reports, and project performance to senior leadership team and Project Managers

Northern Kentucky University; Highland Heights, KY 2012 – 2013

**Project Manager**

As a Graduate Assistant, managed multiple projects simultaneously in a Waterfall environment for UpTech, a nationally ranked tech accelerator for 8 data-driven startups

* Earned special recognition for leading, managing, and executing 5 projects simultaneously in a chaotic environment on time and under budget
* Managed and finalized high visibility projects from concept to completion, including defining scoop, establishing project timelines and budgets, assigning resources, and collaborating with stakeholders on achieving desired deliverables – earned additional projects for the university through this initiative
* Led a team of 5 students on various projects, including data analysis, product research, brochure development, preparing demos for new potential clients, and video production
* Assisted in data integrity and synchronization for various database sources and made recommendations to senior leadership

Wipro Ltd; Chennai, India 2006 – 2009

**Business Analyst**

Hired by this multinational corporation that provides information technology, consulting, and business process services to financial institutions across the globe. Joined as a Business Analyst to support the successful project transition of the foreign exchange department of CITI Bank from Poland to India

* Elicited business and system requirements, analyzed workflows, and created requirement specifications, report specification, data requirements, use-cases, and process flowcharts
* Liaised as the key point of contact for client interactions during all project phases, including gathering requirements, development, user acceptance testing, implementation, and post-launch support
* Coached 2 Associate Business Analysts on project knowledge, stakeholder communication, and day-to-day project activities to increase efficiencies and implement new practices – recognized as a Subject Matter Expert
* Selected as the sole on-site support representative for a 3-month software project implementation in Poland
* Executed data analysis, created cost benefit analysis, and published hedge fund performance reports for senior leadership that aligned with GAAP principles
* Primary liaison between business units and development teams for procure to pay process using modules of SAP

**EDUCATION**

**Master of Science in Business Informatics**; Northern Kentucky University, Highland Heights, KY

**Master of Business Administration** –Finance and Information Systems; Sri Nehru Maha Vidyalaya; Coimbatore, India

**Bachelor of Commerce**;SSS Institute of Higher Learning; India

**CERTIFICATIONS**

**Certified Scrum Master (CSM®)**; Scrum Alliance

**Certified Scrum Product Owner (CSPO®)**;Scrum Alliance

**Professional in Business Analysis (PMI-PBA®)** – Project Management Institute