Jai Singh

**E-Mail** [jai.dua@gmail.com](mailto:jai.dua@gmail.com) |1103 Woodruff St, Iselin, NJ **Mobile 908-342-3328**

**CAREER OBJECTIVE**

**Proactive, performance-driven professional** with **10+ years’ progressive expertise** in planning, development and implementation of software products for government and financial services, which includes **3+ years of Agile in Enterprise level PMO.** Proven leadership track record of project/product management using Agile and Waterfall methodologies. Talented at educating others on features of software and adapt Scrum. Expert in handling large-scaled, multiple projects and leading projects/products from ideation to implementation. Inspires continuous improvement and breakthrough thinking

**AREA OF EXPERTISE**

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| --- | --- | --- |
| Scrum/Agile/Waterfall/SaFe | Iterative Development | Program Management Office |
| Product Development | Risk Mitigation & Management | Business Process Management |
| Product Implementation | Stakeholder Management | SDLC |
| Project/Portfolio Management  Release Management  KPI & OKR Measurement | Vendor Management  Release Management  Change Management | Kanban & Continuous Integration  Communication Management |

* Experience coaching struggling agile teams to greater performance measured by faster development, higher quality and fewer release roll-backs
* Successfully coached Product Owners to better understand their role, improve Backlog maturity
* Coached executive leadership about Agile best practices and helped improve organizational level predictability, transparency & accountability
* Delivering projects on time and monetary budgets, within the right level of agreed quality by **balancing demands of scope, time and cost with solid customer feedback according to PMBOK.**
* **Financial and Government Sector Experience**.
* Implementing Service Management based on **ITIL Best Practices Framework.**
* Experience managing **Internal and External Vendor, including RFP/RFQ reviews**

**Career Highlights**

***Project Manager – Agile Coach, Metropolitan Transportation Authority –*** Jan’ 2018 – Feb’ 2019

* **Reporting to MTA’s ITSM Director, responsible for *expanding the ServiceNow Implementation across all MTA agencies.***
* Worked with Business Sponsors on **defining vision**, **roadmap** of the product
* **Establish** and Communicate the **periodic release calendars** for Iterations and **Program Increments**
* Governed Agile methodologies within the program and acted as Agile Coach for the program – ensuring that teams are following Agile ceremonies like Daily standups, Story grooming, Sprint planning, estimating, review and retrospection
* **Facilitated** periodic **synchronization meetings** of all the teams
* Managed and optimized the flow of value through the program using various tools, such as the Program Kanban and information radiators
* Escalated and tracked impediments
* Encouraged the collaboration between teams and System and Solution Architects
* Responsible for **program level retrospection**

***Project Manager/Scrum Master, Enterprise PMO, New Jersey Office of IT*** – May’14 – Jan’18

* Managed multiple enterprise level projects with Budget of up to $2M per project using remote teams ( US & International)
* Aligned the projects to overall business and technology strategies and architectures
* Prepared project plans, communication matrix, escalation matrix
* Managed vendors, SOWs, procurement, budget approval
* Tracked capitalization and expenses
* Provide overall leadership and direction to Contractor Project Teams for solution delivery Responsible for preparing PMO recommended project documentation, and getting approved through Quality/Phase gate process
* Responsible for preparing Monthly project quad charts
* Oversaw day-to-day progress of projects and release initiatives with regard to time, budget, scope quality
* Analyzed and approved requirements documents, technical specs and test cases
* Communicated project portfolio updates, accomplishments, change requests, risks and issues
* Managed project escalations and drove project issue resolutions to ensure timely and successful project launches
  + Some key projects managed were:
    - ***NJ ITSM Transformation project***
    - ***Oracle Exadata Migration project***
    - ***Hurricane Sandy Datawarehouse/BI project***
    - ***Identity Management/Privilege Access Management project***

***Agile Project Manager, RenewJerseyStronger , NJ Dept. of Community Affairs***– Sept 2013 –Feb 2014

**Responsibilities:**

* Responsible for managing development and implementation of grant management system **as per US HUD’s CDBG-DR** guidelines
* Implemented agile management ideals by facilitating exercises such as **sprint planning** and team leading **standups**.
* Facilitated complex virtual and linked teams
* **Led** periodic **sprint iteration review** and **product demo** sessions
* Manage project timelines and communicate with management staff and clients to ensure project progress satisfaction
* Improved product experience by collaborating with engineering to develop enhancements requested by customers in the most cost-effective manner.
* Responsible for creating and submitting ***monthly progress report to Deputy Commissioner’s office***

***Agile Product Owner/Business Analyst, Union Center National Bank*** – Nov 2008 – August 2013

**Responsibilities:**

* Part of multimillion dollar effort to rewrite and redesign legacy lending system project.
* Followed **Agile SDLC** methodology and part of the Advance scrum team.
* Participated and often led **sprint planning** to identify stories for Requirement Analysis from the sprint backlog.
* Work with internal and external stakeholders to develop **Epics, User Stories**etc. and**prioritize** them.
* As a Business Analyst heavily involved in the initial project planning, Epic refinement and review of L1 & L2 process flows.
* Conducted **JAD sessions** to reach consensus on system functionality, and formal walkthroughs on functional and system specifications.
* Followed **Agile methodology** on the project and participated in **backlog grooming and showcase sessions.**
* Involved in**story acceptance.**
* Conducted walkthrough sessions with the business, development, QA and end - users to review requirements.
* Maintained sprint tasks and build phase child stories in**Jira.**
* Coordinated development efforts and facilitated requirements acceptance.
* Created UI mockups for requirement validation with business and story walk through.
* Was involved in **Enterprise Analysis** reviewing available documents on various document repositories.

**Education**

* **Masters in Management & Systems** – New York University, May 2015
* **Masters in Business Administration -** Rutgers University, May 2008

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**Professional Qualification & Certifications**

* CertifiedinAgile Project Management (**PMI-ACP**).
* CertifiedScrum Master (**CSM)**
* Professional Scrum Master I **(PSM I)**
* Certifiedin Scaled Agile Framework **(SAFe Agilist)**
* Certifiedin Service Management (**ITIL V3** **Foundation**).