

# Neha Pagare

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## Executive Summary

Technically proficient, an excellence-driven professional with 7+ years of experience increasing efficiency, productivity, and revenue across projects of all sizes. With a critical eye for detail and a disciplined approach to execution, excels at driving projects through to completion based on milestones and top-notch communication.

## Core Competencies

**Project management Skills:** Agile Methodologies | JIRA | Project Scope, Planning & Prioritizing | Budgeting | Risk Mitigation | Process Improvement | Kanban | Key Stakeholder Relations | Cross-Functional | Microsoft Office | Scrum Metrics and Reporting | Change Management | Stakeholder Communication | Roadmap Planning

**Technical Skills:** SQL | Software development life cycle (SDLC) | Github | Copilot | Python | Visio | Tableau | Fast API | Microsoft Professional Suites | Power-Bi | PowerPoint | Google Suits | Confluence | Jenkins (CICD) | ServiceNow

## Professional Experience

### Intercontinental Exchange (ICE), Chicago, IL

July 2024- Present

#### *Risk Technical Project Manager*

- Managed 5-8 concurrent complex projects within enterprise risk programs, delivering initiatives on time while aligning with business objectives and regulatory requirements.
- Partnered with 10+ cross-functional stakeholders to define scope, priorities, and delivery plans, ensuring alignment across business, risk, compliance, and technology teams.
- Coordinated resources for 15-30 technical team members across Development, Database Administrator, Systems Operations, and Infrastructure; managed 200-400 JIRA issues per program.
- Facilitated the development of an internal Statistical Analysis Management application, enabling stakeholders to effectively monitor and assess organizational risk.
- Developed and maintained end-to-end project plans covering 6-18 month delivery cycles, from project initiation through deployment and release.
- Resolved 90% of project conflicts and challenges, ensuring smooth operations and timely deliverables.

### City of Chicago, Chicago, IL

Jan 2023- July 2024

#### *IT Project Manager*

- Lead a Multimillion-dollar project budget exceeding \$10 million resulting in implementation of 53 community programs for the American Rescue Plan Act.
- Developed and executed project plans and timelines for a variety of IT initiatives, including the implementation of the new Citywide ERP system, incorporating audit checkpoints and risk assessments to maintain process integrity.
- Collaborated with stakeholders to implement a ServiceNow portal for project managers to track project progress, resulted in keeping track of 150+ projects.
- Successfully launched the website for the City's Community Commission Council for public safety and accountability, providing residents easy access to information.
- Effectively communicated with the members of the evaluation committee, offering direction, explanation, and support throughout the evaluation process for 20+ projects.

### Nielsen Holdings, Mumbai, MH

Jan 2018- Oct 2019

#### *Project Manager*

- Led and managed the lifecycle of 25+ projects with detailed road maps, plans, execution, monitoring, and controlling resulting in significant revenue generation.
- Spearheaded end-to-end delivery for self-service automated application portal leading to timesaving of 80% on manual jobs.
- Delivered Real-Time reporting on campaigns and utilized a CRM (customer relationship management) program to record and control the results of 10,000 consumers.
- Defined implementation strategies, drove strategic planning, and ensured clear, consistent communication across projects, improving team productivity by 20%
- Collaborated cross-functionally with engineering, business, and operations teams to ensure on-time and high-quality project delivery.

**Markets and Markets Pvt Ltd, Pune, MH****July 2016- Nov 2017****Data Analyst**

- Networked with 75+ specialized clients and fostered relationships, building deep knowledge of compression therapy equipment in the healthcare industry.
- Influenced application owners and program managers to embrace and apply effective tactics that decreased inefficiencies and saved 10 hours per week on overall execution processes.
- Optimized and restructured complex data sets by using ETL to simplify and accelerate query and reporting processes saving time up to 5 hours per week.
- Chaired end-to-end upgrades for applications by partnering with cross-functional teams, stakeholders, and development teams ensuring 100% deliverables within time by identification and removal of roadblocks.
- Led a project to create awareness of compression therapy for targeting 2000 diabetic patients living with socio-economic constraints.

**Global Data, Hyderabad, Telangana, TN****Jan 2015 – June 2016****Associate Data Analyst**

- Covered the entire spectrum of the Oil and Gas value chain, including up and downstream research on the industry by developing quantitative and qualitative reports for the clients to grow their businesses by 20%
- Analysis of 30+ business documentation to identify areas of risk and enhance workflow processes.
- Facilitated communication and negotiation within and across project teams, escalated risks as required to the appropriate level of management.
- Communicated across four departments to schedule and plan bi-weekly meetings to ensure the team was aligned with projects and the overall company mission.

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**Education****Master of Information Technology and Management (MS)****August 2021 - May 2023**Illinois Institute of Technology, *Chicago, IL*

Courses - Data Warehousing | Management Information System | Object Oriented App Development | Service Oriented Architecture | Project Management for Information Technology | Vendor Management and Service Level Agreement

**Master of Business Administration (MBA)****July 2013 - June 2015**Balaji Institute of Modern Management, *Pune, MH*

Courses - Managerial Statistics | Organizational Behavior | Business Law | Financial Accounting | Managerial Economics

**Bachelor of Science (BS)****July 2009 - June 2013**Institute of Engineering and Science, *Indore, MP*

Courses - Computer Science | Bio-Chemistry | Biotechnology

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**Volunteering Experience**

- Deliberate and organized two successful fundraising events, which raised the food bank over \$2,200 in total
- Provided training to 8 volunteers for creating awareness of malnourishment among children
- Organized and conducted monthly meetings with the community council to raise funds for opening schools for underprivileged children