

Contact

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Top Skills

Management
Microsoft Office
Data Analysis

Languages

English
Kutchi
Urdu

Certifications

CSM
Certified ScrumMaster (CSM)

Noreen Ladha, CSM

Certified Scrum Master | Full-Stack Developer
United States

Summary

-Noreen Ladha
Georgia State University '13
Bachelor of Science; Public Policy Analysis
Governance and Management; Budget & Planning

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Experience

PricewaterhouseCoopers - Service Delivery Center (PwC SDC)
Technology Consultant
April 2017 - Present

- Consistently add value by understanding and managing business and compliance requirements, performing quality assurance tests in UAT environments, managing and reporting on testing progress and defects, and creating and driving software implementation project plans to completion resulting in positive client feedback.
- Consolidated updates from six different sources providing a complete view of user data heavily relied upon by all project workstreams and stakeholders.
- Created a critical artifact used across 3 project workstreams driving migration and user access.
- Quickly learned subject matter of the application and supported 23 client-facing training sessions by delivering high-quality training resulting in the successful adoption of the application by over 300 clients.
- Served as lead trainer, presenting to groups of 15+ bankers across multiple roles / staff levels.
- Utilized tech background to develop strong system competency, conducting multiple comprehensive training sessions to 300+ bankers, while managing floor support at several sites across five waves.
- Lead development of key deliverables on project, provided full project coverage, and handled senior project leadership interactions. Quality of

delivery on the project reinforced client's confidence in company's capabilities and was a major contributing factor in subsequent project wins.

VC3

Technical Project Manager

July 2014 - April 2017 (2 years 10 months)

- Manage several local government and commercial accounts within an IT managed services environment.
- Generate quotes, invoices, and inventory reports.
- Coordinate customer relations and support.
- Create project work plans, scheduling, and service hours for engineers to perform projects within budget and scope.
- Day to day management of project support resources as well as effectively communicating project-related information to both clients and internal staff.
- Deploy and setup hardware/software for clients working within a terminal services/cloud desktop environment (Citrix):
 - Infrastructure deployment (server, network: routing/switching/cabling)
 - Hosted VoIP solution & installations.
 - NaaS (Network as a Service) configuration/deployments
 - Backups and Disaster Recovery implementations.
- Work with various software platforms (Connectwise, Labtech, CW Dash, QuoteWerks, Sharepoint, Microsoft Office Suite – Including Visio & Project)

Hilton Hotels Worldwide

Auditor

July 2010 - July 2014 (4 years 1 month)

Greater Atlanta Area

- Oversee employees and manage account by auditing daily billing cycle.
- Work with OnQ software to manage reservations, and guests' account profiles.
- Exude exemplary customer service and continuously accommodating guests' request.

CBC National Bank

Post-Closing Department

May 2013 - February 2014 (10 months)

- Process loans through various software systems (MERS, Collateral Management Systems, CBConnex)
- Audit and review files for funding.
- Wire Transfers and Government Insuring

- Wholesale Lending

City of Suwanee

Economic Analyst

May 2009 - May 2010 (1 year 1 month)

- Conducted Initial Project Assessment (IPA) for Downtown Development Revolving Loan Funds (DD RLF) of the Georgia Department of Community Affairs to attain loan commitment.
- Proposed collateral for project debt, including first or second lien on real property; first lien on machinery/equipment; pledge of marketable securities.
- Indicated estimated project scheduling (current project standing, estimated completion date, and at what stage DD RLF financing is needed)
- Provided detailed explanation of project description including interested parties, sub-recipient businesses, activities proceeds will benefit.
- Met with principal parties to execute financing structure of Downtown Development Projects, such as sources and uses of funds, flow of project, identified amount of equity in project, owning of assets upon completion, interim financing, permanent financing, and other financing requested.

Education

Georgia State University

BS Public Administration, Public Policy Analysis · (2009 - 2013)

Creekside High School

College Preparatory, College/University Preparatory and Advanced High School/Secondary Diploma Program