Priyanka Singhania

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Profile

Seasoned, trusted and customer oriented project manager who collaborates with the teams to help drive, design and implement solutions that align with business objectives and deliver customer focused results. Accomplished learner known for leading change in projects successfully and building credibility with stakeholders and engineering teams. A data driven business strategist who is agile, can multitask and possesses extensive knowledge in software and retail industry.

Skills

<u>Project Management</u> - Strategic & Roadmap Planning, Process Improvement, Resource Management, Agile & Waterfall Methodologies, ROI & KPI Analysis, Change Management, Costing & Budgeting, Risk & Issue Management.

<u>Tools</u> - Jira, Confluence, Trello, Slack, Basecamp, SmartSheet, LucidChart, Rally, Visio, Microsoft Azure, AWS, Google Cloud, Bamboo, Salesforce CRM, Salesforce API, GitHub, MS Project, PowerPoint, Excel, Keynote

Roles and Responsibilities

- Mentored project management teams, defined deliverables, hired, guided resources, conducted performance reviews, and ensured alignment with established PMO processes
- Directed business forecasting and analysis activities and identified opportunities and risks along with action plans to ensure attainment of business goals
- Managed PMO staff consisting of 20 project managers and a department budget of $5M. Managed projects, budgets and strategic analysis for all programs
- Collaborated with development, QA, operations, sales & marketing teams to create products and solutions for customer using hybrid and agile methodologies
- Handled multiple projects in SCRUM methodology utilizing backlog tracking, burn down metrics, velocity, and user stories tracking for on-track and on-budget delivery
- Drove backlog grooming, sprint planning, daily stand ups, demos, scrum of scrums, and retrospective as part of agile methodology, and developed KPIs
- Extensive experience in stakeholder management, change management, risk management and documentation to improve the products and process
- Coordinated and tracked the development and implementation of web based, internet/Intranet, client/server, distributed architecture applications using python, C#, and cloud technologies
- Drove and facilitated focus groups for gathering requirements and performing gap analysis, organized JAD session with SME's and workshops for trainings and coaching, presented the solutions to executive committees
- Proficient in setting up and tracking quality assurance and control measures for products, successfully created and implemented test plans
- Involved in all phases of the software development life cycle (SDLC) including planning, scheduling, budgeting, resourcing, tracking, and adhering to PMP best practices.

Experience

PROJECT MANAGER, LOOPUP – 2011 - 2019

- Migrated from legacy CRM to Salesforce sales and marketing cloud, defined company's vision, identified and prioritized goals, created migration roadmap by defining the business case, prioritized functional capability, and refined/ harmonized processes to smoothly onboard the Salesforce.com platform, developed a rollout plan, created content and organized training for adoption, integrated social media platforms like Twitter and Facebook, implemented new products to enable greater visibility on customer and client data
- Led discovery, planning, design and production process in the major rebranding of the company's website, acted scrum master for projects companywide, presented the proposal to executive committee, defined user flows and customer journeys, collaborated discovery, data gathering, design and delivery efforts
- Managed Android and iOS app development to establish an easy to use mobile app presence for customers, performed app and industry analysis, designed application strategy, created project schedule, decomposed tasks and split

development into iterations(sprints), tracked documents and wrote team evaluation reports, defect reports, planned maintenance and support schedule
- Data center migration project - Consolidated data centers, prepared business case, presented the case to executive committee, created migration strategies, sub dividing the migrations into manageable groups, created PoC, identified dependencies and wrote risk analysis and planning documents, created disaster recovery plans
- Organized a DevOps initiative and facilitated in building strategy and containerizing, ensured application performance monitoring and integrated infrastructure automation with CI/CD tools

PROJECT MANAGER, CLERYSYS – 2009 - 2011

- Coached and trained the organization on agile methodologies, helped team develop stakeholder management, hybrid project requirements, and hybrid project schedule processes, researched, prototyped and recommended collaborative tools for team communication
- Co-ordinated website development effort, developed, maintained, and tracked project management plans and schedule. Socialized with program sponsors and firm leaders to ensure leadership engagement, created statement of work (SOW)
- Developed and launched PMO to improve operational workflow and simplify processes, led project and process management including directed requirement gathering, design, planning, forecasting, risk assessment and project reporting

PROJECT COORDINATOR, SPAR INC – 2007 - 2009

- Launched and deployed digital Transformation of the asset management system with features like web-based asset tracking, asset allocation and asset movement

MOBILE DEVELOPER, MODERATI INC – 2005 - 2007

- Remodeled and automated the release management process, understood as-is process quantitively and qualitatively, formalized processes like functional product request, documentation, release packaging, development, training, customer testing, and deployment, ensured cross-departmental synchronicity between development, QA and operations teams, tracked KPIs like release downtime, number of on-time releases, type and priority of releases

Education

University of North Texas, Denton, TX – MS, Computer Science, 2005

SVITS, Indore, MP, India – BS, Information Technology, 2003