**Qudrat Ali**

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| Roles:   * Sr. Project Mgr –Prog Mgr * Onsite BA Manager/Coordinator * Business Analyst * Agile Coach/Scrum Master * Process Consultant   ***Techniques/Methods:***   * PMBOK, ITIL * Agile * Six Sigma, TQM * Iterative-Incremental PM & Development * CMM/CMMI * Process Re-Engineering * Process Improvement   ***Tools:***   * MS Project * MS Visio * Axure * Balsmiq * JIRA * Rally   *Industry Application:*   * Automotive * Manufacturing * Industrial * Government * Financial * Insurance * Airlines & Aerospace * Electronics * Health Care * Software Application Development * Enterprise Application Services   *Education:*   * MS- Quality Management * BE   *Certifications:*   * PMP * Certified SCRUM Master * ITIL * CloudF | **Project Manager / Program Manager / Scrum Master– PMP® CSM ITIL F® Exin Cloud F®**  Senior IT professional with extensive experience in Project and Program Management, Business Analyst, Solution Architecture, Scrum, Quality, QMS and Process management, Process Governance, Quality Audits across IT industries in the USA and internationally.  Adept in managing bothonsite and offshore IT project teams across the globe to achieve client satisfaction.  Provide technology leadership through adoption and implementation of new technologies to achieve process efficiency and organizational goals.  Results-driven professional with extensive experience successfully managing enterprise business and technical projects in mission critical environments.  Demonstrated ability to assimilate complex issues, resolve ambiguity, balance strategic goals with tactical realities, and create concise, executable plans.  ***Skills Inventory***  Project Management/Program Management   * Mission Critical Project Management-IT Infrastructure as well as Application Services * Leadership & Coordination of concurrent projects across geographically dispersed locations including offshore * Definition & Deployment of Agile, Iterative-Incremental, Deliverables-Based Project Management Processes & Methodologies * Infrastructure Project Management * Business & Technology Alignment * Change Management & Turnaround Leadership * Business Process Reengineering * Scope Definition, Requirements Gathering, & Project Planning * Project Resource Planning & Management * Contract, Vendor, & Stakeholder Management * Project Risk & Quality Assurance Management   BA Skills   * Extensive experience of using business analysis and requirements modeling tools such as data flow diagrams, Relationship data models, XML modeling and business processes modeling * Strong experience as Onsite BA Manager * Review of Uses Case Diagram, Activity Diagrams and BA artifacts delivered by onsite BA team   Scrum/Agile Skills   * Agile Coaching at Program Level, Scrum Master, Iterative-Incremental Deliverable Based Dev, Sprint Planning, Sprint Review, Sprint Retrospective * Strong experience in Stand up meetings, Rally Cleanup, facilitation ofimpediment removal |

**TECHNICAL SKILLS:**

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| Methodologies | Agile/Scrum, Waterfall, Rational Unified Process (RUP) |
| Operating Systems | Windows 7/Server 2012, UNIX, MS/DOS |
| BA Tools | Microsoft Visio 2007, Axure RP Pro 6.5/7.0, Balsmiq Mockups, UML 2.0 |
| DB Tools& Languages | Microsoft Office 2010, MS Access, Microsoft Project, PL/SQL, SQL Server, Oracle 10g/11g, DB2, Visual Basic, C, C++, Java, Microsoft C# Dot Net |
| Web Development Tools | XHTML, ASP, IIS, ASP.NET, VBScript &Javascript, IBM Websphere Commerce Server, JSP Java Server Pages, .NET, Microsoft FrontPage |
| Additional Professional Tools | Team Foundation Server (TFS), Salesforce, Adobe, Rational ClearQuest / ClearCase, Microsoft SharePoint, Mercury Load Runner, Quality Test Professional (QTP), WinRunner, Mercury Quality Center, JTrac, Bugzilla |

**Experience**

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| **ACCESS HEALTH CONNECTICUT Hartford CT USA** (03/2015 – Current) | | | | | | |
| *Access Health CT, is Connecticut's official online marketplace to help more people get insured, improve health*  *care quality and increase transparency of health care coverage costs. Amongst 17 state Health Insurance*  *Exchanges of USA, Access Health CT is supposedly the most successful Health Insurance Marketplace and more than*[*204,000*](http://www.courant.com/business/connecticut-insurance/hc-access-health-ct-enrollment-20150223-story.html)*Connecticut residents newly enrolled in health coverage during the 2015 open enrollment period*  **SeniorI T Manager**  As Senior Manager I manage multiple projects in Data Warehousing, 1095A,Data Masking &Avatar   * Manage scope, risks and timelines on assigned projects namely Data Warehousing using Informatica,   1095A, Data Masking & Avatar as well as manage key project initiatives including the development of detail  work plans, setting deadlines, assigning responsibilities and monitoring/summarizing project progress on a  timely basis   * Provide oversight to ‘AccessHealth Connecticut’ vendors and reporting the Program/Project/Operation   status to Director IT Access Health CT in a timely manner   * Draft the Vendor Contracts and SLAs and tracking the SLAs in real time * Monitor and manage Vendors vis-à-visthe deliverables as per the SOW and contract terms * Manage the PMO office , track projects’ progress , create dashboard for weekly status meetings * Appraise and provide oversight to Vendors’ Agile activities / Scrums/ Sprints for all development   activities   * Participate in Design reviews and Testing & Release initiatives. Implement business processes related to   health insurance, in particular integration with health insurance carriers including EDI Processes.   * Leading & managing all 1095A efforts& related Releases, participate in Open Enrollment Meetings * Strong experience/knowledge on Advance Premium Tax Credit (APTC), Cost Sharing Reduction (CSR),   Affordable Care Act (ACA), Medicaid and Medicare, Husky A, Husky B, Husky C Husky D & Children’s  Health Insurance Program (CHIP), Qualified Health Plan (QHP), Essential Health Benefits (EHB),  Minimum Essential Coverage (MEC) & Modified Adjusted Gross Income( MAGI)  **SATNAM DATA SYSTEMS Somerset NJ USA** (06/2014- 02/2015)  *Consulting , Product and Staff Augmentation Company based out of New Jersey*  **Project Manager/Program Manager/Business Analyst/Scrum Master**  **Project: Satnam Data Systems-Business Analyst,Internal Projects / Programs Review**   * Experience of using business analysis and requirements modeling tools such as data flow diagrams,   Relationship data models, XML modeling and business processes modeling   * Business process reviews, reengineering for more effective business solutions * Advising on marketing and sales positioning,Transferring knowledge and advising on IT best practices * Project and staff reviews   **HEWLETT PACKARD** (01/2005 – 05/2014)  *World's largest IT company that operates in more than 170 countries around the world* | | | |
| **Project/Program Manager/ Lead/Onsite BA Coordinator/ QA Manager/Agile Coach/Scrum Master**  Lead end-to-end project management including planning, controlling, monitoring, managing and directing of  the project resources, monitoring and managing project scope, time, cost and quality. Managed multiple  projects simultaneously both onsite and offshore. Executed projects in the USA, France, Italy and Canada.  Handled projects across microelectronics, manufacturing, transportation, government, healthcare and insurance  industry clientsspread across application services as well as infrastructure. Performedrelease management,  risk management and quality management. Defined processes, performed change management.  Participated in Scrum of Scrum, as well as Scrum of Scrum of Scrum Meetings. Worked closely with the product  Ownerto groom product backlog.Ensured co-ordination with scrum team and product owner on a daily basis  throughout the sprint for clear and concise product backlog items.Facilitated scrum events as requested or needed  by the management team.Removed impediments to the development team’s progress and ensure sprints are  executed on time.Coached the development team for self-organization and cross-functionality in organizational  environmentsin which scrum and agile are not yet fully adopted and understood.Prepared and manage sprint  teams.Planned scrum implementations within the Organization and ensure success.Enabled change that increases  the productivity of the scrum team to be able to focus on delivery of the sprints as per the plan. | | |
| **Project: State Farm Insurance Companies** (01/2012 – 05/2014) **(Onsite Bloomington, Illinios)**   * Led Agile multi vendorproject team of 75 to manage the onsite projects worth USD 10 million per annum * Provided oversight to Sprint Retro, Sprint Planning, Daily stand ups * Improved CPI (cost per index) to 1.1+ and maintained SPI (schedule per index) above 1 * Supervised and coordinated with 9 vendors for successful completion of the projects * Analyzed metrics data and reported on project progress and other project specific information to senior   management, customer and other stakeholders   * Conducted risk management by identifying, monitoring and responding to risk * Initiating change requests, Ensure change and release procedures & policies are followed for all changes   migrating to production, Incident Management (IM)  as caused by release/change   * Facilitate change and release meetings inclusive of weekly reviews with the ED * Mentored and guided the entire team and identified relevant training needs   **Project: Healthways (Onsite Franklin, Tennessee)**(07/2011 - 12/2011)   * On Site Business Analyst Manager/Coordinator for offshore/onsite coordination * Responsible for pushing requirements from Onsite to Offshore to enable various development streams in India * Estimating and ramping up/ramping down resources during the Transition and transformation as well as   post transition including Review of Uses Case Diagram, Activity Diagrams and BA artifacts delivered by onsite  BA team   * Strong experience of using business analysis and requirements modeling tools such as data flow diagrams,   Relationship data models, XML modeling and business processes modeling   * Hands on Knowledge of unit & integration testing and test case design * In depth knowledge and application of change management process including resources, scheduling,   scope and risk management, worked as Agile Coach   * Responsible for RFC coordination from receipt to execution. This includes making sure RFC is   compliant, resources are assigned and RFCs are approved for all projects   * Provide RFC status Reports and Metrics through regular meetings to the upper management * Attend regional meetings and provide cover for Regional Engagement Leaders as required * Manage scope, risks and timelines on assigned projects as well as managed key project initiatives   including the development of detail work plans, setting deadlines, assigning responsibilities and  monitoring/summarizing project progress on a weekly basis   * Worked on projects that required extensive knowledge of Health Insurance payer operations and   Medicare and Medicaid services  **Project: American Airlines** (01/2011 – 06/2011) **(Onsite Dallas, Texas)**   * Managed 2 project architecture teams of 10 each as a Scrum Master * Assisted in the adoption and implementation of Scrum * Participated in daily Scrum of Scrum , as well as weekly Scrum of Scrum of Scrum Meetings * Published Daily Burndown Charts and Rally Clean up * Extensive experience in Splitting stories in Rally,Daily standups, Sprint planning and Sprint   Retrospectives  **Program: E-Proc for Govt of Karnataka, CRIS, Dept of Income Tax India India**(09/2009 - 12/2010)   * Led the Agile team of 30 to manage multiple projects including infrastructure,development, deployment and   release management including change requests and emergency fixesfor Government of Karnataka   * Coordinated between support, development, QA and deployment team; Defined and institutionalized   release process and procedures and implemented Agile/Scrum process as Agile Coach   * Ensured documentation of CRs/emergency fixes and their traceability to code, use cases and test results * Played the role of Agile Coach, led daily Standup Scrum Meetings * Awarded “Bronze medal” by apex e-governance committee in India,Received awards at SAARC * Responsible for Corporate Governance-Has sound knowledge for Governance * Set up L1, L2 and L3 Support to resolve end client issues. * Responsible for RFC coordination from receipt to execution. This includes making sure RFC is   compliant, resources are assigned   * Build, managed IT Infrastructure environment to support the processes, physical resources-facilities,   hardware, and human resources-engineers, programmers, administrators, help desk, required to  support the development, operation, and sustainment of IT applications  **Project: GM World Headquarters Quality Audits & Process Governance**(07/2006 – 08/2009) **(Onsite Detroit, MI)**   * Led an onsite/offshore of team of 6 to manage the Process/Quality Assurance project in line with SDP-21 QMS * Coordinated with onsite and offshore resources to ensure quality, perform risk management and   issue management   * Interfaced with AIMD on all Quality Assurance matters, prepared quality assurance plans,scheduled Quality   audits and reporting and initiated CAPA   * Improved Quality CSAT to 94% -100% scores, highest among all the vendors, consistently throughout   the 24 months of project duration | | | | |
| **Lead Consultant- Process & Quality Consulting, QA Audits** |
| Managed multiple projects QMS/Process Definition/Governance, Process Improvement, Process Re-Engineering.  **Project: ST Microelectronics** (06/2005-02/2006)**(Onsite France, Italy)**   * Led an onsite team of 6 to manage Quality Assurance in the project * Created Metrics and Quality Audit results dashboard, CAPA * Conducted Quality Reviews and presented results to senior management   **Project: General Motors Canadian Headquarters** (01/2005-06/2005)**(Onsite Ontario, Canada)**   * Set up and implemented HP QA tool to conduct process audits in line with SDP-21 QMS/Process Framework * Conducted monthly Quality Audits to ascertain process compliance and SDP-21 QMS Compliance * Conducted Quality Reviews and guided teams towards continual improvement, Closing of Non Conformances   after verifying the CAPA | | | | | | | | | | | |
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| **QUEXST SOLUTIONS PRIVATE LIMITED Pune India** (07/2004 – 12/2004) | | | | | | | |
| *Highly reputed Medium size IT Consulting company in QA and Testing Domain*  **Senior Consultant - Process & Quality Consulting, QA Audits**  Worked as process consultant to manage multiple projects for CMMi level 2 and 3 implementation, Process  Definition, Process Improvement,Process Governance, Process Re-Engineering.   * Led projects for CMMi level 3 implementation, QMS documentation, implementation and process consulting * Trained teams in processes, conducted Reviews and Quality Audits and presented Process results to Senior   Management   * Led continual improvement efforts, verifying the CAPA and closing the Non Conformances(NC) | | | | | | | | | | |
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| **TRUST SYSTEM & SOFTWARE PVT LIMITED Nagpur India** (07/1997 – 06/2004) | | | | | | | | | |
| *Medium size IT company having strong presence in Finance &Banking Domain*  **Business Analyst, Process & Quality Consulting, Quality Audits**   * Lead the Finance & Payroll Application for Maharastra state Electricity Board right from the Requirements Stage * Lead the Customer module of generic but customizable Banking Application Software from Requirements   elicitation to scoping.   * Experience of using business analysis and requirements modeling tools such as data flow diagrams,   Relationship data models, XML modeling and business process modelling   * Knowledge of unit & integration testing and test case design * Led and trained teams in processes approach and defined and institutionalized processes, defined the   QMSin line withISO 9002 & CMM level 3   * Conducted Reviews and Quality Audits and presented Audit results & CAPA to Senior Management | | | | | | | | | |
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| **ASHOK LEYLAND LIMITEDBhandara India** (04/1991 – 06/1997) | | | | | | | | | |
| *Second largest automobile manufacturing company in India*  **ISO 9000 Cell / QMS In-charge, Process/Quality Assurance Engineer, Production Engineer**   * As ISO9000 Cell in charge handled the entire third party certification process of ISO9002 * Trained the entire organization of 200+ resources and the steering committee members on QMS * Trained the internal auditors, made the audit plan and schedule and ensured quarterly internal audits are   conducted as per schedule , conducted process / quality audits   * Presented audit results& CAPA to Management representative of the company * Provided oversight to CAPA (corrective and preventive action) completion in accordance with ISO9002   standards and led continual improvement efforts   * Used statistical techniques to identify root cause and remedy action * As a Production Engineer providing oversight to Gear Box Machining and Vehicle Assembly Line. * Meeting and achieving quality standards. * Managing machine and man resources as to achieve production targets * Liaison with Production Planning, materials, maintenance, quality and industrial engineering departments   to ensure quality and quantity as per the production plan   * Vehicle road testing and final inspection | | | | | | | | | |
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| **SKF BEARINGS INDIA LIMITED Pune India** (08/1987 – 03/1991)  *Subsidiary of Worlds’ largest Ball, Roller & Taper Roller Bearing manufacturing company in India* | | | | | | |
| **Production Engineer/Quality Engineer** | | | | | | |
| * As a Production Engineer providing oversight to Grinding and honing of bearing rings * Meeting and achieving quality standards to manufacture 80% of Q66 Quality Bearings * Managing machine and man resources as to achieve production targets * Liaison with Production Planning, materials, maintenance, quality and industrial engineering   departments to ensure quality and quantity as per the production plan   * Used statistical techniques to identify root cause and remedy action | | | |
| **EDUCATION** | |
| **BIRLA INSTITUTE OF TECHNOLOGY AND SCIENCE (BITS)** | | | | | | |
| Master of Science in Quality Management | | | | | | | | |
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| **SHIVAJI UNIVERSITY** | | | | | | |
| Bachelor of Engineering in Mechanical  **CERTIFICATIONS** | | | | | | | | |
| * PMPCertified through Project Management Institute (PMI), Valid till 2018 * ITIL IT Infrastructure Library,Foundation Certificate in IT Service Management, Valid till 2016 * CSMCertified through Scrum Alliance, Valid till 2016 * Exin Cloud Foundation Valid till 2016 * Lead Auditor ISO 9000 * Training as Business Analyst | | | | | | | | |