**Rashmi**

**Summary:**

A proven initiator, problem solver and strategic thinker with exceptional troubleshooting, documentation, analytical (data, design, workflows, and system/business processes), organizational and communication skills with background in IT consulting. Proven record of sound judgment, expanding responsibilities and achievement across multiple functions/business units. A detailed individual who has a sense of team, cares about people, produces results and takes pride in her work on concurrent projects/client sites including installing, configuring, and implementing software products. Recognized for consistently making & exceeding goals and able to function effectively to achieve and maintain customer satisfaction and retention.

* IT Consultant in Project Manager/Scrum Master, Business Analyst Lead, Quality Assurance Analyst and Developer capacity at PriceWaterhouseCoopers (PWC, one of the "Big 4" auditing and accounting firms worldwide) for over a decade with major accounts being American Dental Association(ADA), Allstate Insurance, AT & T (Ameritech), British Petroleum (Amoco), Blue Cross Blue Shield of Illinois (Claims, HIPAA), HEDIS, Square-D, Unum (Short & Long Term Disability), Walker Interactive Systems, Inc.
* PWC Client Blue Cross Blue Shield of Illinois retained my consultation services where led projects for in-house resource planning software.
* PWC client ADA had retained me for Peoplesoft financial implementation.
* Led project efforts for ASC/ASCTrac Warehouse Management System (WMS) that was used for Supply Chain Management involving end-to-end testing.
* Owned Farmers Insurance and financial services where I sold Blue Cross Blue Shield Health Insurance products using their sales portals with being fully complied with CMS requirements and fully licensed to sell all lines of insurance products and investment products.
* Had training for SAP-FICO module. I have also worked at Sears, Roebuck & Co (a major retail organization) where performance tuned major inventory management modules to reduce runtime by 30% resulting in operational cost reduction and First Fidelity Bank (one of the major bank institutions in New Jersey) as Business/Quality Assurance Analyst Lead where implemented custom-built vendor solutions resulting in continuous process improvements eliminating redundancies and bridging the gaps per information gathered from elicited sessions with stakeholders.

**Technologies Expertise:**

**Internet/Client/Server/Mainframe:**

**Languages:** SQL, XML, HTML, PL/SQL, Assembler, COBOL, FORTRAN, Basic

**Hardware/Environments:** Microsoft SQL Server, Teradata, Oracle, Citrix, Zebra Label Printer, Laptops/Desktops

**Operating/ DB Mgmt Systems:** Windows (XP, 7, 10), Teradata, Oracle 9.i, UNIX, IBM/Mainframe

**Methodologies:** Waterfall, Agile / Scrum, Software Development Life Cycle (SDLC) Utilizing PDP Templates

**Tools (Analytics, Software):** Microsoft Office Suite (Word, Excel, PowerPoint, Visio, Project, Outlook), SharePoint (Office 365), Magellan (STT), Meta Data Framework (MDF), ServiceNow, Visual Studio, TFS, Quickbooks, SAP FICO, Clarity PPM tool, HP/ALM (Quality Center), Rally, JIRA, CaseComplete, Gemini, SnagIt/Snipping tools, UltraEdit/UltraCompare, Cisco WebEx for virtual for on/off shore meetings, FileNet, Label Configuration software, Interactive Voice Response (IVR) Call Center technology, Microsoft Access, Peoplesoft Financials, SureView Analytics/Link Analysis (Forcepoint), Tableau (Business Intelligence (BI) & Analytics), Enterprise Risk Case Management (ERCM) tools Actimize & Business Process Management (BPM) for Regulatory Compliance & Customer Risk Management related to Anti-Money Laundering (AML), Fraud Detection & Prevention, Financial Markets Regulatory Compliance, Salesforce software, Customer Due Diligence (CDD), ASC/ASCTrac Warehouse Mgmt System (WMS), Microsoft Dynamics Great Plains

**Certifications / Training:**

* Business Analyst & ITIL Certification of Completion
* Project Management Professional, PMP Certified
* Scrum Fundamentals Certified (SFC) Certification by SCRUMstudy (Will be pursuing CSM/PSM Certification)
* Negotiation Associate, NCN-A Certified
* Six Sigma Yellow Belt, ICYB Certified
* Six Sigma Green Belt Certification of Completion, Chicago Deming Association, Naperville, IL
* Illinois Licenses for Health, Life, P&C Insurance products & Series 6 & 63 License for financial products

**Professional Experience:**

**Discover Financial Services - Riverwoods, IL Mar. 2016 - Dec. 2017**

**IT Consultant (Project Manager/Scrum Master)**

**Responsibilities:**

* Managed concurrent projects for Corporate Risk Management, Cyber Security, and Finance departments to automate manual processes utilizing Waterfall /Agile / Software Development Life Cycle (SDLC) Methodologies with using Teradata data warehouse to create ETL processes and HP/ALM (Quality Center) / Rally tools to maintain use cases / test cases & user stories.
* Managed cross functional business and IT teams to implement various projects contained within programs to meet criticality of compliance nature as well as organization's strategic goals using Clarity Enterprise Project and Portfolio Management (PPM) tool integrated with Sharepoint with also training project managers to navigate through Clarity and performing admin tasks to manage and provide status reports for card and bank projects by project type listing Key Performance Indicators(KPI) with identifying resources with required skills.
* Developed/reviewed business functional / non-functional requirements, change of scope, workflow, and design documents from gathering information from collaborating with stakeholders, Project plans with work breakdown structures and timelines using Microsoft Project, test plans, test scenarios, test artifacts from testing, implementation plans, go-live plans via facilitated elicitation sessions using Microsoft Office tools to be submitted for approvals using an approval matrix.
* Communicated project statuses, issues (from validations from both pre and post implementations), etc. to management using PowerPoint presentation decks and mitigated risks where necessary as well as supported PMO.
* Collaborated with Product Owners to create Product Backlog with user stories ensuring clear acceptance criteria/estimates, identify improvement opportunities/prioritize them continually, and facilitated transparent Sprint planning and Release planning sessions.
* Provided data, business process, and design analysis of projects including various Business Cases as well as post project review related to added value (cost saving, performance improvement, process efficiency via lean methodology, lesson learned from each sprint review/retrospective meeting).
* Trained Quality Assurance resources to perform System Integration (UNIX, Teradata), Functional, Regression, User Acceptance (UAT) involving SAS, Performance, and Load Testing for Anti-Money Laundering, Corporate Risk Mgmt, Cyber Security, Finance, and Financial Crimes Detection Unit departments for card and bank verticals using HP ALM/Quality Center and Rally tools.
* Led End-To-End QA testing efforts in Agile environment involving 15 minute ​Daily Scrum standup meetings, working with product owners to create user-stories as well as validating/testing user stories, product and sprint backlogs, Defect Review meetings, etc. for applications needing AML/OFAC compliance checks, SureView / Link Analysis (SVA) Tool, Tableau Business Intelligence (BI) & Analytics Investigation Tools (AML and Fraud Rules Refinement Payment Services (Card), Payment Risk Evaluation (card and bank), Suspicious Activity Monitoring (card and bank), Customer Risk Scoring Reporting (CRS), Commercial Payment Network (card)), Corporate Risk Management System (CRMS), Customer Due Diligence (CDD), Partner Due Diligence (PDD), and Merchant Unification.

**Project Management Institute (PMI), Chicagoland Chapter - Chicago, IL Dec. 2015 - Feb. 2017**

**Volunteer as Knowledge Sharing Director**

* Organized & coordinated Knowledge Sharing Events utilizing resources on topics of interest from the community with determining facilities & speakers who would be able to assist in presenting on those topics.

**Land of Lincoln Health/MCHC - Chicago, IL Apr. 2015 - Oct. 2015**

**Project Manager**

**Responsibilities:**

* Assisted with managing with approximately 30 vendor contracts for applications involving resource planning efforts for accurate financial picture of the company, to secure the environment to HIPAA standards: encryption of data involving EDI formats, restricted access, incident response, and disaster recovery.
* Managed & wrote/updated requirements and develop project schedules using Microsoft Project by facilitating discussions in an Agile environment with all key stakeholders to gather information using process flow diagrams, mockups, & researching compliance related questions for cross functional IT teams for multiple projects such as complaints/appeals database application for reporting to regulatory agencies, Interactive Voice Response (IVR) Call Center, CMS mandated JSON/Machine Readable File Format requirements for the Windows Shopping Tool of HealthCare.Gov e-commerce website to be read by the Crawler, Microsoft Dynamics CRM module utilization efforts.
* Led migration efforts of Interactive Voice Response (IVR) Call Center technology (routing and queuing incoming calls automatically as well as reporting analytics to ensure customer satisfaction and productivity improvement) to Amazon Web Server (AWS).
* Led efforts for developing test plans for various projects such as on-boarding clients to ensure accuracy from integration between various vendor applications, CMS mandated JSON/Machine Readable File Format requirements to capture all test scenarios including use cases / test cases resulting in positive and intended negative outcomes.
* Documented & mitigated risks for defects as well as communicated the status to key stakeholders to keep them informed.
* Developed/documented processes for reimbursements from Premium Stabilization program for Risk Measurement (using RA/RI calculations) from enrollments, medical & pharmacy claims member data submissions to Amazon Web Server (AWS) using Cloud computing, web services, and SQL for data analysis for Edge Server project.

**AmeriSourceBergen/PharMEDium Healthcare - Lake Forest, IL July 2011 - Apr. 2015**

**IT Consultant (Project Manager with Business/QA Analysis)**

**Responsibilities:**

* Managed a web-based label software project at a Pharmaceutical company, as a contractor PM reporting directly to the CIO, overlooking other staff members; my first exposure to a Pharmaceutical organization, where I took over during the middle of this project, with requirements already being defined but open ended due to cost constraints, where I was able to transition into the position quite swiftly without much training/guidance using Software Development Life Cycle (SDLC) Methodology on .Net platform.
* Reviewed business requirements documents & collaborated with stakeholders via JAD sessions to gather any additional information that was needed to manage this web-based application project involving web services, XML, Java, C#, SQL in .Net environment.
* Overlooked requirements for Protocol & Final Reports (Installation Qualification (IQ), Operations Qualification (OQ), & Performance Qualification (PQ)) for retrieving Approval from the Quality department to comply with FDA requirements.
* Developed functional requirements to digitalize all documents from legacy as well as new web based application to FileNet.
* Developed workflows to process batches to create labels for end products using web-based application and ASCTrac Warehouse Management System to pick and maintain inventory as well as to automate digitalizing of protocol documentation utilizing FileNet to comply with regulatory agency retention requirements utilizing Visio.
* Trained QA resources to develop test scenarios and drilling them down to create use cases / test cases to be utilized to test the web-based application as well as FileNet workflows.
* Utilized Microsoft Team Foundation Server (TFS) for source code versioning and Gemini for tracking various type of testing.
* Reviewed requirements documents & collaborated with appropriate resources to gather necessary information to manage web-based application project involving web services and XML in Agile like environment.
* Bridged gaps and shortcomings from existing gathered information from previous phases also involving ASC/ASCTrac Warehouse Mgmt System (WMS), Microsoft Dynamics Great Plains, and Salesforce software products.
* Documented, prioritized and communicated risks to the vendor for resolutions as well as to the stakeholders to keep them informed and developed workarounds and solution changes as needed after implementations.
* Led project efforts for ASC/ASCTrac Warehouse Mgmt System (WMS) that was utilized for Supply Chain management, Microsoft Dynamics Great Plains, & Salesforce software products involving end-to-end testing.

**Eminent Lifestyle - Bensenville, IL Oct. 2009 - July 2011**

**IT Consultant (Project Manager)**

**Responsibilities:**

* Managed integration of various vendor technical solutions (Kosmos Central, Go Daddy, Webserver, Microsoft) including data mapping to launch online shopping.
* Created reports for stakeholders using SQL queries utilizing MS SQL Server Management Studio as well as Excel using ODBC connections on MS SQL Server with gathering the reporting needs.
* Prepared budgets with evaluating the actual results from one year to be used over the following year
* Managed their e-commerce website ensuring trouble free operation for their client base; improve website functionality; creating graphics for website’s front page; making sure all products & their images were being integrated into their website successfully using Microsoft RMS system, Web Integrator, & Kosmos Central Content Management (CMS) Image Utility; and set up the SEO parameters to increase traffic hence sales on their website, with ensuring error-free payment processing for various payment methods for USA & Canada.
* Trained and managed employees to balance their workload, creating images & creating graphics, for e-marketing.

**Great Lakes/Hawthorne Credit Union - Naperville, IL Jan. 2007 - Oct. 2009**

**Business Analyst**

**Responsibilities:**

* Gathered requirements utilizing process flow charts, mock-ups, designed, tested, & implemented customized vendor solution to manage day-to-day operation for credit union & their website utilizing Microsoft SQL & Citrix servers, Datasafe GUI Navigator as well as applying upgrades to GUI applications after thorough testing processes using Software Development Life Cycle (SDLC) Methodology.
* Trained new employees get transitioned into new positions as well as delegating prioritized tasks to them.
* Assisted management to better utilize their vendor USERS’ products, to comply with the regulatory agencies, and to decrease staff’s time critical workload which consisted of various manual processes by automating them.