**SAHITHI**

**SUMMARY:**

* **9 Years of overall IT experience with 5+ year as a Program/Project Manager for end-to-end IT Systems Implementations.**
* Acting as a **liaison with Program and Solution Management** by collaborating across geographically spread worldwide teams during the development lifecycle from analysis to project rollout.
* Experience in managing **SCRUM- Agile/Iterative and Waterfall Releases.**
* Involved in **Fiscal year (FY) Planning, Roadmaps & Plan of Records (POR).**
* In-Depth knowledge of SDLC, understanding of various phases like **Requirements, Analysis, Design, Development and Testing.** Responsible for delivering **Project-Kickoff, Pre-Baseline (Requirements Gathering), Baseline (Design & Build), UAT (User Acceptance Testing), BVT (Production Deployment Build Verification Testing) and Go/No-Go key-milestones for multiple Monthly/Quarterly/Half yearly projects in a Fiscal Year.**
* **Experience in** driving the **Project status** on a daily basis by conducting the **Status Meetings/ SCRUM Stand-up sessions** with **IT & Business team.**
* **Experience in working in a Matrix structure**
* Possess excellent business writing skills by virtue of extensive experience with **Business Requirements Gathering, Business Process Mapping, Business Process Re-engineering**
* Experience in documenting Epics, Business Scenarios, User Stories, Use Cases, Process flows (Current AS-IS and Future TO-BE) and Screen Mock-ups.
* Experience in conducting Joint Requirements Planning **(JRP)** with the stakeholders and Joint Application Development **(JAD)** Sessions with developers.
* Experience in using methodologies such as UML (Unified Modeling Language), RUP (Rational Unified Process), **Waterfall and APM (Agile Project Management).**
* **Ability to collaborate with peers in both, business and technical areas to deliver optimal business process solutions, in line with corporate priorities.**
* **Experience in creatingProject Plans** using **Microsoft Project.**
* **Experience working on Java Project Implementations.**
* **Experience in JIRA, VSTF, WIKI, Microsoft SharePoint and Rational Requisite Pro for Requirements Documentation & Defect/Bug tracking.**
* Thorough experience in VISIO, Rational Ross, TIBCO Business Studio & Snag IT for Business Process Modelling and Screen Mockups.
* **Experience in HTML, CSS, Java Script Web technologies.**
* Good experience in Test Plan formulation from business requirements, Test Cases design, Test Data creation/validation by interacting with Dev-Ops and execution of Test Runs.
* Proficient in **Risk Management** planning which includes **Risk Identification, Assessment, Risk Analysis, Reporting, and Risk response/monitor/ control.**
* Experience in Pivot Tables, Data Analysis, Trend Analysis Forecast, Impact Analysis, Feasibility Study, Change Management, Data Sourcing, Data Mapping & Defect Management.
* **Experience in Business Intelligence reporting & data analysis using Power BI tool & Pivot Tables**.
* Experience in working with multiple RDBMS including SQL Server and MS Access.
* A self-starter with the ability to quickly recognize and resolve issues under pressure and ability to work in a challenging and fast-paced environment.
* **Experience working with distributed teams within the US and off-shore teams as well.**
* Excellent team player with excellent **project management, documentation, communication and interpersonal skills** with ability to interact with individuals at all levels.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Business Modeling Tools** | Rational Rose, MS-Visio, SnagIt, Axure, TIBCO Business Studio, iRise, InDesign & Photoshop (Adobe Creative Suite) |
| **Technologies** | C, C++, Java Script, HTML, CSS, XML, Java, .NET |
| **Data Bases** | MS SQL Server, Microsoft Access, Java, RDBMS |
| **Requirement Management and Defect Tracking Tools** | JIRA, Confluence, Visual Studio Team Foundation Serve (VSTF), HP Quality Center, WIKI, Rational Requisite Pro, Info Path, MS Office Suite, Google Spread Sheets &Docs, MS Share Point, Smart Sheets |
| **Protocols** | HTTP, FTP, SMTP |
| **Web Services** | SOAP, REST |
| **Data Analysis & Trend Analysis** | Power BI, Pivot Tables |
| **Modeling Languages** | Unified Modeling Language (UML), Joint Application Development (JAD), Joint Requirements Planning (JRP) |
| **SDLC Methodology** | Waterfall, Agile/Iterative, Rational Unified Process(RUP), ITIL |
| **Project Management Tools** | MS Project, Gantt, Oracle ERP (Primavera), Smart Dash |
| **Certifications** | CSM (Certified Scrum Master) |
| **PMBOK** | Integration, Scope, Time, Schedule, Communications, Risks, Issues, Mitigation Strategies, Stakeholder Management, Change Management, Impact Analysis, SDLC, Business Goals & Value,  Project Milestone Deliverables, Monthly Business Review (MBR), Roadmaps, SOW, Plan of Records, Project Charter |

**PROFESSIONAL EXPERIENCE:**

**Microsoft, SFO,CA September 2013 to Present**

**Role:Program Manager**

**Responsibilities:**

* Working in World Wide Microsoft **Certified Professionals, Score Cards& Trainers (MCP & MCT)** Learning Experience program on the ECO-IT (Engineering, Community & Online) team.
* Role involves end-to-end Program Management of **SCRUM-Agile/Iterative**& Waterfall projects across different phases of SDLC.
* Delivering **Pre-Baseline, Baseline, UAT, BVT and Go/No-Go milestones for multiple Monthly/Quarterly/Half yearly projects** in a Fiscal Year.
* Managing the IT team (Engineering, Operations and Readiness)and acting as a liaison between Stakeholders, Integration partners (Internal & External Teams) at various stages of the projects from Design through Implementation/PPSP (Post production support period).
* Experience in managing teams of **15 + within IT Department (UI/UX, Developers, Operations, Build, Release teams).**
* Extensive experience in **Requirements gathering, analysis and management** (Eliciting, Analyzing, Evaluating, Documenting and Establishing Traceability).
* Identifying the business/product application needs, planning and defining the solution/product scope.
* Experience in **executing backend SQL queries.**
* Attending the **World Wide Weekly Triage calls with Regional Call Centers** for an understanding on the customer issues and **prioritizing the process improvements/bugs/requirements** accordingly in the **upcoming Sprints.**
* Experience working with multiple stakeholders with diverse backgrounds (Technical & Non-Technical).
* Experience in facilitating the JRP sessions with stakeholders.
* Experience in using VSTF for defect tracking.
* **Experience in managing monthly Scrum/Agile Project Implementations.**
* **Experience in driving the Monthly Business Reviews (MBR).**
* **Experience inBusiness & Techno Functional Specifications(TFS), VSO Business Process Flows (AS-IS & TO-BE), UAT Test plan formulation, Test data preparation by interacting with Operations, Test cases creation and execution in Pre-production & Production environments.**
* **Driving & assigning the issues raised in the Weekly Triage calls with Eng. & Ops. team.**
* Experience in identifying the Risks, Issues and propose Mitigation strategies at various stages of the Project.
* Experience in creating the **Fiscal Year Planning, Roadmaps, Plan of Records and Project Charters for the new capabilities/features/projects by interacting with the Leadership & IT Team based on the priority & business value.**
* Strong experience in creating Project Plans and driving the **status/deliverables of the Project**with the IT & Leadership Team in the **daily/weekly status meetings.**
* **Involving in data analysis, data quality assessment and trend analysis forecast of the Top Contact Drivers/Customer Escalations using Power BI tool& Pivot Tables.** Addressing the customer escalations and prioritizing the bug fixes in the Product Backlog.
* Experience in gathering the web services requirements and performing testing on SOAP UI tool (input/output parameters and xml data).
* Experience in prioritizing the Product Backlog requirements for upcoming iterative releases and providing a walkthrough of the requirements with Dev-Ops team by facilitating JAD sessions.
* **Providing an approval on the Techno-Functional Specs (TFS), Sprint Demos during the Build & Stabilize phases.**
* Experience in performing impact analysis, feasibility analysis and change management.
* Experience in coordinating with the Release team for the creation of the Deployment Plan, Game Plan and Roll back strategy.
* **Experience in executing SQL queries and RDBMS.**
* Experience in performing end-to-end UAT & BVT testing.
* Involving in the Production Deployment releases. Performing end to end Build Verification Testing/Sign-Offs and providing support during the Post-Production support period.

**Environment:Web Portal, E-Commerce, Digital, Scrum-Agile,** Waterfall, Business Requirements Documents (BRD), Service Level Agreements (SLA’s), **HTML, CSS, .Net 4.5**, Key Performance Indicators (KPI’s),**SOW,** Web Services, Fiscal Year Planning,Project Milestones, Risk Analysis & Control, Process Improvements, Capabilities & Enhancements,Pivot Tables, SOAP, **MS SharePoint**, Techno Functional Specifications (TFS), SCRUM, Roadmaps, ROI, Project Plans, Plan of Records, Project Charter, Visio, JAD, JRP, UAT, BVT, Key Project Milestones, SQL, Trend Analysis, Plan of Records (POR)

**Emdeon (Change Healthcare), Nashville, TN March 2013 to September 2013**

**Role:Project Manager**

**Responsibilities:**

* Worked in HealthCare, Insurance, Risk and Compliance team.
* **Led the Providers Fraud Assessment product from Project kick-offthrough Implementation phase.**
* **Experience in managing teams of 5+ within IT Department (Functional Designers, UI, Developers, QA, UI and Release teams).**
* **Identified risks, problems, requirements and concerns of Payers due to the false billing of the Providers.**
* Performed JAD sessions to identify the business flows and determine a product application that will help to detect the Fraudulent and Abusive activity of the Providers.
* **Managed the Scrum Boards and analyzed the velocity and burn down charts for the monthly sprint cadence.**
* **Conducted the SCRUM ceremonies – Daily stand up meeting, Backlog Grooming and SCRUM Planning.**
* Participated in Business Requirements Gathering, Business Process Flows, Data Analysis and Data Mapping.
* Hands on experience and good understanding of the Provider, Payer & Vendor Claim Processing Applications.
* **Experience in creating & managing TFS work items and VSO for the monthly Agile sprint deliverables.**
* **Collaborated with stakeholders (internal and external clients) and project team members to clarify, detail and manage business requirements, as well as minimize costs and constraints.**
* Experience in storyboarding to efficiently capture the screen flow and performing walkthroughs of the story boarding sessions to Stakeholders, Development team, SME’s, System Analysts and Project Managers.
* Presented the Product demos to the clients. Documented the User Stories (Business Requirements, Functional Requirements, Data Elements, Data Validations, and Workflows), Release Notes, Meetings Minutes and Project Plans.
* **Created Roadmaps, Project Plans and tracked the Project Milestones by coordinating with the IT & Business.**
* Developed enhancements and business process models to maintain the data consistency & standardization across the various applications in Emdeon (Change Healthcare) and to improve the Claim processing procedures of the existing Provider & Payer applications
* **Experience in managing Java Project Implementations.**
* Experience in analyzing and forecasting the claims data for Electronic Data Interchange (EDI), Paper to Electronic (P2E), Payer, Provider, Electronic Remittance Advice (ERA), and Real Time (RT) for Professional, Institutional, and Dental claim types in the form of Fusion charts using XML.
* **Served as a Project Manager on multiple initiatives involving maintenance and system changes for HIPAA implementation.**
* Documented system requirements, participated in system testing and verification for HIPAA implementation.

**Environment:**Healthcare, **Agile, HTML, CSS, Java Script, XML,Share Point**, Web Portal Applications, **Axure**, **In Design,**Dashboards, **SCRUM,** Wireframes, JRP, Comps, **Business Processes**, Roadmaps, Project Plans,**Java,**Go To Meeting, Fraud, Security, Goggle Sheets, Compliance,Gantt, Project Milestones, REST, SharePoint, Web Services, Visio, HIPPA, MS Project Plans, **RDBMS**, Go, Story Boarding, System Requirements Specification (SRS), Oracle ERP, Health Care Applications, Clearing House, Claim Processing, **Gap Analysis**, Risk analysis, Project Charter

**Walt Disney, Orlando, FL March 2011 to March 2013**

**Role:Project Manager**

**Responsibilities:**

* **Worked on reengineering the Disney.com website from Requirements elicitation through Implementation phase on multiple platforms**.
* **Participated in brainstorming sessions with Subject Matter Experts (SME) to gather requirements from Business Sponsors and document them using WIKI tool.**
* **Prioritized theJIRA Product Backlog work items.**
* **Experience in managing monthly Agile Releases.**
* **Experience in creating Wireframes and Comps using Axure tool.**
* Worked collaboratively with various teams on-site and off-site at different stages of the project to document the user stories and acceptance criteria.
* Facilitated meetings for the sign off of the user stories and acceptance criteria by the senior management.
* Developed screen mockups using SnagIt Editor.
* **Monitored and reported the process, progress and results.**
* **Experience in managing teams of 10+ within the Product Team (Product Analysts, Developers, QA, and UI).**
* Experience in **Gap Analysis** of the AS-IS and TO-BE processes to identify and validate the requirements
* Experience in documenting the Data Elements Grid Matrix and Requirements Traceability Matrix.
* **Coordinated with UI team to finalize the wireframes & prototypes.**
* Worked closely with the off-shore development and QA teams for reviewing and clarification of requirements to arrive at a mutual acceptable level.
* Performed the approval of the Acceptance Criteria and review of the final web pages for missing or inconsistent data delivered by the QA team.
* **Extensive experience in using JIRA tool.**
* Worked collaboratively with Product Manager, Developers and QA teams in bi-weekly Sprint Demo sessions
* Experience in performing IPR (Internal Page Review) testing for PC, Mobile Beta (iPhone & Android) and Tablet (iPad) devices for the QA/test environment web pages to track the errors on JIRA and to ensure that the bugs have been resolved by respective teams.
* Experience in Data sourcing and Data Mapping.
* **Created Work Plans and followed up with IT team to ensure the project is on track. Provided status to the leadership team on the monthly deliverables.**
* Strong experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases.
* Performed live Guest Research testing of the web pages on-site prior to the final launch of the website to ensure customer satisfaction.
* **Collaborated & worked closely with multiple stakeholders, product managers and IT team onshore & offshore at various stages of the project on the milestone deliverables and iteration releases.**
* Conducted Post Mortem Retrospective Sessions at the end of each Iterative Sprint cadence.
* Managed timelines to ensure the timely delivery & successful completion of various phases of copy docs (content on Disney world web pages) by various teams.

**Environment:Web Portal,**Media, Entertainment, **Agile, Axure**, **Requirements Gathering, Analysis, Documentation**, Web Design, UAT, UML, **SCRUM**, **InDesign,**Wireframes, Comps, Epics, Google Docs, Work Plans, **MS Share Point**, JAD,**HTML, CSS,**Change Management, Plan of Records, User Stories, **Business Requirements Documents (BRD),** Functional Requirements Specification (FRS), Bug Tracking, **MS Project Plans**, Impact Analysis

**Digi Key, Minneapolis, MN January 2010 to March 2011**

**Role:Business Analyst**

**Responsibilities:**

* **Led the E-Commerce project.**
* **Managed overall project coordination and tracked the key milestones of the project.**
* **Created Roadmaps, ROI’s, Plan of Records and Project Charters.**
* **Developed detailed project plans using project Microsoft Project tool.**
* Gathered user/business requirements, general business models, performed use case analysis and created class diagrams, sequence diagrams using UML.
* **Tracked the status of the projects on Smart Dash.**
* Performed business process mapping to understand the ‘as-is’ business processes.
* Facilitated Joint Application Development (JAD) / Joint Requirement Planning (JRP) sessions for requirements gathering.
* Involved in **GAP analysis** around the identification of business rules, business flows, system process flows, requirements and assumptions.
* **Experience working on Agile/Scrum and Waterfall releases.**
* Designed and developed Use Cases, Activity Diagrams & Sequence Diagram using MS Visio
* **Facilitated status update meetings on a weekly basis.**
* Worked closely with multiple Partners/Vendors internal and external to the organization.
* **Documented and delivered Techno Functional Specification (TFS) Document to the project team**.
* Developed timelines for project delivery and managed project and resources to stressful completion.
* **Established and implemented project management processes and methodologies to ensure projects are delivered on time and within budget.**
* Provided traceability between functional requirements, use cases and business rules.
* Coordinated with the Development team during the design and build phase of the project.
* Managed the QA team in performing the user acceptance testing.
* Performed Data analysis and mapping of the customer data.
* **Extensive experience in RDBMS and SQL.**
* Worked closely with QA team and Developers to clarify/understand functionality, resolve issues and provided feedback to resolve bugs.
* Worked with the Release team for successfully deployment of the Projects to Live.
* **Coordinated with the Operations team to close on any customer/production escalations during the Post Production Support Period (PPSP).**
* Conducted the Retrospective sessions after the Go-Live date.

**Environment:Retail, E-commerce**, B2C, **Web Based**,**MS Office Suite**, UML, Roadmaps, ROI’s, **Visio,** Google Docs,**MS Project Plan**, Use Cases, **Business Process Flows (Current AS-IS & Future TO-BE), MS SharePoint**

**Wells Fargo, Minneapolis, MN September 2008 to January 2010**

**Role:Business Analyst**

**Responsibilities:**

* Acted as a liaison between the Stakeholders and IT team.
* **Driven the Credit Card reporting project from kick off through implementation.**
* **Coordinated with end users, stakeholders and IT team on the process improvements/features/capabilities.**
* **Created project plans using MS Project Plan.**
* Prioritized the high priority items for the upcoming releases.
* **Responsible for the scope planning, schedule management and project communications with the management.**
* Worked with the Eng. team to get estimates on the projects.
* Created the AS-IS and the TO-BE process flows for enhancements to the website.
* **Gathered user/business requirements from using Requirements Planning sessions**
* **Performed data analysis and trend analysis forecast of the Top Contact Drivers.**
* Interviewed individual users for requirements using the job shadowing technique
* Worked with end users to identify business requirements recorded the requirements in a format that can be reviewed and understood by both business people and technical people
* Reviewed the Business Requirements Document (BRD) with the business users, Subject Matter Experts and included representations from the technical team as well.
* **Worked closely with the UX/UI team to design the web page prototypes & wireframes.**
* Involved in Requirement Management, Doors & Testing Team to determine RTM in traceability
* Documented Functional Requirements Specifications (FRS/FRD) based on the business requirements and reviewed the same with the technical team
* **Generated wireframes and screen mockups using iRise tool.**
* Experience in creating the Requirements Traceability Matrix (RTM)
* Used Rational Requisite Pro for requirements management and to follow configuration management processes.
* Documented the Business Rules, Non-Functional Requirements, Glossary and Data Elements
* Documented UseCases from the functional requirements and reviewed the same with the technical team
* Documented Test Cases from the use cases and conducted end to end User Acceptance Testing.
* Coordinated with the Development team during the build phase.
* **Experience in identifying the risks/issues and mitigation strategies.**
* **Provided continues support to the customers/end-users and business owners on any process improvements (or) bugs.**

**Environment:** Requisite Pro, **Agile,**UML, Iterative, Google Sheets, RUP, **iRise,**GUI, **Share Point,MS Visio, MS Excel, UML, MS Project Plan, Adobe Suite**

**Centaurus Solutions, India August 2007 to September 2008**

**Role:Business Analyst**

**Responsibilities:**

* Gathered requirements by conducting meetings and brainstorming sessions (JAD) with end users and SME’s and document them using Rational Requisite Pro tool.
* Performed **Gap Analysis** of the As-Is and To-Be processes to identify and validate requirements
* Organized requirements into high level Use Cases and low level Use Case Specifications and modeled them into Use Cases, Activity diagrams using MS Visio
* Developed models that accurately represent the business process and workflows and clearly communicate them to the stakeholders
* Facilitated JAD sessions involving the management, development and user teams for clarifying requirements and facilitating better communication
* Set up definitions and process for test phases including Product test, integration test, system test and user acceptance test (UAT)

**Environment:**C++, **Visio, MS Word**, **Waterfall,** E-commerce**, Excel, PowerPoint, Share Point**

**EDUCATION:**

* Bachelors in Technology, India