**Summary**

* A results-oriented professional with 09+ years of experience in **PMO Consulting & Support, Program coordination and Account & Bid Management.**
* Proficient in end-to-end planning and implementation in Global Delivery Model from **scope management**, to **activity sequencing**, **effort & cost estimation** to system development and quality management in adherence to guidelines and norms
* Extensive experience managing large Application Portfolio ranging from SDLC to Maintenance and support.
* Skilled project manager, expert at managing projects through their full life-cycle, interfacing successfully with business stakeholders and technical teams.
* Expertise in creation of project plans, Gantt charts, managing and reviewing the cost and budget variances and making requisite adjustments using various Project Management tools. (MS Project, SharePoint, MS Excel macros & pivot tables)
* Advanced analytical and project management skills, in-depth knowledge of various phases and methodologies of software development including **Waterfall** and **Agile**.

**Technical Skills**

|  |  |
| --- | --- |
| **PM Tools** | MS Project, SharePoint |
| **Business Modeling Tools** | MS Visio, MS Project |
| **Defect Tracking/QA Tools** | HP Quality Center |
| **Methodologies** | Waterfall and Agile |
| **Microsoft Tools** | MS Word, MS Excel, MS Access, PowerPoint, Outlook |
| **Domain Knowledge** | Healthcare, Insurance, Retail, Pharmaceutical |
| **Certification** | Preparing for PMP certification |

**Visa Status**

* Valid **H1-B** visa till June 2016

**Education**

* Master in Business Administration (Finance)-ICFAI Business School, India 2007
* Bachelor of Commerce- University of Rajasthan, India 2003

**Employment Details**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Duration** | **Designation** |
| HCL Technologies Ltd | 04/2007-Present | Manager- Consulting |
| IMS Learning Resource (P) Ltd | 06/2003 – 04/2005 | Senior Account Executive |

**Projects**

**Dr. Pepper Snapple Group**(**Retail**) **Jan 2014 – Present**

Project Manager/ Senior Business System Analyst Plano, TX, USA

DPSG is an integrated brand owner, manufacturer and distributor of non-alcoholic beverages in the United States, Canada and Mexico with a diverse portfolio of flavored (non-cola) carbonated soft drinks (CSDs) and non-carbonated beverages (NCBs), including ready-to-drink teas, juices, juice drinks and mixers. The Company operates in three segments: Beverage Concentrates, Packaged Beverages and Latin America Beverages.I work here in the capacity of a project manager managing multiple projects on the SharePoint implementationprimarily supporting Sales and business group.

**Project- OFD (One Front Door)**

* Worked closely with the PMO for monitoring and controlling of budget and schedule, project/ product planning and delivery.
* Managed resource planning and assignment for OFD Project.
* Provided process improvement initiatives and managed a team for it.
* Responsible for the end-to-end performance of the system.
* Conducted weekly project status meetings and monthly steering committee meetings with Senior IT Management and business stakeholders.
* Clarify and communicate product line delivery objectives and success criteria to the team while providing motivation, direction, and overall management to teams of up to 30 people organized into sub-teams including developers, architects, UX, and QA.
* Managed all facets of technical projects to ensure deliverables are met within schedule, budget, and quality goals.
* Conducted JAD sessions to elicit requirements.
* Preparation/Review of Business Requirement Documents for each process.
* Get client sing-off and hand over to tools team for implementation.
* Interacting with the client/end users on daily basis to understand finer details of requirements.
* Managing any Change Requests that come in during development and performing impact and cost analysis of the same.
* Provided stakeholders with project status and outlook for success, and recommend project improvements.
* Coaches and mentors agile team members and provides constructive performance feedback
* Coached a development team of 6-8 and management team of 12 to utilize Agile Methodology with Scrum

**Key Achievements:**

* Have signed more than $500K worth of deals
* Of that, $300K is new business
* One of highest CSAT (Customer Satisfaction) score during last 2 months for this project

**Health Care Service Corporation** (**Insurance**) **January 2013-December 2013**

Project Manager Chicago, IL, USA

HCSC is a leading health insurance company and provides wide range of medical coverage under Blue Cross and Blue Shield plans. As part of nGen(Next Generation) program for HCSC, to cater to the needs of Obamacare Exchange readiness, the scope of the project is to develop Retail Enrollment System (RES) which is a Java/J2EE based web application. I worked here in the capacity of a project manager.

**Project- nGen (Next Generation)**

* Managed change control process for the project.
* Coordinated Daily scrum meetings, sprint planning, sprint review, and sprint retrospective.
* Helped business analyst in drawing data flow diagrams and process flow diagrams using MS Visio.
* Used MS-Project for developing schedules using Gantt charts.
* Requirement Analysis along with understanding of dependent applications.
* Defined web service contracts as consumer and provider.
* Worked with business analysts, developers and development managers to ensure that the required solutions are implemented and deployed within agreed timelines and supported after delivery in accordance with the proposed design.
* Prepared WBS, Schedule, Milestone chart, Risk Analysis and Quality Assurance documents.
* Coordination between offshore teams and the onsite coordinator & customer.
* Prepare and deliver executive-level briefings and reports on project activities and results
* Responsible for milestone deliverables and sign off from the customer

**Key Achievements:**

* Have handled a peak time size of 39 with Onsite-Offsite model.
* Have increased the onsite resource base from 8 to 22.

**Merck &Co. Inc.**(**Pharmaceutical**)  **April 2012-December 2012**

Project Manager Lebanon, NJ, USA

Merck & Co., Inc. is a global health care company that delivers health solutions through its prescription medicines, vaccines, biologic therapies, animal health, and consumer care products. The Company consists of four operating segments, which are the Pharmaceutical, Animal Health, Consumer Care and Alliances segments, and one reportable segment, which is the Pharmaceutical segment.I was part of NGCC (Next generation collaborative computing) program for Merck;this program was upgrading all the Merck machines and laptops to Windows 7.I worked here in the capacity of a project manager.

**Project: NGCC (Next Generation Collaborative Computing)**

* Risk, Issue & Mitigation planning/management, Reserve analysis, Performance measurement & reporting.
* Manage project change in accordance with the change management plan to control scope, quality, schedule, cost, and contracts.
* As project leader, successfully setup onsite-offshore support for the project. In consultation with client, created the list of activities that can be carried out from offshore. Created the transition plan for the listed activities.
* Created Project Plan and WBS.
* Develop Schedule and Budget based on resourcing requirements & project scope.
* Coordinated interactions between project team and key stakeholders.
* Discussions/Meetings with client to discuss the open issues and feasibility and acceptance of suggested solutions.
* Used SharePoint to upload all the business documents.

**Key Achievements:**

* Generated consultative pipeline of proposals for Organizational Change Management for more than $250 K
* One of highest CSAT (Customer Satisfaction) score in Q3 of 2012.

**North Dakota Workforce Safety and Insurance (NDWSI)** (**Insurance**) **July 2011-April 2012**

Project Manager Bismarck, ND, USA

NDWSI is a state government agency that provides workers’ compensation. It administers all claims and workers insurance for occupational injury, disease and services for approximately 20,000 employers with a covered workforce of over 300,000 workers.I was part of AIM (Advanced Information Management project) program for NDWSI; this program was to implement the Aon’s iVOS COTS product in NDWSI environment.I worked here in the capacity of a project manager.

**Project: AIM: iVOS implementation for Claims and Policy**

* Track the change request through change control board.
* Responsible for milestone deliverables and sign off from the customer
* Strategy planning & implementation for Program Management.
* Working with Customers, Vendors and Business partner to define SLA’s and working model.
* Holding regular review meetings with Vendors / customers / PM’s / PL’s and TM’s to monitor progress of the project as per schedule, and ensuring timely completion and delivery of the projects.

**HCL Axon (**IT Service Industry**) September 2010-June 2011**

**Business Development** Frisco, TX, USA

HCL is a leading global technology and IT enterprise in India. Its range of offerings includes product engineering, custom & package applications, BPO, IT infrastructure services, IT hardware, systems integration, and distribution of information and communications technology (ICT) products across a wide range of focused industry verticals.

**Deputy Manager**

* Managed Bids - End-to-End, including RFIs / RFPs, EOI, etc.
* Lead Bid/No-bid Analysis
* Work with Solution and Pricing teams
* Collaborate with different stake holders like Marketing, Finance, Legal, Executive Leadership, etc.
* Identify customer requirements and align them to HCL’s offerings
* Responsible to negotiate & maintain Strategic Partnerships
* Develop innovative cost proposals highlighting benefits matching customer requirements
* Strategize short & long-term targets for verticals
* Seamlessly handle CXO level client visits & presentations

**HCL Axon (**IT Service Industry**) May 2008- August 2010**

**Business Development** Noida, India

**Deputy Manager**.

Associate Manager: SAP Presales (Internal project)

* Working in collaboration with delivery teams, understanding client requirements and processes and then incorporating company’s capabilities in the RFP’s.
* Worked with the CEO’s office as Alliance Manager, for SAP’s Go-to-Market Accounts in the US and the APAC region
* Lead qualification
* Preparing responses to RFP/RFI/EOI and Pre-bid queries
* Championed Bid Management Process; Orchestrated solutions, commercials & pricing and overall quality of the RFP response as a Bid Manager
* Responsible for preparation & delivery of client presentations
* Seamlessly handled CXO level client visits and presentations
* Managed training programs for HCL’s Global Sales Team

**HCL Tech (**IT Service Industry**) May 2007- April 2008**

**Business Development** Noida, India

**Consultant (Internal project)**

* Competition Mapping in Australia, Singapore and Malaysia Market.
* Understanding requirements for competitions mapping amongst the companies that provide SAP services in above mentioned areas.
* Finding out the prospective areas and companies where SAP can be implemented.
* Have been the Point of Contact for the pre-sales activities which involve creating proposals, marketing collaterals and brochures
* Developed and maintained a central SAP repository of collaterals and case studies to be used by delivery team, sales team and marketing team

**IMS Learning Resources (Pvt.) Ltd (**Training Institute**) June 2003- April 2005**

Senior Accounts Executive Jaipur, India

* Handling and Maintaining all the accounts of the Company
* Computation of center’s balance sheet, profit and loss statements, and income statements.
  + Preparation of budgets.
  + Cash flow statement.
  + Cash Management of the center
  + Receivables Management
* Responsibilities include Business enhancement of various products of company ranging from oral training programs to publication products.
* Organizing various events like seminars, training workshops and student counseling fairs across the colleges in the state of Rajasthan.
* Marketing the courses and product of various divisions of the company across the student categories