A result driven, ambitious, reliable and dependable project manager with proven experience in effectively initiating and managing multiple projects simultaneously by interfacing with cross-functional teams. Areas of strength include a depth understanding of all aspects of project coordination and implementation, professionalism, leadership, high level of organizational skills, reliable, detail oriented, multi-tasking and critical thinking capabilities, passion on constantly learning, and the ability to adapt to change.

**PROFESSIONAL SUMMARY**

* 7+ years of experience as a Project Manager with hands on experience in Software Development Life Cycle (SDLC) using Rational Unified Process (RUP), Waterfall and Agile (Scrum).
* Strategic implementation of Information Security solutions enterprise wide with Project management responsible for, implementation, product testing and releases
* Accountable for budget estimation, resource planning, project planning, vendors and 3PP contracts management.
* Experience with leading, collaborating and managing a team of business analysts, solution architect developers and testers.
* Experience with leading and managing a group of analysts and providing them with assigned work, direction, work resources, 3PP contractors, objectives and prioritization.
* Proficient in transforming business requirements into functional specifications, focusing on workflow analysis and design, user interface design, process flow modeling and business process reengineering.
* Expert in Gathering Requirements and document, track, manage and communicate requirements using Requirements Traceability Matrix (RTM).
* Experience in producing Business Cases, Project Scope Agreements, Business Requirements Documents (BRD) and Functional Requirements Documents (FRD).
* Incorporated and implemented Symantec Managed PKI Service, MobilePass, PulseSecure VPN
* Developed software prototypes based on stakeholders’ requirements, helping project team for better clarity on requirements.
* Experienced in documenting requirement using Unified Modeling Language (Use Case and Activity Diagrams) and building business Process Flow Charts.
* Conducted User Acceptance Testing (UAT) and verification of performance, reliability and fault tolerance issues for web based and client/server applications delivery.
* Strong understanding of test plans, test cases, test scripts and defects tracking/reporting.
* Proficient in Structured Query Language (SQL) for data manipulation and retrieval.
* Highly experienced in performing Feasibility Studies, TOR, Impact analysis, GAP analysis and Risk Analysis and Data Mapping.
* Experience in creating AS-IS diagrams, TO-BE diagrams, Context and Sequence diagrams.
* Strong Analytical and Problem-solving skills, excellent planning and multi-tasking abilities, with proven experience in utilizing people and process knowledge to help enterprises make critical decisions.

**CERTIFICATIONS**

Professional Scrum Product **Owner** I PSPO I certified, scrum.org -2017

Project Management Professional (PMP), Project Management Institute -2012

Cisco Certified Network Associate, CCNA, Cisco inc. -2007

**PROFESSIONAL DEVELOPMENT**

AWS Amazon Web Services Solutions architect training(AWS), SPIN/SOC (Selling Skills/Sales Opportunity Creation) certification, PMI-Agile Certified Practitioner certification, Advanced Negotiating Skills training, Communicating Virtually e-learning, Planning for the Future of Project Management training, Customer Project Manager, Customer Solution Integration (CSI) training, Leadership Skills for Project Managers training, Manage Customer Relationships, Consultative Selling Skills training, Negotiation and Communication Skills, Business Process Framework (eTOM) Distilled certification, Ericsson Training Center, Core switch and RAN, Oracle Database Administration Workshop I.

**TECHNICAL SKILLS**

Project Management Software: JIRA, Azure, MS Project, SharePoint

Business Applications: MS Office Suite, Salesforce, SAP One, Verdi, Chronos.

Business Modeling Tools: MS Visio, Axure

Data Visualization Tools: Tableau, QlikView

Operating Systems: Linux, Windows

RDBMS: SQL Server, Oracle

SDLC: Waterfall, Agile, RUP

Bug Tracking tools: HP ALM

**PROFESSIONAL EXPERIENCE**

**Santander, Boston, MA Jan 2018 to Present**

**IT Project Manager/Scrum Master**

**Responsibilities:**

* Mobile Banking new release project’s overall responsible getting the work done, meet the sprint goals, release goals and deliver quality codes to Business
* Leveraged Atlassian expertise to create separate JIRA boards for the initiative for effective backlog management, Release Management and for tracking tasks.
* Fostered the importance of communication to the team. Created confluence pages to track all the user defined directives (UDD) thus eliminating the duplication effort in developing existing UDD's.
* Initiated the process of behavior-driven automation testing by using Cucumber thus ensuring that both development and testing are completed in the same sprint.
* Encouraged the team to document learnings of the new bigdata platform (CDAP) thus reducing the learning curve of the new team members.
* Working towards developing a common reporting template to track various aspects of any initiative for a holistic view to management, reduce duplicate reporting efforts.
* Identified the lack of a strong communication channel for the teams spread across three continents and created HipChat rooms for day to day updates thus eliminating the need for Outlook email chains.
* Identified the lack of good documentation in the organization and leveraged confluence to create spaces for initiatives for research, design, and architecture documentation thus greatly reducing the team members effort in understanding requirements, requesting access, documenting their findings.
* Created Technical spec and data mapping documents by analyzing the data connect xml files in absence of the development team to kick start the initiative.
* Facilitated the bi-weekly scrum of scrums to resolve the dependencies between teams and to improve the relationship among both the teams.
* Initiated a bi-weekly 3-Amigos session to make sure that the QA, developers and Product Owners from all teams are in acceptance with the test cases and the end points of testing.
* Track/monitor individual work, conduct live working sessions
* Make sure no waste of resources time -> Estimate and target the development work so that Offshore QA can start testing
* Align deployment sequences along with offshore/onshore timings
* Focus on defects in triage call -> make sure all the UI, Java, SAS/ETL, MSTR defects are fixed and get the codes deployed to Dev and Test environments
* Make sure all the deployed codes are working fine in both Dev and Test
* Make sure user stories and tasks are well groomed and teams is clear on what business needs
* Update the project status to leadership in Scrum of Scrums.
* Identify objectives, process improvements for next PI
* Conduct all four ceremonies -> Sprint Planning, Daily Scrum call, Demo and Retrospective

**Environment:** Java, Rest API, Netezza DW, SAS, Micro Strategy reports, Jira, UI, Bitbucket, Jenkins, Git Hub, Rally

**2. Ericsson Nov 2013 – Dec 2018**

**Customer Project Manager/Scrum Master**

Ericsson is one of the leading providers of Information and Communication Technology (ICT) to service providers, with about 40% of the world’s mobile traffic carried through the networks. As a Project Manager, I was handled cloud-based application systems deployment, CS and PS Core modernizations, BSS Charging Systems, Electronic Medical Records (EMR/EHR) project implementation, DVB-T2 deployment with satellite, NMS network management, Ka, Ku band broadcasting project, vIMS Cloud Solution for Volte/VoWiFi Friendly User Trial (FUT) (2017): Applied client-based solution by incorporating Virtual IMS solution for Volte/VoWiFi Friendly User Trial (FUT) base of BSP 8100 infrastructure which provides IMS voice call continuity for the conversational QCI1 VoIP bearer from LTE to CS both for WCDMA and GSM. Due to the successfully implemented project a multi-million-dollar commercial contract was obtained. IPTV multiscreen platforms UI/UX development.

**Responsibilities:**

* Manage the full project life cycle of assigned projects including requirements gathering, creation of project plans and schedules, obtaining and managing resources, and project execution, deployment, manage project budget, risk management and closure.
* Consistently executes and delivers the highest level of customer satisfaction for both, internal and external clients while maintaining the speed and accuracy required in a dynamic environment.
* Successfully building effective, and professional working relationships with the clients, providing them guidance and advice where appropriate.
* Ensures key project performance metrics such as project profitability meets or exceeds the established guidelines.
* Proactively anticipate, troubleshoot, and overcome project challenges in a timely manner.
* Utilize corporate and industry standard project management tools and techniques to effectively manage projects.
* Worked in Agile methodology of system development.
* Led and coordinated project plan, resourcing, staffing, scheduling, supply and subcontract 3PP management, vendor relationships, progress reporting, troubleshooting, influence and people management, project documentation.
* Engaged with or take the Product Owner role in creating the Product Backlog with Product Backlog Items.
* Involved in testing EMR and HIPAA EDI Transactions.
* Performed customer analysis and cluster analysis using Tableau and presented to the senior management for clarity on target customer segments.
* Collaborated with KAMs, legal counsel, and other team members to gather data for projects.
* Facilitated meetings between Scrum Team and the Product Owner and helped in prioritizing Product Backlog Items for the development.
* Produced requirement documents such as Sprint Backlog for user stories and their acceptance criteria.
* Participated in the Daily Scrum by logging impediments for the individual team members to overcome and recommending improvements.
* Elaborated the process to external stakeholders and end users and helped clarify their needs to the development team during Sprint Review meetings.
* Helped Scum Master to come up with the efforts estimation for the sprint backlog items.
* Helped the Scrum Master develop the agile timeline and advised the team in deciding the trajectory in Sprint Retrospective Meetings.
* Conducted and participated in breakthroughs of requirements and Use Cases with business and IT team members.
* Designed Use Case Diagrams, Workflow diagrams, Activity Diagrams for most of Use Cases identified using UML/Visio.

**2. EKENG Nov 2011 – Nov 2013**

**Project coordinator/Business Analyst**

EKENG is the coordinator of e-government projects. I was working of implementing e-society projects and is carrying out a number of important projects aimed at the development and progress of e-government. coordinates the implementation of e-health and e-procurement

**Responsibilities:**

* Stakeholder’s interviews and groups workshops, high-level use cases and TOR development, s/w prototype development based on open source Electronic Medical Records (EMR/EHR)
* Experience in conducting Requirement Gathering sessions, Feasibility Studies and organizing the software requirements in a structured way and documenting.
* Involved in reviewing business requirements and analyzing data sources from Excel, Oracle, SQL Server for design, development, testing, and production rollover of reporting and analysis projects within Tableau Desktop.
* Information security audit and policy development and implementation, project business analysis, IT strategy, and coordination
* Involved in implementing interactive, parameterized dashboards by extracting data from different sources using data blending and applying actions - filter, highlight and URL.

**Environment:** Oracle, SQL Server, DB2, SQL, Toad, Unix, MS Office Suite (Word, Excel, PowerPoint, Visio)

**3. Innova Solutions** Nov **2006 – Oct 2011**

**ITC Senior Engineer/Project Coordinator**

* Cisco MPLS Backbone CDN/DCN network deployment project coordination and technical leadership in delivery backbone network Countrywide.
* Orange Telecom Data Center engineering construction turnkey project coordinator (access control, video control, fire extinguishing system, A/C, racks and equipment mounting, high and low voltage, data cabling)
* Countrywide Fiber Rollout project of FTTB/FTTH/HFC networks

**EDUCATION**

* Master of Business Administration (2010)

UNESCO University

* Bachelor of Science in Mathematics & Software, Computer Systems (1998)

State Engineering University of Armenia

**VOLUNTEER EXPERIENCE**

* PMI Chapter Volunteer, PMI.org (Project Management Institute), Feb 2015-Oct 2018