**Shreyas P**

**Sr. Project Manager**

**Professional Summary:**

* **PMI** certified **Project Management professional (PMP)** with over **10** years of working experience in the **IT** industry as **Sr. Project Manager**, Sr**. Technical Project Coordinator**, **Lead Business Systems Analyst** and **Sr.** **Business Analyst** with depth knowledge **of Software Development Life Cycles** including **Waterfall, Agile** (Scrum, kanban and Rational Unified Process /RUP), **Hybrid** (waterfall-scrum) and **Scaled Agile Framework** (SAFe)
* Expert in **Project Management** processes including **Integration, Scope, Time, Cost, Quality, Human Resources, Communication**, **Risk, Procurement and Stake Holder** Management
* Varied experiences with **multiple IT team** and across **Finance,** **Banking, Education and Human Resource** domains.
* Expert in 5 process groups **Initiation, Planning, Execution, Monitoring/Controlling, and Closing**
* Organized and facilitated **Project Kick-off meetings** to identify scope, facilitated **Status Review** Meetings to monitor the progress of projects, **used Earned Value Management (EVM)** to measure **Project Performance** and Progress
* Skilled at creating **Work Breakdown Structures** (WBS), **PERT Charts, RACI Matrix, PI Matrix and Gantt Chart**s Estimation
* Hands on experience with creating and maintaining artifacts such as **Project Charter,** Project Meeting Agenda & Minutes Report, **Stakeholder Register,** **Project Management Plan, Communication** Plan, and Lessons-learned reports
* Adept at handling organizational and team conflicts through effective **Conflict Management** and **Conflict Resolution** methods. Effective **at implementing Change**/**Configuration Management** using **Change Request forms** and **Change Logs**
* Extensive experience in **capacity planning**, **estimating, scheduling,** **risk planning**, team leadership **issue resolution, scope** and **defect** **tracking, prioritization**
* Excellent **Analytical Skills** in understanding the **Business Process, Functionality, Requirements** **gathering** and **documenting** them; experience in **Eliciting** **Cross Functional** requirements and providing **comprehensive solutions**
* Experience in conducting **GAP analysis, Business / Technical Impact analysis, SWOT analysis, As is - To be analysis, Cause & Effect analysis, Cost benefit analysis, Feasibility analysis, Risk analysis** and **Return On Investment (ROI)** estimation
* Skilled in requirements **Elicitation Techniques** such as **Client Interviewing, Requirements Workshops, Survey and Questionnaires, Brain Storming, Focus Groups, Document Analysis and Joint Application Development Session (JAD)**
* Interacted with **Stakeholders, Subject Matter Experts (SME), Project Managers, Developers, Data Architects, Quality Analysts** and users to understand business processes, stakeholder needs and translated them into requirements
* Extensive experience in creating various artifacts including **Business Requirement Document (BRD), Software Requirements Specification (SRS), Functional Requirements Document (FRD), Functional Requirements Specifications (FRS), Test Scenarios, Test Scripts, Test Plans** and **Test Cases** as well as documenting project processes and procedures
* Extensive experience in **Business Process Modeling and Notations (BPMN) and UML Modeling** like **Activity Diagrams, Sequence Diagrams, Use case Diagrams, Data flow diagrams, Class diagrams and Process work Flow Diagrams**
* Experience with **HP Application Lifecycle Management (HPALM), HP Quality Center (HPQC) and Selenium** in **managing requirements** and **tracking defects**; well versed in conducting various types of **Black Box testing** including **Functional, Non Functional Testing** and **Regression testing**; Facilitated **Pre**-**User Acceptance Testing (UAT)**, **UAT** and **Automated Testing**
* Involved with **monitoring** and **scripting** of **manual and automated** testing for **Performance** in **Load Runner** and **Selenium**
* Experience with various tools for planning, tracking and managing projects and requirements using **Atlassian JIRA, Rally (CA Agile Central), HP Agile Manager, Service Now’s StartNow, MS SharePoint server and MS Project Professional**
* Experience with **Rational Rose, Enterprise Architect** and **MS Visio** to model various **Unified Modeling Language (UML) diagrams**. Also created **UI/UX wireframes, mockup screens and prototypes** in **Balsamiq** and **Mockup Screens**
* Proficient in Microsoft Office tools like **MS Visio, MS Excel, MS Word, MS SharePoint, MS Outlook and MS PowerPoint**
* Extensive experience with creating **Data Models**, such as **Conceptual model** and **Logical model** in the form of entities and relationships to capture the user requirements properly in the underlying **database** and **data marts** using **ERvin** and **TOAD**
* Extensive knowledge of **Data Warehousing architecture, implementation approaches, schemas and dimensions**
* Performed **ETL** process using **Informatica Power center; Data Profiling** using **Informatica Data Center, Mapping Disparate source data** with thedatain the **warehouse**, designing and deploying various reports through Tableau and IBM Cognos
* Monitored migration of data from various **OLTP’s** to **OLAP** systems using ETL tools such as **Informatica.** Also, performed **SQL** queries for **Extraction,** communication, **updation**, **validation** and **mining** of data from different **data marts**
* Proficient in writing **User Stories** and **handling Requirement Churn**; Efficient at facilitating **Estimation** **Techniques** such as **Planning Poker, T-shirt Sizing** and **Relative Mass Valuation;** and **prioritization techniques** such as **MoSCoW and Kano**
* High **interpersonal** and **Client/Team management** skills, I have also acted as a **proxy Product Owner** as needed
* Skilled with **Data warehousing** concepts such as **Data Modeling, Data Dictionary, Data Mapping and Normalization**
* Comprehensive understanding of Web-Services components like **WSDL, WADL, SOAP and REST** using **XML** and **JSON** with internet protocol suites such as **HTTP and HTTPS** under **Three-Tier Architecture**, **Service Oriented Architecture (SOA), n-Tier architecture**; Knowledge about **web servers** such as **JBoss**, **Apache Tomcat**, **Internet Information Services** (IIS)
* Interacted effectively with the people at different levels including **internal team, Stakeholders and Senior Management**

**Technical Skills:**

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| **Modeling tools** | SAP Power Designer, MS Visio, Axure, Mock-Up Screens, Rational Rose, Balsamiq, Enterprise Architect, MySQL Work bench and ERwin |
| **SDLC Methodologies** | Waterfall, Agile (Scrum, Kanban and Rational Unified Process) and Waterfall-Scrum Hybrid |
| **Business Skills** | Project Management Processes, Process Modeling, Change Management, GAP Analysis, Impact analysis, SWOT analysis, JAD Sessions, People management, Team management, Excellent Communication Skills, Sound Negotiator, Goal and Time oriented, Great Business Acumen |
| **Data Warehousing** | Data Modeling, Data Marts, OLTP, OLAP, Data Mining, Slicing/Dicing, Roll Up/Drill Down, Pivot, Data Dimensions, Star and Snowflake schemas |
| **Databases** | Oracle 9i/10g, IBM DB2, MS SQL Server 2005/2008/2012 |
| **Productivity Suite** | MS Office (Word, Excel, Power Point, Project, Outlook, SharePoint and Access) |
| **Requirement Management** | JIRA, Rally, SILK Central HP Application Life Management (HP ALM), Team Foundation Server (TFS), GitHub, MS Office, StartNow and Version One, Silk Central |
| **Reporting/BI/ETL Tools** | Informatica, Tableau, XMLPad IBM Cognos and MS Excel |
| **Testing tools** | HPQC, HPALM, SOAP UI, Load Runner, Rational Clear Quest and Selenium |
| **Languages** | JAVA, .Net, SQL and XML |

**Education Testing Services (ETS) –** **Ewing, New Jersey September 2016 - Present**

**Sr. Project Manager**

ETS is a nonprofit organization working towards providing an innovative and meaningful measurement solutions that improve teaching and learning, expand educational opportunities, and inform policy. While performing services as a Project Manager for ETS, the scope was to enhance the online network for evaluation application per business requirements including changes based on dependent applications

**Roles and responsibilities**

* Responsible for managing and directing the entire Software Development Lifecycle (SDLC) by coordinating with the project resources using a **Hybrid Waterfall-Scrum methodology**
* Drafted and documented **business requirements** and initiate kick off meeting with the team after business sign off
* Managed the successful **planning, execution, monitoring** and delivery of multiple projects and depending teams
* Led a team of technical experts including Java Developers, QA Testers, Database analysts and business analysts
* Used **brainstorming** sessions and **questionnaires** to guide the team of business analysts to gather business requirements and translate them to technical requirements to be used by Developers, QA and external testing teams
* Facilitated and owned the creation of **business requirements** documents which would be used by the project team
* Reported project progress through **Status Review** meetings, involved in **Risk Management**, escalated issues as necessary to the Project Champion, and also ensured that risks and issues were either mitigated, accepted, transferred or avoided
* Facilitated **Data Mapping** for depending applications and also used **SQL** to query data from production and development environments
* As a hybrid project Manager, **removed impediments** to the team, facilitated the Scrum Ceremonies such as Sprint Planning, Daily Scrum, Sprint Review and Sprint Retrospective meeting, also facilitated the Backlog Grooming meeting
* Crafted and maintained a backlog of **User Stories** consistent with the **INVEST** (Independent, Negotiable, Valuable, Estimable, Small, Testable) principle and also aided in decomposing Epics into smaller sized INVEST able User Stories
* Facilitated and coached the team about estimation techniques such as **Planning Poker** and also coached the Product Owner on product **backlog prioritization** techniques like **MoSCoW** (Must/Should/Could/Wont have) and **Kano** analysis
* Maintained artifacts like Sprint Burndown and Release Burndown charts to track project progress using Atlassian JIRA
* Led business-wide **End-to-End** Implementation **Planning** including **Process** Management, **Issues** Management, **Communication** Management, **Stakeholder** Management, **Quality** Management and **Procurement** Management
* Created and maintained **Workflow Rules, Validation Rules, Approval Processes, Formula fields, and Record Types**
* Created custom **reports** for various businesses based on new requirements; worked on improving and enhancing the existing reports based on changes to the applications
* Performed integrations with **the SSRS platform and Content Management System (CMS)** to create and publish specific reports to help business operations
* Reviewed QA and **UAT test scripts**, performed and **validated** system functionality using **Sandboxes** and Change Sets
* Managed User Acceptance Testing (UAT)process with end users including coordination and User Acceptance Signoff
* Prepared **User Documentation** and **Training Documentation** as necessary and facilitated Training Sessions to users
* Served as a **Subject Matter Expert (SME)** and leveraged business knowledge to drive business process improvements
* Provided numerous **presentations** to management at each phase of the project, clarity was brought to the phase or week’s intent and invited round-table discussions and meetings to clarify integration of the development team’s work outputs

**Environment –**Hybrid (Agile-waterfall) methodology, JIRA, MS Visio, SharePoint 13, Axure, SoapUI, SAP Power designer, MS word, Excel, PowerPoint, Project, Java, RESTful API’s, AngularJS, Hibernate, HTML5, CSS3, WinSCP, Eclipse, JQuery, Java Script, TOAD, XML, XMLpad and SAHI pro,

**Silicon Valley Bank** – **Santa Clara, California April 2015 – Aug 2016**

**Sr. Project Manager / Technical Project Consultant**

The scope of the project was to automate the existing heavily documented and time consuming business loan processing system to a simple, fast and transparent online experience. The process involved a data aggregation engine, Integrated credit score engine and underwriting algorithms coded into the decision engine to evaluate the financial health, delivering multiple loan and term options and use electronic payment technology to efficiently fund the business*.*

**Roles and responsibilities**

* Organized and conducted **Kick-off meetings**, developed the **Project charter** and **Project Scope statements** to obtain sign-off from business stakeholders, ensured Scope and Deliverables were clearly understood by Sponsors and Team
* Identified **baselines**, crafted and defined the **project constraints**, project **dependencies** and project **deliverables**
* Executed Project Management process from **initiation to deployment** using a Hybrid (Scrum- Kanban) methodology
* Published project **objectives** to increase visibility and created a **transparent working** environment for the development team
* Created and maintained various artifacts such as **Project Charter**, Project Management Plan, Stakeholder Registry, RACI Matrix, PI Matrix, CR forms, Change Log files, Risk Register document, Roles Charter and Communication Plans
* Coordinated between the technical and managerial teams on a daily basis to obtain and check the status of the web properties integration
* Coached stakeholders and project team on adopting a Scrumban (Scrum-Kanban combination) methodology, its framework and its advantages
* Supported Product Owner to create User Stories that follow the 3Cs pattern (Card, Conversation & Confirmation)
* Facilitated and coached the team about **estimation techniques** such as **Planning Poker** and also coached the Product Owner on prioritization techniques like MoSCoW (Must Have/Should Have/Could Have/Wont Have) and Kano analysis
* Actively involved in **Project Risk Management**, took corrective actions to **mitigate, transfer** or **accept** risk appropriately
* Proactively involved in Release Planning based on team’s current velocity and also handled team conflicts as needed
* Documented **Business Rules** after interacting with the **Business Owners** and **Stakeholder**s; created detailed diagrams such as **Use Case** diagrams, **Data Flow** diagrams **(DFD’s)**, **Activity** diagrams, **Sequence** diagrams, **Entity Relationship (ER)** diagrams and **Work flow** diagrams
* **Deadlines, costs and targets** were constantly **monitored** at each phase of the project to achieve the desired results
* Conducted **Feasibility analysis, Adaptability analysis** and **Risk analysis** to create a document that identified the **impact** and **business high risk** areas of the application
* Facilitated the **Pre UAT (User Acceptance Testing)** and **UAT**; assisted in testing and maintaining quality procedures such as **Black box** and **Regression** testing; created all the relevant documents for appropriate users to refer
* Oversaw and supported with the Quality Analysts by creating **Test Scripts**, **Test Cases** and **Test Scenarios**
* Requirements were recorded in **JIRA** application; extensively used this tool for **User Stories**, **Tasks** and **Issue tracking**

**Environment –**Agile SDLC methodology, JIRA, MS Visio, SharePoint 13, Mockup Screens, Balsamiq, Selenium, Informatica Power Center, Tableau, MS word, Excel, PowerPoint, Access, Java, RESTful API’s, AngularJS, Hibernate, AJAX, HTML5, CSS3, JQuery, Java Script, JBOSS Enterprise SOA Platform, JDBC, MySQL Server, JSON, WADL, WAQL, XML, GitHub, Spring Frameworks and XQuery.

**State Street – Boston, MA December 2013 – March 2015**

**Project Manager / Sr. Business Systems Analyst**

State Street, a multi-national financial and banking services corporation is one of the world’s largest asset management company. The scope of the project was to migrate from ‘Service Manager’, the current ITSM (Information Technology Service Management) application to ‘ServiceNow’ using ITIL (Information Technology Infrastructure Library) principles to strategically support the organization’s services. The focus of the team was to develop and integrate the incident management, problem management, release management, knowledge management and request management features into the new ServiceNow platform.

**Roles and Responsibilities**

* Responsible for managing and directing the entire **Software Development Lifecycle** (SDLC) by coordinating with the project resources, business stakeholders, external vendors, suppliers, retailers, development team and testing team
* Drafted, documented and revised **Project Charter** after initiating **Kick-off meetings**, ensured follow-up and sign-off
* Determined the composition, roles and responsibilities and terms of reference for the project teams and resources
* Developed and maintained **Project Plans** including **Work Breakdown Structures (WBS), Gantt Charts, Training Plans**, other project related plans such as **Communication, Quality, Risk Stakeholder**, and **Procurement Management** Plans
* Defined and communicated strategies regarding **client information delivery** and handled daily **task management**
* Communicated and maintained project accomplishments and issues on regular Status Review Meetings
* Managed a highly experienced team of Business Analysts, ETL Developers, Data Architects and QA/Software Testers
* Oversaw and verified logical and physical data models to ensure they supported the gathered requirements as well as provided guidance on **data sourcing** and **ETL processes**, used modeling tools such as Microsoft Visio for the same
* Extensively involved in **Vendor Management** and in the management of software tools evaluation and licensing
* Oversaw all **UAT** (User Acceptance Testing) activities prior to the **implementation** of the Data Warehouse
* Handled knowledge management within the organization by **accumulating, gathering, storing** and **distributing** reusable documents with various projects
* Used people Soft Content Management System (CSM) to track and populate the required data to create custom dashboards for tracking and reporting
* Used **ServiceNow’s** **StartNow** and **JIRA** tool to track the requirements; **Rational Requisite pro** to create the **Requirements traceability Matrix (RTM);** Created **RAM** (responsibility assignment matrix) **/ RACI (Responsible, Accountable, Consulted and Informed) Matrix** and assessed **business risks**
* Conducted meetings with stakeholders and users to **review/manage** expectations and identify opportunities to improve the **efficiency** and **productivity** of the project
* Extensively interacted with the designers, developers to ensure **functional implementation** of business requirements and QA Team in executing **Test Plans, Test Scenarios** and **Test Cases**
* Coordinated the execution of **Unit Testing, System Integration Testing (SIT), Automation Testing, Performance & Service level testing and User Acceptance Testing (UAT) using the HP Quality Center and Selenium**
* Developed the **training schedules**, **user manuals** and trained the business/end users

**Environment:** Agile methodology, MS Visio, MS Excel, MS Word, MS Project, MS Access, StartNow, JIRA, Informatica, Mockup screens, SharePoint 13, HP ALM, Selenium, SQL Developer, UML, Service Manager 9.32, ServiceNow, Fuji and J2EE

**Digicaption –** **Bangalore, India Feb 2012 – Nov 2013**

**Project Manager / Business Systems analyst**

Digicaptions had a proprietary legacy systems called ‘JobAps’ system, to process the examinations and certifications of potential job seekers. The system went through a series of enhancements to meet the client industry needs and requirements to be on par with its competitors. The scope of the project I worked for was to migrate from ‘JobAps’ to ‘CallHR’, to house over 1 million applicants.

**Roles and Responsibilities**

* Applied strong analytical skills and employed techniques such as Interviewing, Job Shadowing and Brainstorming to ensure user requirements were captured correctly so the implementation was accurate
* Involved in writing business rules to support recommendations for resolving business and technical issues
* Actively participated in JAD Sessions to develop an architectural solution and ensure that the application meets the business requirements, ensured all parties were clear of the expectations and deliverables from each stakeholders
* Analyzed Software and Business Requirements documents to get a better understanding of the system on both technical and business perspectives, ensured software specifications aligned with business objectives
* Scrutinized business functional requirements and segregated them into Use Stories consistent with the INVEST terms
* Conducted and participated in walkthrough sessions to discuss issues with the development, design and QA teams
* Prepared **Data Dictionaries**, **Requirement Specifications Documents** and **User Interface (UI) Specifications**
* Conducted **User Acceptance Testing (UAT)** and developed the **Test Plan, Test Conditions** and **Test Cases** to be used in testing based on Business Requirements /Use Cases
* Prepared **UML Diagrams**, **Process Flow Diagrams**, **Business Process and Data Process Model** using **MS Visio**
* Worked on **Team Foundation Server (TFS)** for updates related to project schedules, quality and managing resources
* Extensively used **Informatica** to **map data** extracted from different sources to the target **Data Marts**
* Studying business functions and system capabilities to determine **operational objective**, provide design support for the development of business intelligence solutions
* Updated **Business Rules**, which were outlined by **Business Owner** for increased accuracy of the system

**Environment:** Agile Methodology, UML, Rally, MS Project, MS Visio, SharePoint 2010, Windows 8, MS Office Suite (Word, PowerPoint, Excel, Outlook), HP ALM, Cognos, Informatica, Mockup Screens, J2EE, SQL Server and Team Foundation Server (TFS)

**Starwood Hotels and Resorts**– **Bangalore, India Aug 2010 – Jan 2012**

**Project Manager / Sr. Business Analyst**

The increased need for customer satisfaction and user experience drove the organization to improve and develop their present applications to a more dynamic and interactive platforms. The scope of the project was to implement a ‘Guest Communication System’ (GCS) to communicate with the end user at various levels of service and as a result generate valuable data for customer experience analysis but, predominantly attain a high customer satisfaction which results in increased customer retention and generate more business.

**Roles and Responsibilities**

* As a Project Manager worked along with the Product Owner to better understand their needs and present solutions using **Agile SDLC methodology** and Agile documentation strategy
* Identified **functional or operational gaps** through competitive analysis, research, monitoring industry trends and prioritizing customer's requests
* Elicited and translated **business**, **functional and non-functional** requirements using different **Elicitation Techniques**
* Documented business **Artifacts** utilizing industry best practices to ensure **Usability, Scalability and Maintainability**
* Facilitated extensive user **Interviews** and **Brainstorming workshop**s to gather and analyze requirements
* Engaged constantly with the Product Owner in analyzing **requirements, dependencies** and negotiate **priorities**
* Corresponded and shared documents with project management team and other stake holders using **MS SharePoint**
* Performed Basic **Sanity Testing** via navigation and workflow of the application and wrote **test cases** and **test scripts** for the **User Acceptance Testing** (UAT)
* Tracked daily **issues and dependencies** by updating requirements (Epics, Stories, and Tasks) onto **JIRA** application
* Co-ordinated each release of User Acceptance Testing (UAT) with the **Cross-Functional** business teams

**Environment**: Agile Methodology, Mockup screens, MS Office, MS Project, MS Visio, JIRA, Windows 7/XP/Vista, Selenium, Tableau, Oracle 10g, TOAD, SOAP, WSDL, Java, XML, XSLT, Hibernate and Eclipse.

**ING Bank - Bangalore, India March 2009 – Jul 2010**

**Business Analyst**

The wealth Management groups required support to provide important advisory services to customer on Stock Option Models, Investment Holding, Liquidity Requirements, Portfolio Rebalancing and Stock Option Models. The scope of the team I worked for was to develop the Investment Proposal Generator (IPG), which would aid the wealth management group to advice their clients on wealth management strategies and provide an accurate picture of the client’s assets.

**Roles and Responsibilities**

* Functioned as the **liaison** between the business line, operations, and the technical areas throughout the Software Development Life Cycle
* Conducted **Brainstorming Sessions** with end users and SME to understand the processes and gather requirements
* Prepared **Business Requirement Documents** (BRDs) and **Functional Requirement Documents** (FRDs) to capture the essential and extended functionalities for the proposed system
* Developed the **Use Cases** to self-understand and communicate the process to be **deployed** under the new system to the entire development and testing team
* Organized and moderated **Joint Application Development** (JAD) sessions with the end users, business users, developers and testers whenever necessary
* Performed **walkthroughs** and **knowledge transfer** of business requirements and functional requirements with the development and test teams
* Created and maintained **Requirements Traceability Matrix** (RTM) to manage requirements and performed **Impact Analysis** during **Request for Change** (RFC). Escalated the results of the analysis to the **Change Control Board (CCB)**
* Accountable for documenting **Meeting Minutes** of the weekly meetings and distributing to PM and team members
* Made **Screen Mockup** and **Wireframes** for the application to easily communicate to the user, developer and tester
* Assisted Software test team in creating **Test plan** and **test cases** to ensure the quality of the system
* Tracked open issues and **documented progress reports** on weekly basis
* Coordinated and monitored **User Acceptance Testing** (UAT) with the business user and interfaced with the development and test team with regards to defect status and fixes on a regular basis
* Facilitated **Post Production Validation** and actively participated in production call support whenever necessary
* Helped in preparing user-friendly documents like **user manuals** and **system guides**; provided training to user community as and when necessary

**Environment:** Balsamiq, MS Office, MS Visio, Star UML, HP LoadRunner, HTML, JavaScript, CSS, XML, C#, Web Services, SOA, JSON, XML, [ASP.NET](http://asp.net/), IIS, MS SQL Server 2007, Visual Studio 2008, TFS, SharePoint 2007

**Karur Vysya Bank - Bangalore, India Dec 2007 – Feb 2009**

**Jr. Business Analyst**

The scope of the project was to create a new platform for the personal savings account, which was one of the many products Corporation Bank offered. The project required new infrastructure such as UI, Servers and databases to support the new product release, the project was spilt into many modules such as communication module, reporting module, UI module, Performance module and Data Mart module; the scope of the team I worked was to develop the communication module

**Roles and Responsibilities:**

* Represented requirements in various UML diagrams like **Sequence and Activity Diagrams.**
* Documented the requirements through Stakeholder Interviews and Requirements Workshop. Created artifacts like **High Level Design Document** (HLD) and **Detailed Design Specification** (DDS).
* Involved in creating **Standard Operating Procedure** (SOP), **Process Checklists and Workflows**. The checklist helped in reducing the amount of re-work
* Worked with the development team to create a Repackaging Tracker to keep track of the status of the applications at any point of time.
* Involved in **Quality Assurance testing** and **Black box testing** to meet the standards set by the client.
* Facilitated the user with **User Acceptance Testing** (UAT) and **Pilot testing**. Communicated with the stakeholders and end users to interpret the errors faced in UAT and communicated accordingly.
* Assisted the users during **Pilot** and obtained **Sign-off** after regressions.
* Worked with the technical team to prepare a detailed **Root Cause Analysis** (RCA) and incorporated changes in the process to improve turnaround time.
* Created extensive Knowledge artifacts after project closure and created Lessons Learnt document for future OS migration projects.

**Environment:** Java, Struts, Hibernate, XML, MySQL, Eclipse IDE, CSS, JavaScript, Windows XP, Fedora Core Linux and J2EE

**Education**

Bachelors in Business Management – Bangalore University