# Rikki Malhotra

Chicago, IL   ✉ rikki.malh@gmail.com   ☎ (203) 914 4158

*Experienced Technical Project Manager with more than five years experience in Digital and Agency industries. Offers in-depth understanding of web development and Agile Scrum best practices.*

## Professional Skills

- Agile Scrum
- WordPress
- Jira, Confluence
- Google Analytics
- Omniture

- Microsoft Project, Visio
- Forecasting
- Budget Management
- Client Management
- Risk Assessment

- Ruby
- HTML
- CSS
- MySQL
- Git

- RSpec
- Drupal
- Bash
- Javascript
- AWS

## Professional Experience

**Agile Product Owner / Synapse Group – Stamford, CT**          **April 2016 - September 2016**

- Managed project plan and product roadmap of Synapse's magazine sales platform on Ziosk tablets, leading to a new sustainable revenue stream and increase in long-term magazine subscribers.
- Led story creation and task prioritization for several major airline clients' sales platforms, resulting in increased sales of magazines and increase in miles bought from airlines.
- Managed technical product roadmap for internal and external clients in order to better forecast delivery dates, map out scrum iterations, and organize backlog.
- Facilitated and managed training plans and launch procedures for clients' post-launch requirements, allowing for continued client care and scheduled bi-weekly releases.

**Technical Project Manager / Infor – New York, NY**          **September 2014 - September 2015**

- Created and managed master project plans for multiple release phases of Software as a Service platform in order to set expectations, hold accountability, track progress and align client budgets.
- Acted as Scrum Coach in educating developers, Product Owners and Project Managers in Agile best practices, leading to positive iteration health, increased code output and increased profit margin.
- Worked with international Agile teams in managing Scrum of Scrums with other Scrum Masters in order to align and plan development team strategy and approach toward new user stories.
- Managed cloud ops technical tasks involving server infrastructure to ensure that architecture, QA and staging servers were stable for hosting and traffic.

**Senior Technical Project Coordinator / WWE – Stamford, CT**          **January 2012 - September 2014**

- Worked closely with clients in creating stories on sprint-by-sprint basis in order to fulfill aggressive bi-weekly release schedule, resulting in increased traffic and viewership of WWE content.
- Managed WWE streaming platform creation for live viewing of all pay per view events on all Roku, Google, Xbox, PlayStation, Samsung, Android and iOS devices, resulting in a 75% increase in pay per view revenue, doubled viewership and doubled online subscriptions.

- Produced run sheets and managed publishing schedules of various live multi-million dollar events from an online experience, including WrestleMania and Rolling Stones Concert.
- Led agile team as Scrum Master for all web based projects by enforcing Agile methodologies on a daily basis, resulting in professional growth, increased site traffic and decreased technical debt.
- Managed first WWE responsive design initiative for all iOS and Android devices, leading to an overall increase in viewership, increase in ad revenue and increase in mobile shopping sales.

**QA Analyst / WWE – Stamford, CT**                          **September 2010 - January 2012**
- Created, managed, and executed automated test plans for all web, iOS and Android projects, leading to positive user output and decreased testing time.
- Migrated and edited video metadata on all internal and external video platforms, allowing for clean video delivery, high resolution video uploads, and maximized user viewership.
- Managed WWE Corporate website in adding new features, debugging, and testing website features, sustaining traffic of over 100,000 users weekly.
- Tested 2011 and 2012 WWE.com site redesigns on desktop, mobile and tablet platforms, resulting in positive user experience, doubled user viewership and increased ad revenue.

## Education

**University of Connecticut – Stamford, CT**                          **2007 - 2011**
Bachelor of Science, Business and Technology
**Dev Bootcamp - Chicago, IL**                          **2017 - 2017**
Intensive course in web development