**Erum Khan**

**SUMMARY OF QUALIFICATIONS**

* **Analytical problem solver** with strong SDLC, OO A/D skills demonstrated ability to manage projects from planning through completion under pressure and fast-paced conditions
* **Results-driven** IT professional with proven track record in improving productivity, quality, customer expectations and reducing costs while simultaneously managing several IT projects
* **Strong** communication and presentation skills with a proven track record in managing high visibility projects
* **Possess over 12 years** of professional experience in business process analysis with core expertise in analysis, design, development, and implementation of software applications
* **Proficient** in conducting GAP analysis, change management plan development, user acceptance testing (UAT), SWOT analysis, process modelling, and usability evaluations
* **Project Management Professional** with over eight years’ experience in the management of software projects, which includes requirements analysis, planning, budgeting, quantifying risks, change management and high-level reporting to business stakeholders and department heads
* **Developed PMO** processes and standards to delivering projects on time and under budget
* **Experienced** in scope planning, defining, verification and change control by developing business case, project charter, SOW, and WBS. Experience in managing both on-site and remote resources.
* **Comprehensive** understanding and experience of PMI standards, agile methods, PMLC and **SDLC**
* **Expertise** in business process transformation and process modelling
* **Managed** multi-million dollar identity management implementation projects aligning with SOX
* **Proficient** in IT roadmap and strategy development with project portfolios of $5M
* **Successful five year old change** agent that evaluated user adoption and change management approaches
* **Demonstrated** capacity to design and develop customized change management strategies and deliverables for projects, including assessments, communications, training, and support plans

**PROFESSIONAL EXPERIENCE**

**US FOODS Feb. ‘13 – Present**

**IT Program Manager Consultant Rosemont, IL**

* Develop Oracle Identity Manager project road map to identity five work streams (projects) for Agile project delivery of Oracle Identity Manager provisioning to Active Directory, Oracle Identity Manager integration with Peoplesoft HR, deskless employee user registration, Oracle Identity Federation, and Oracle Identity Analytics module configuration and implementation
* Identify detailed project schedule for delivery of Oracle Single Sign on (SSO) solution to PeopleSoft HR, HR Portal and external HR benefit providers
* Manage a team of ten global remote vendor resources and internal project resources with a $3M CAPEX and $1.5 OPEX budget for the Oracle Identity Access Management (IAM) project that integrates with AD, Peoplesoft, and HR Portal enabling deskless employee user registration to view benefits via the HR Portal and kiosk
* Ensure change management is in place for the Oracle IAM project and work with key stakeholders to mitigate UAT (user acceptance testing) issues by tracking defects and release in HP Quality Center
* Demonstrated employee deskless user registration functionality iteratively to the HR stakeholders for a usability review
* Deliver weekly project status reports to the Senior Director for CIO stakeholder review, weekly project and identity management program financials, issues, project charter, and risk management plan
* Develop Agile project burn down for Identity Access Management SSO project through a collaborative team planning sprint session for SSO and OIM projects spanning one year
* Correlate Agile user stories for PeopleSoft HR Single Sign to develop Microsoft Project Schedule for the Oracle Identity Federation and Single Sign Solution (Safe Net) SAML 2.0 project implementation
* Manage Oracle Identity Access Management infrastructure project to implement and integrate Oracle products (OIF,OVD,OUD,OIM,OAM, and OIF)with the US Foods architecture landscape
* Implement FortiGate web content filtering across the US Foods LAN project to replace Unified Threat Management BlueCoat Web Content Filtering software across global and remote locations with a $500K budget and three resources
* Evaluate and implement Qualys vulnerability threat management scanning application to scan server vulnerabilities and report discrepancies to C level executives to patch existing servers
* Performed regular project risk and assisted in mitigation assessment for all change processes while submitting change tickets in HP Service Manager
* Distributed all change management tickets and reports to align with corporate IT release schedule
* Maintained Oracle Single Sign On project backlog in JIRA (Agile project burn down tool)

**ABBOTT LABORATORIES Sep. ‘12 – Feb. ‘13**

**Project Manager Consultant Abbott Park, IL**

* Developed project schedule and project plan for the Password Manager solution
* Developed the high level software solution design document for the online and Telephone Password Manager synchronization solution
* Developed current and future state business process context diagram requirements for the password management solution to identify gaps and streamline business processes
* Developed Functional Requirements Specifications for the Password Manager implementation project
* Created Data Privacy Plan to ensure Password Manager solution alignment with corporate standards
* Developed the Business Impact Assessment for the Password Manager solution
* Developed change management strategies, conducted stakeholder analysis, impact assessments and devise appropriate plans.
* Ensured developer consultants incorporated change management implications into user design
* Gathered current P-Synch release user adoption metrics and predicting future Password Manager user adoption rates
* **Performed heuristic evaluations** and implemented end user changes to Password Manager
* Managed configuration changes in SharePoint 2010 and defined strategic IT roadmap for IT Security

**HOSPIRA Apr. ‘12 – Sep. ‘12**

**Senior Business Analyst Consultant Lake Forest, IL**

* Reviewed and analysed Hospira’s Identity Access Management (IAM) System current state and define future state by performing a gap analysis that identified significant process improvements
* Consulted with Hospira executive management to define IT security and SOX compliance requirements to mitigate IT SOX deficiencies; working with the external IT audit teams
* Prepared business case analysis of the current IT security model and define IAM program metrics
* Performed cost benefit analysis for streamlining the IAM program
* Formulated methods to enhance existing ID-Synch systems to meet business user needs
* Derived Active Directory requirements for integration with ID-Synch user provisioning software
* Evaluated multiple Identity and Access Management solutions to determine alignment with Hospira IT corporate standards
* Assisted the IT team and organizational leadership to realize business value by complying with SOX external audit standards in a timely manner

**SUNCOR ENERGY**   **Dec ’10 – Apr. ‘12**

**IS Business Advisor/Relationship Manager Calgary, Canada**

* Served as an IS Business Advisor to the Director of IS Relationship Management Major Projects division for the corporate office and as a backup for the Director during his one month vacation
* Evaluated, escalated and approved IS requests based on corporate policies and IS standards to ensure timely delivery of IT solutions
* Engaged in 2012 budget development and developed 2012 technology budget of approximately $30M with key stakeholders alignment i.e. Engineering Directors and VPs for technology projects to ensure high return on investment projects and requests are included
* Gathered requirements for a database turnover management system for Construction Engineers at field sites and mentored the IS Project Manager to develop the project charter; negotiated with third party consultants on a cost effective support model for the web based turnover management system
* Defined Refining & Marketing engineering requirements for the AspenTech 7.3 engineering application packaging solution that resulted in time effective use of the AspenTech 7.3 software suite
* Guided the Infrastructure and Design Specialist on aligning with client requirements for temporary engineering field location infrastructure setup
* Developed a business unit wide Information Systems Governance plan that defined IS standards and policies for Engineering Procurement Contractors to reduce onboarding time for staff
* Prepared and implemented change management plan/strategy for the IS Major Projects division
* Analysed effectiveness of change management approach for improvements
* Extracted SQL based Daily Construction Report requirements , defined business drivers, and core objectives to replace with the Access database with a robust web-based user and multi functionality solution that improved engineering staff productivity

**ENMAX CORPORATION Oct ’09 – Dec ‘10**

**IT Business Partner/Relationship Manager Calgary, Canada**

* Evaluated IT services to identify opportunities for improving quality and cost effectiveness
* Defined productive resourcing levels and developed the corporate wide IT roadmap with multiple business units such as Marketing, Client Care Operations, and Envision (Fibre Optics division)
* Gathered requirements for **SAP ISU** contract replication project working with business team members to reduce system deficiencies and identify integration with the **SAP BI cubed reporting module**
* Incorporated resource level demands for IT services into annual IT capital and operational budget
* Provided timely reporting of status and budget forecasts for all IT capital and operational spend
* Managed the overall demand for IT services as a key IT leadership team member assisting business units in presenting at the project prioritization committee to receive stakeholder approval for projects
* Evaluated customer requests for system changes, data retrieval requests, system performance problems and optimization opportunities both for operational and capital projects based on ROI
* Performed month end project budgeting reports to fully realize and measure benefits as per **IFRS**
* Reviewed production issues with **SAP CRM and ISU** modules, reviewed, and prioritized change request escalations based on system integration and business disruption impacts
* Engaged with the PMO office to define, develop and implement project resourcing plans
* Gathered functional and technical user requirements for **salesforce.com CRM** implementation to improve commercial sales staff productivity
* Developed, implemented and presented benefits realization process to VPs, Directors, and the CTO
* Liaised with the **Enterprise Project Management** office to obtain Project Manager resources for key projects such as **Call Centre Technology Improvements** (i.e. infrastructure and IVR enhancements for a budget of **$750K to $1M**), **Adding a Billing Line Item to the EasyMax** bill reviewing impacts with the architecture team on integration between the **SAP ISU** module and ServiceCEO for a budget of **$1.5M** and **Accounts Receivable Management** project to automate collections and billing processes through the **SAP ISU** billing engine for a budget of **$900K**
* Liaise with the **Enterprise Project Management** office to obtain Project Manager resources for Design and Implementation of key projects such as **Call Centre Technology Improvements** (i.e. infrastructure and IVR enhancements for a budget of **$750K to $1M**), **Adding a Billing Line Item to the EasyMax** bill reviewing impacts with the architecture team on integration between the **SAP ISU** module and ServiceCEO billing application for a budget of **$1.5M**
* Streamlined **Accounts Receivable Management processes to** encompass automating collections and billing processes through the **SAP ISU** billing engine project for a budget of **$900K**
* Developed IT solution business cases and presentations with **VPs and Directors** at the **Project Prioritization Committee and Steering Committee meetings to obtain approval and funding**
* **Evaluated SAP CRM** for the marketing business unit needs for campaign management
* **Identify SAP CRM upgrade impacts for the Enmax Retail Marketing** business unit by developing a business case, high level scope/requirements, project charter, and project schedule to implement the **SAP CRM upgrade and integration with the Avaya Client Care Operations IVR**
* **Gathered core marketing business requirements** in launching Home Services Distributed Generation energy efficient products marketing campaign
* **Derived user requirements for developing the Web 2.0** Enmax Corporation Retail Marketing portal
* **Performed usability studies of** residential and commercial customers accessing the Enmax Portal
* Increased adoption of changes through two-way communication with leadership and staff involvement by developing and modifying design based on audience, organizational needs, and project drivers

**TRICAN WELL SERVICES Jul ’08 – Mar ‘09**

**Project Management Team Lead Calgary, Canada**

* Led the development of the Project Management Office by creating project lifecycle templates such as business case, project charter, KPIs opportunity evaluation, communication plan, risk management plan, weekly project status reports, project change control requests, cost tracking log, issues log, and project closing reports to document and measure IS project ROI
* Chaired steering committee meetings for the approval of project charters and application for expenditure (AFE) for active projects: onCore HR performance management upgrade, Health & Safety Incident Tracking software development, Liberty TRINET application development, Avantis 4.2.3 upgrade, Hyperion Financial Management implementation, Microsoft Project Server 2007 implementation and Encana digital invoicing application development
* Extracted financials from MAS500 system to project and forecast project budgets, perform project accounting, and develop monthly project status reports on 18 initiatives for executive management
* Developed PMO mandate and workflow for the Trican project lifecycle to obtain stakeholder alignment
* Configured user security, resources, issues, custom fields, project workspace, and risks; integrated MS project plans with MS Project Server 2007 and Sharepoint 2007
* Configured MS Project Server 2007 timesheets, project proposals, enterprise calendars, and integrated with MS Project Server 2007 with MS Reporting Services
* Coordinated and developed the budget, project charter and schedule for the Liberty TRINET system
* Conducted project review meetings and provided status reports to executive management
* Managed business and technology resources following **agile methodology** improving productivity
* Implemented and configured MS Project Server 2007 and its integration with Sharepoint Server

***Key Projects Include:***

*Avantis 4.2.3 Software Upgrade/Analysis*

* Interfaced with clients to gather requirements, perform impact analysis, high level and detail design, managing production support, post production fixes, and testing of Avantis 4.2.3 roll-out
* Modelled the fleet management process, work orders, and workflow in Enterprise Architect
* Managed Avantis 4.2.3 fleet management software upgrade, implementation, and roll-out with a five member team of systems analysts, business analyst, contractors, consultants, and field staff members with a budget of $500K and project schedule spanning from July 2008 to September 2009
* Developed project charter with the business stakeholders to reduce annual operating costs by $2.4M
* Facilitated weekly sprint reviews to document project progress and monthly sprint reviews to present findings and components of work completed on the Avantis project with business stakeholders
* Gathered user requirements for Avantis work order process and developed current state business process diagram and future state security process diagram in Enterprise Architect solution
* Delivered Avantis 4.2.3 Software Upgrade/Analysis under 2% budget and on schedule

*Hyperion Financial Management 9.0 Implementation*

* Developed project charter and obtained AFE approval from steering committee for a budget of $290K, schedule of 180 days duration, and team of three members for the FM module implementation
* Prepared business case with a cost benefit analysis working with business stakeholders
* Managed all project invoicing and consultant time reporting for the Financial Management module configuration delivery on budget and a week under schedule from July ’08 to February ‘09
* Recorded and managed project issues and risks pertaining to project development, operational processes and compliance; and worked on their resolution/mitigation

**HITACHI ID SYSTEMS Jan ’06 – Jul ‘08**

**Senior Project/Portfolio Manager Calgary, Canada**

* Managed a team of up to ten members consisting of technical architects, developers, account managers, and project managers---interviewing, mentoring and training staff
* Managed the development and release of ID Archive 5.1 application, coordinating with Quality Assurance and Development teams defining project schedules, scope, timelines, risks, and budget
* Led and rolled out all change management methodologies processes for software releases
* Defined strategies to increase user adoption, developed training and communication
* Conducted market research, evaluated market trends and made recommendations for identity access management software product releases
* Negotiated contracts with clients in creating a high level cost effective quote for project implementation
* Developed a corporate Project Management Handbook defining project policies and procedures
* Maintained a project portfolio of 18 projects for ID-Synch and P-Synch IDM implementations
* Monitored and managed project change controls
* Worked with release management to define a software product release schedule
* Prepared and reviewed software prototypes for product launches
* Defined quality metrics for identity management implementation projects

***Key Projects Include:***

*Spirit Aero Systems (formerly Boeing) ID Synch Implementation*

* Managed client expectations, risks, defined strategic project scope by successfully completing requirements gathering of SAP, Active Directory, Exchange and in house application CED to identify a phased approach of implementation delivering a preliminary statement of work
* Successfully rolled out ID Synch for SAP, Active Directory, and Exchange applications in the development environment to handle group management and workflow authorization
* Successfully delivered on time and budget three phases of a four phase project, budget of $306K, 170 day project schedule that spanned from 05/06 to 04/07 with a five member team of technical architects and analysts onsite at Witchita, Kansas and remote

*Sunoco ID-Synch Implementation*

* Conducted requirements gathering of 76 critical applications and negotiated with client terms of project implementation; delivered high level statement of work for critical application implementation as phase I including Exchange, **Mainframe**, and SQL application integration that spanned from 03/06 to 07/08
* Performed **data analysis** and **gap analysis** for Sunoco 76 custom applications
* Selected as the preferred vendor over big consulting firms to provide project management and technical architecture to install and set up identity management software due to strong client relationship management approach with clients
* Developed corporate test strategy, risk mitigation approach, and tracked progress of testing in Mantis
* Successfully rolled out ID Synch for Mainframe, Active Directory, and Exchange applications in the development environment to handle group management and workflow authorization
* Successfully managed a three phase project, budget of $460K, purchase orders, and a three member implementation team with a 200 day project schedule onsite at Philadelphia, PA and remote
* Configured additional terms of payment, reason codes and tax codes, created new GL accounts, and cost elements in SAP R/3 4.7 FI/CO module
* Defined tolerance groups for internal and field employees, customers, and vendors

*McDonald’s Corporation P-Synch Implementation*

* Managed client site P-Synch installation and application integration of LDAP, AD and Exchange
* Performed impact analysis and gap analysis of custom configured client point of sale applications
* Defined integration points for password synchronization working with Senior Project Manager
* Developed statement of work, project charter, and project plan for a $800K project with multiple client and consulting resources at McDonald’s Corporation (Oakbrook, IL) that spanned 1/06 to 4/07
* Managed client relationships for global client applications password synchronization configuration
* Defined business process requirements, reduced the cost of user support, improved user productivity and defined business drivers for successful SOX compliance

**ALBERTA HEALTH SERVICES May ’05 – Jan ‘06**

**Senior Systems Analyst Calgary, Canada**

• Coordinated and conducted requirements gathering and SCM training sessions with LPNs and RNs

• Configured nursing orders and order sets in Sunrise Clinical Manager 40

• Documented and maintained change management log for nursing order system enhancements

• Developed and executed unit and functional tests for the SCM nursing, pharmacy, lab orders and order sets

• Conducted requirements gathering and **SCM training sessions with LPNs and RNs**

• Prepared **nursing configuration** and work flow project status reports for management

• Designed strategy for nursing work order configuration, led and facilitated nursing training sessions

• Performed heuristic evaluations of order sets with clinicians through user design sessions

• Developed SCM nursing/pharmacy orders **user training manuals** and review documentation with clinicians

• Interviewed, trained, and recruited consultant to optimize UNIX batch scripting process

• Designed test scripts, test cases, and documented Breast Cancer Screening application deficiencies

* Translated, documented, and automated UNIX batch scripting transfer processes for patient lab data extracts and transfers via the Alberta Health server to identify business process improvements and streamline lab data extractions

• Developed a training manual/user guide for the Breast Cancer Screening application for the users via intranet

• Gathered **reporting requirements** for business users of the Breast Cancer Screening application

**ALBERTA ENERGY AND UTILITIES BOARD May ’01 – Nov ‘04**

**Business Analyst Calgary, Canada**

• Translated business requirements into **logical data models** reflecting business stakeholder requirements

• Performance tuned mainframe data using SQL Server 7.0 to normalize, and add performance indexes

• Evaluated **SQL scripts** and updated them to reflect changes in the database

• Mapped and analyzed data between **Mainframe IDMS**, Oracle, and SQL Server database systems

• Developed Intranet sites for the Technical Support and Data Architecture groups

• Investigated, facilitated, and analyzed business requirements for the SMART database replacement by delivering a business solution design defining KPIs, budget, timelines, and requirements as a Project Manager

• Documented and mapped the Administrative Levy System using Object Oriented Application Development techniques in Visio defining current state scenario versus future state

• Translated user requirements into UML business process models including Use Cases, Sequence, State and Activity diagrams using Microsoft Visio for the Field Surveillance staff members

**EDUCATION**

**BComm in Management Information Systems** Sep. ‘96 - Apr. ‘01

University Of Calgary (MIS Concentration GPA 3.46/4.00)

***Professional Development Courses:***

**Consulting Fundamentals** May 2010

**Fujitsu LEAN Workshop** January 2010

**MS Project Server 2007 for System Administrators** November 2008

**MS Project Server 2007 for Project Managers** November 2008

Avalon Training, Toronto, Ontario, Canada

**PMP® Certification Exam Preparation Workshop Winter 2009**

**Post-Graduate Certificate in Project Management** May ‘06- May ‘09

**Oracle Certified PL/SQL** Winter 2003

Mount Royal University, Calgary, Canada

**SAP R/3 4.7 FICO Module Configuration** May 2006

Metmox Inc., Schaumburg, Illinois, USA

**SCM XA Configuration 2** June 2005

Eclipsys Training Institute, Phoenix, AZ, USA

**IBM Certified Mastering Requirements Management with Use Cases** March 2004

**IBM Certified Essential of the Rational Unified Process** February 2004

**Oracle Certified Data Modeling and Design** Fall 2002

**Microsoft Certified VB 60 Fundamentals** Fall 2002

Metafore Inc, Calgary, Canada

**COMPUTER SKILLS:**

SQL, Visio, SQL Server, SAP R/3 4.0, Crystal Reports, MS Office, SharePoint, Oracle 8i/9i, Hyperion 9.0, UML, UNIX, MS VB 6.0/.Net, JavaScript, VBA, RUP, Eclipsys SCM 4.0, MS Project Server 2007, SAP CRM, SAP ISU, SAP FICA and SAP FICO, Oracle Identity Manager Suite (Oracle Identity Federation, Oracle Access Manager, and Oracle Identity Analytics), Tivolli End Point Manager, Qualys, LiveLink, Informatica, Peoplesoft 9.0 HCM, SalesForce, PPM Clarity, JIRA, HP Quality Center