

DIVYA DOLA

PROGRAM MANAGER | MACS | B-ENG. | PMP®
(RELIABILITY LEVEL SECURITY CLEARANCE)

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SUMMARY

Experienced Technical Program Manager with over 8 years of expertise in leading complex, high-impact technical programs across Insurance, Payments, and Compliance sectors, including significant experience in both Agile and Waterfall Project Management.

Proven ability to lead cross-functional teams, drive financial planning, and present detailed risk assessments to senior executives. Adept at streamlining complex processes, mitigating technology risks, and managing capital markets technology lifecycles. Skilled in leveraging tools like JIRA, Confluence, and MS Office to enhance project tracking and stakeholder communication. Strong track record of delivering cost efficiencies and ensuring technology stability across geographies.

EDUCATION

Master of Applied Computer Science
Dalhousie University, Canada

Bachelor of Engineering, Information Technology
JNTU, India

CERTIFICATIONS EARNED

Project Management Professional PMI **PMP®**
Certified Release Manager **DevOps-RM™**
Certified Scrum Master **ICAgile™**

Continuing Education, 2025

Capital Markets & Securities Analyst (CMSA®) Certification
Could Practitioner Certification, Google Canada
Data Science Certification, University of Waterloo

EXPERIENCE

TECHNICAL PROJECT/ RELEASE MANAGER // theScore Media and Gaming Inc., Toronto, ON

09/2022 – Present

- Spearheaded release management activities, streamlining the deployment processes across multiple teams, ensuring timely delivery of software releases with a 95% on-time delivery rate.
- Oversaw the deployment of cloud-based enterprise applications, implementing continuous integration (CI) and continuous delivery (CD) strategies that improved release efficiency by 20%.
- Managed relationships across cross-functional teams including DevOps, Infrastructure, and QA to ensure smooth release cycles for a high-volume media platform with over 1M daily active users.
- Proposed and implemented optimization strategies that reduced release-related incidents by 30%, ensuring high availability and reliability of production systems.
- Acted as **Associate Director** for the Regulatory, Change Management and Compliance team, reporting to the Director of Release Management:
 - Led the compliance initiatives to ensure adherence to evolving regulations and internal security standards, mitigating potential risks and ensuring 100% regulatory compliance across all releases.
 - Collaborated with risk management, infrastructure, and application development teams to address end-of-life (EOL) technology, managing upgrades and migrations across critical systems.
 - Delivered monthly compliance reports and SteerCo presentations to senior executives, communicating risks, issues, and program accomplishments.

TECHNICAL PROJECT/ RELEASE MANAGER // Axis Capital, Halifax, NS

05/2021 – 07/2022

- Directed end-to-end program management for multiple, simultaneous enterprise-level insurance technology projects within a matrix environment, achieving on-time delivery with zero critical defects.
- Collaborated with senior stakeholders across various departments to define program goals, ensuring alignment with business objectives and regulatory requirements within the insurance sector.
- Established and refined release management processes within a matrixed organization, reducing release cycle times by 15% and improving overall software quality through continuous integration and testing practices.
- Led the transition to cloud-based deployment environments, working across different teams and reporting lines, resulting in a 25% reduction in infrastructure costs and improved scalability for high-volume transactions.
- Managed financial roadmaps and reporting structures for technology initiatives, ensuring efficient budget management and accurate forecasting.
- Drove collaboration across geographies to eliminate roadblocks and ensure timely execution of infrastructure programs.

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EXPERIENCE

PROGRAM MANAGER // IQVIA, NS

10/2020 – 04/2021

- Led Project Management: Directed all project phases from pitch to quality assurance, managing timelines, deliverables, and budgets.
- Delivered Business Insights: Provided regular updates driving revenue and utilization, offering key insights to leadership.
- Oversaw Multiple Projects: Managed concurrent projects, collaborating with Product Management, Development, and other teams to ensure high-quality service.
- Achieved Budget Goals: Met 93% of budget and deadline targets by ensuring proper resource allocation across teams.
- Maintained Client Relations: Ensured strong client communication, addressing status updates, issues, and concerns.
- Monitored Performance: Regularly tracked project performance, identifying scope creep and ensuring governance.
- Optimized Processes: Explored and implemented tools to improve processes, best practices, and templates.

BUSINESS CONSULTANT // IBM, Halifax, NS

05/2017 – 09/2020

- Managed the successful delivery of digital healthcare transformation projects within a complex matrix environment, enhancing clinical efficiency and patient outcomes through innovative technology solutions.
- Provided strategic consulting services to healthcare clients, leading the design and implementation of custom EHR systems and integration with legacy systems, achieving a 40% improvement in data accessibility.
- Drove program success by aligning project scope with client goals, managing timelines, budgets, and resources effectively in a matrix structure to exceed client expectations.
- Acted as a key liaison between healthcare providers and technology teams within a matrix organization, ensuring clear communication and alignment on project deliverables, which resulted in a 30% increase in client satisfaction.

SUBJECT MATTER EXPERT // Chegg, India

06/2013 – 08/2014

- Developed and deliver training programs to enhance the skills and knowledge of clients.
- Provided expert advice and guidance on complex issues for the software development lifecycle.

ADDITIONAL SKILLS

- Technical Documentation Review and Management
- Project Planning, Scheduling and Coordination
- Need, Risk and Change Management
- Stakeholder Engagement
- Regulatory and Compliance Management
- Data Analytics and Visualization