YUNA MISHRA (PUNYAJA)

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Skills & Professional Summary

Programming: Python, C#, C++, C, JavaScript, Java, HTML, CSS, Php, R, GPSS, Unix(*NIX), PowerShell
Database: MySQL, Oracle NMS/OFSC, Microsoft SQL Server (SSMS)
Miscellaneous: Auto-sklearn (ML), Agile, Scrum, Kanban, Waterfall, Data Visualization, Data Analysis, SDLC, Documentation
Software: HP-ALM, JIRA & Confluence, Asana, Trello, Kanboard, Power BI, SAP Reporting Software, MS Office Suite, Sparks AR
Operating Systems: Windows OS, Mac, Linux (Debian)
Language: English (Fluent), Hindi (Native), French (Beginner)
Soft Skills: Adaptability, Critical thinking, Team Player, Problem Solving, Attention to detail, Resilience, Cognitive Flexibility

Work Experience

Project Manager, Mid-Market Implementation Client Services   March 2024 – Present
Paymentus, Richmond Hill

- Collaborate with clients to identify and discuss their requirements, specifications, costs, and timelines for implementation projects
- Assess existing system processes and propose tailored solutions that seamlessly integrate our products with clients' platforms or other vendor platforms
- Develop comprehensive Statements of Work (SOW) for each new client requirement and project, ensuring clear communication of scope and deliverables
- Lead and coordinate project teams consisting of developers, testers, and technical implementation resources, ensuring all projects align with client requirements and timeline
- Act as the primary liaison between business units, technology teams, and support teams to ensure cohesive project execution and client satisfaction

Business Systems Analyst, IT Project Management   September 2023 – March 2024
Toronto Hydro, Toronto

- Performing Business Analysis duties for multiple projects that includes system analysis, process improvement, requirements gathering and stakeholder management to drive strategic decision making
- Creating essential project documentations such as Requirement Documents, Project Scope Documents (PSD), System Design and Specification (SD&S), Current & Future States of Systems to support comprehensive business analysis process
- Responsible for drafting comprehensive Intakes for new initiatives within the IT Operations Department, involving requirements & budget analysis with various stakeholders such as the business, vendors, and IT architects
- Assisting IT Portfolio Management teams in developing over 10 successful Project Intake Proposals, resulting in timely approvals
- Playing a key role in Quality Assurance testing for the integration between critical company systems during a major environment and application upgrade

Project Coordinator, Release Management   September 2021 – August 2023
Toronto Hydro, Toronto

- Created and maintained informative documentation, reducing onboarding time for new hires by 30%
- Developed and managed comprehensive project plans using Gantt Charts, coordinating activities and resources throughout the Software Development Life Cycle (SDLC) with IT teams
- Conducted integration testing for DGO Major releases, ensuring the successful achievement of project milestones
- Facilitated the delivery of defect fixes from a major vendor (Oracle) by coordinating meetings, addressing delivery date issues, and resolving conflicts among Project Managers and projects
- Generated and maintained up-to-date Release Management procedure documents, providing valuable support to both the project team and new team members

Education

Trent University   **Peterborough, Ontario**
BSc Honors in Computer Science *(Specialization in Data Analysis and Software Engineering)*   **January 2019 – April 2023**
GPA: 88.43%, President's Honor Roll, 5 Dean's Honor Roll, 3 Certificate of Excellence

Certifications

Career Essentials in Generative AI by Microsoft and LinkedIn

- Gained knowledge in generative AI, streamlining work using MS Bing Chat, understanding the basics of AI, implementing generative AI in thoughtful online search, and exploring the details and importance of ethics in the age of generative AI | *Credential: https://www.linkedin.com/learning/certificates/6c247fb977e6fdf2d5bd2eaf81bb42d753ef905f433092afe9939621c212367e*

Business Analysis Fundamentals – ECBA, CCBA, CBAP endorsed

- Acquired a solid foundation in Business Analysis, endorsed for ECBA, CCBA, and CBAP, showcasing expertise in key areas of business analysis methodologies and practices | *Credential ID: UC-1eb5d6c6-0729-4689-805f-a718bb1a64f6*

Projects

Software Engineering Project Manager, Capstone Project   **September 2022 – April 2023**
Longworth Dental, Peterborough

- Engineered a Data Analysis Web Dashboard enhancing decision-making and driving business growth following Data Visualization Principles
- Aligned with Agile Methodologies, met 100% of feature deadlines, and mitigated development roadblocks
- Effectively completed a large project scope in 7 months, avoiding scope creep and accelerating project completion by 22%
- Managed strategic planning and project execution as the Project Manager, including coordinating team efforts, monitoring progress, and ensuring alignment with project objectives and timelines

IBS Symptoms Simulation Study using Autosklearn (Machine Learning)
https://github.com/PunyajaMishra/2023_Winter_TU/tree/main/COIS%204470H/Project

- Conducted a comparative simulation study using Autosklearn and multilinear regression model for modeling and simulating Irritable Bowel Syndrome (IBS) symptoms
- Identified the relationship and factors affecting IB symptoms in individual patients
- Cross-verified findings, concluding that food group (F5) significantly contributes to IBS symptoms, while food group (F9) has the least impact

Yuna Mishra Personal Portfolio
https://yunamishra.pythonanywhere.com/

- Personal Portfolio deployed on PythonAnywhere platform, built utilising Python & Web Development Languages

Automation Testing

- In the process of acquiring proficiency with Selenium for automation testing, recognizing its pivotal role, particularly in areas such as regression testing, to save time in project timelines and optimize resource utilization