

Bimal I. Mehta, PMP, CSM, LSSGB

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Residency Status: U. S. Citizen

Program Manager/Scrum Master/Process Improvement/Quality Assurance Specialist

Results-oriented certified Project/Program Manager/Scrum Master with diverse experience across consumers technology, pharma/healthcare, and finance sectors seeking a role to lead and improve program delivery with high quality.

- Motivated Technical/Business Project/Program Manager with over 7 years of successful track record of leading and delivering multiple agile/waterfall enterprise **web-based, infrastructure, migration and operation projects through phases of initiation, planning, executing, monitoring & controlling, and closing.**
- Leadership skills with Vendor management and cross-functional collaboration while mitigating risks and issues to keep projects on track.
- Skilled with managing cross-functional projects, dependencies, quality improvements and cost reduction.
- Sound knowledge of SDLC (Software Development Life Cycle) with the ability to manage Business and IT projects using agile and waterfall methodologies.
- Experienced with defining IT strategies, roadmaps, and improving operational efficiencies.
- Adept at streamlining operations and maintaining schedules to ensure maximum customer satisfaction and business revenues.

Core Competencies:

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|--|---|--|
| <ul style="list-style-type: none">• Agile and Waterfall Methodologies• Program/Project Planning• Budgets and Forecasting• PMBOK Expertise• Application Rationalization | <ul style="list-style-type: none">• Business/IT/DevOps Project Management• Risk Management• Software Development Lifecycle (SDLC) / Automation• Consensus Building/Emotional Intelligence/Conflict Resolution• TCOE / PgM COE (Testing /PgM Center of Excellence) | <ul style="list-style-type: none">• Customer Relationships• Defect management, Test Planning/ Cases execution• Lean Six Sigma Process Improvements• Change Management• Systems Integration |
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Leadership Skills:

Project Management:

Led Project Management training initiative to train PMO staff members with PMP certification, promoted process improvement related to project management, dashboard, project lifecycle, budget management which improved staff morale and increased productivity.

Quality Assurance:

Spearheaded lunch and learn sessions training QA staff members with Quality Assurance best practice which resulted in reduced defect density, improved software quality and end user/customer satisfaction.

Six Sigma Process Improvement:

Identified and reduced latency in the project cycle by working with Six Sigma Black Belt mentor which reduced defects by 20% while improving product quality and end users' satisfaction.

Technical Proficiency:

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|--|---|
| Program Management: | GitHub, Favro, Google Suite, MS Project, Jira, Salesforce CRM, Clarity (PPM Optics), PlanView, Rally, Rational ClearQuest, SharePoint, Yammer, Confluence, Office 365, Slack, OneDrive, Teams |
| Quality Assurance: | ALM (Application Lifecycle Management) tool, Rational Quality Center, Test Director, QTP, SOAP, Test Plan, Test Cases, Defect Management |
| Platforms Programming Languages exposure: | VB Script, SQL, UNIX, Windows, Linux, IBM DB2, Oracle, Sybase, MS-Access, |

Certifications:

| | | |
|--|---|--|
| <ul style="list-style-type: none">• Project Management Professional (PMP) | <ul style="list-style-type: none">• Certified Scrum Master (CSM) | <ul style="list-style-type: none">• Lean Six Sigma Green Belt (LSSGB)• Risk Based Testing (RBT) |
| <ul style="list-style-type: none">• Google Cloud Platform Business Professional Accreditation• Google Ads Video Certification | <ul style="list-style-type: none">• Machine Learning for Business Professionals and Business Transformation with Google Cloud | <ul style="list-style-type: none">• Orthogonal Array Testing (OATs)• ALM Lifecycle Management (ALM)• Requirement Solution Analysis Level 2 (RSA) |

Professional Experience:

Google, NY

Aug '22 Jan '24

Program Manager - Google Ads Marketing and Compliance

Ensured compliance with the Digital Services Act (DSA) project. Safeguarded over \$30 million in Annual Recurring Revenue (ARR) by leading cross-functional teams to define work-streams and implement compliance measures for the Google Local Search (GLS) platform, enabling continued service for Google Ads in the EMEA region. Prevented potential penalties of up to 6% of overall revenue. Project involved system and data integration with multiple systems, vendor and internal/external stakeholders. The Ads Retention project focused on retaining advertisers by introduction of NPI to align advertisers and consumers on GLS platform advertising their business.

Strategic Program Management:

- Led cross-functional teams in developing and deploying AI-powered applications, achieving significant improvements by 20% in operational efficiency and cost reduction.
- Led HARTI (Hotel Ads Revenue Trend Investigation) focused on recovering lost revenue and clicks by identifying focus areas of experiments targeting to recover \$141M.
- Monitored key performance indicators (KPIs) to track project progress and identify areas for improvement.
- Led war-room efforts with cross-functional stakeholders to identify and execute specific experiences targeting improving hotel ads revenue.
- Defined project roadmaps aligning IT and business goals, resulting in successful program delivery.
- Developed and managed project plans with resource allocation and progress monitoring, ensuring timely execution.

Data-driven Decision Making:

- Utilized SQL and CRM Salesforce platform to analyze data trends, generate actionable insights, and drive data-driven decision-making across marketing, sales, and operations.
- Collaborated with stakeholders (data scientists, product managers, engineer, sales, operations, compliance, marketing, and Ux team.) to identify business needs, define project scope, program charter, and develop data-driven strategies aligned with organizational objectives.

Change Management and Leadership:

- Streamlined operations by implementing change management processes, ensuring consistency with program execution.
- Led and collaborated with internal/external vendors to implement change management, resolve risks, and communicate trade-offs with operational teams.
- Provided thought leadership in AI and digital transformation, leading cross-functional teams in developing and implementing programs, ensuring alignment with strategic objectives and timelines.

Google, | PRO Unlimited

Mar '21 to Jul '22

Technical Program Manager III

Led multiple programs within Ads Safety where the team is responsible for safeguarding Google's ads revenue and protecting users from unwanted ad experiences. I led the team build a risk engine and infrastructure for detecting, mitigating, and stopping financial fraud including credit card and bank account fraud, AMACA team built an automated defense against malvertising and cloaking using machine learning.

Impact:

- Led 30+ cross-functional Engineering, Product, DevOps and, (T&S) Trust & Safety team members to develop the next generation policy and anti-abuse account enforcement platform with the goal of completing migration from a legacy platform.
- Planned and tracked AI/ML program migration from classic model to the vNext which consists of multiple abuse areas such as Gaming, Phishing, Delinquency, Infrastructure, Counterfeit, ATO (Account TakeOver), Cloaking,

DDA (Direct Debit Abuse), and Payment Fraud to improve detection of fraud and abuse and clarity for advertisers.

- Collaborated with the engineering and product team members to define an annual roadmap having milestones, tasks, priorities, and due dates to monitor and control project execution. This baseline enables the team to have a clear vision of deliverables when due and measure against agreed timeline which reduces uncertainty and ambiguities.
- Planned and coordinated quarterly and annual OKR (Objectives & Key Results) planning within 10 teams from Adversarial and T&S space to define high level deliverables and convert these OKRs having detailed tasks, due dates, ownership for weekly project execution.
- Improved the existing process of OKR scoring by setting up a recurrent OKR touch-point throughout the quarter to ensure timely project execution and identifying, mitigating and addressing any risks, issues, action items as applicable. This process improvement led to reduction of scope creep, SWE team's buy-in with agreed upon deliverables which led to close collaboration and greater satisfaction along with improved team morale.
- Held daily stand-ups with the engineering team to discuss work execution and next steps to mitigate risks and issues while assuring action items are cleared on a timely basis.
- Provided clarity on program execution by Documenting and distributing Ads Safety Monthly Newsletter to cross-functional leads and executives from Ads Integrity, T&S (Trust & Safety), and GTM (Go To Market) executives consisting of VPs, Directors, SWE Managers and leads with Highlights and Lowlights surrounding current model launches and overall progress.

Stryker, Joint Replacement Division, NJ / Radiant Technologies

July '20 to Jan '21

Project Manager Consultant

Within Stryker's JR (Joint Replacement) division executed multiple projects under Labeling/IFUs (Instructions for Use) and UDI DPM (Universal Device Identifier Direct Part Marking) to comply with the EU MDR. (European Union Medical Device Regulations)

- Brought order into chaos by setting a cadence of Conducting weekly core team meetings with senior program/project managers, quality engineers and core team members to discuss the weekly project progress, risks, issues, and mitigation plans.
- Created labeling project plan and resource plan to ensure enough resources availability for project execution.
- Interacted with the RA (Regulatory Affairs) team to ensure issues resolution and risk mitigation.
- Created and maintained program/project documentation (project charter, roadmap/pipeline, risks and opportunities, lessons learned) to meet business goals and program objectives.
- Improved team performance by building team cohesiveness, leading, influencing, training facilitation, mentoring, and motivating to enable cooperation, promote efficiency, and boost morale.

Google, | Judge Group

Apr '19 to Jun '20

Program Manager/Scrum Master Consultant

Led The [Measurement Lab](#) (M-Lab) project which is an open source and non-profit project with contributions from civil society organizations, educational institutions, and private sector companies, and is a fiscally sponsored project of Code for Science & Society having joint partnership with the Google team.

Impact:

- **Coordinated the quarterly (and yearly) planning process helping developers and operation team members define goals and activities that can be tracked.**
- **Managed Google SRE team members to define and plan work in terms of OKRs (Objectives and Key Results using G-suite.**
- **Extracted data from Google Cloud Platform console using Big Query for analysis and reporting purposes.**
- Project managed the end-to-end delivery of 2-week sprints; issue triage (GitHub issues) to maintain a healthy backlog.
- Provided guidance on scrum initiatives and coached the team to apply Agile principles.
- Managed internal communications in terms of sending regular updates, running team meetings, following up with notes and action items.
- **Assisted engineering team with management of the Favro board to track OKR work items and backlog.**

- Twice a year planned and prepared for 3 days of summit for engineering team members to meet at off-site to discuss future work items in pipeline and planning.
- Planned team building events for Google team members to foster team spirit and collaboration.

MetLife, NJ | Collabera

Business Project Manager/Process Improvement Consultant (Remote)

Oct '18 to Apr '19

Worked in Global Operations on Claim Quality initiatives within Assistant VP's team.

- **Facilitated group sessions to define Questionnaire and obtain responses targeting claim accuracy improvements within the STD (Short Term Disability) organization.**
- **Led team members to define STD CFR (Closed File Review) Solution Discovery to assist with consistent medical investigation.**
- Created RAID Log (Risks, Actions, Items, Decisions) and held team members accountable with defining STD CFR solution.
- **Facilitated documentation of BRD (Business Requirement Document) and PRD (Product Requirement Document) by collaborating with Product Analysts and SMEs.**
- Worked with team members defining project scope statement, and Project Plan outlining work to be done and created stakeholder matrix using G-suite tools.
- Executed SQL queries to pull claims data from database and compiled into reports and stats.
- Worked with cross-functional stakeholders from STD/LTD and Quality team to define and publish monthly online Quality Newsletter highlighting recent developments, achievements within the team.
- Facilitated and assisted with creation of the training material (Redefined Claim Management Guideline) (CMG), LCP (Likely Claim Progression) documents.
- Facilitated and documented the CFR Instruction Guide to aid on-shore and off-shore resources with detailed steps surrounding the CFR process.

IQVIA, NJ

May '18 to Oct '18

Senior Process Improvement Manager (100% Remote position)

IQVIA Holdings Inc. provides integrated information and technology-enabled healthcare services in the Americas, Europe, Africa, and the Asia-Pacific. It operates through three segments: Commercial Solutions, Research & Development Solutions, and Integrated Engagement Services with pharmaceutical clients such as Abbott, Johnson & Johnson, Pfizer, Merck and Bayer. As a Process Improvement Manager responsible for ensuring that each Line of Business within IQVIA follows a process as defined and reduces waste.

- **Provided leadership and senior management of global projects/programs ensuring that communications and processes are harmonized for assigned projects in terms of the tracked KPIs, risks, issues, action items.**
- Leveraged Power BI to create dashboard and pull data from systems and keep a track of tasks, dependencies, bugs
- Developed CRM project strategy, scope, approach and timeframe through project charters and work plans.
- Utilized cloud-based Salesforce CRM to manage Sales, Marketing, and Service Management modules by creating project plans outlining timeline, resources and tasks.
- Implemented CRM ticketing system phase 1 training across different organizations by working with the CRM SMEs/Trainers to bridge the gap and facilitate training.
- Ensured resources trained using a cloud-based CRM central ticketing system to sunset multiple ticketing system used by different LOBs to save cost and improve efficiencies
- Assisted with ARC and Intra One migration to SharePoint by facilitating this initiative with directors and key SMEs.
- Worked with process improvement analysts to define processes that should be followed by the PMO resources.
- Ensured compliance and streamlining existing processes surrounding IT teams.
- Created an AAR/LL (After Action Review/Lessons Learned) database to capture areas of improvement and target cost reduction, improve quality and client satisfaction.
- Coordinated monthly Portfolio Review to go over projects and review current challenges surrounding budget, quality and scope with PMO staff and identify the next set of actions.
- Monitored and controlled PMO portfolio reports by extracting data from Salesforce CRM.
- Applied DMAIC methodology to identify inefficiencies and waste across multiple LOBs and control expenditures.
- Coordinated project work with remote resources across the globe.

Zipari (Healthcare Start-up) | Prestige Staffing, NY
Project Manager/Scrum Master Consultant

Feb '18 to Apr '18

Managed member portal application for Zipari's healthcare client Capital Blue Corporation (CBC) Member portal application focused on building a new website for CBC to host member's medical, dental, pharmacy and vision claims, EOBs, and Provider Search.

- Provided strategic support to IT and Business stakeholders with planning, execution and change management within an agile framework focusing on client satisfaction and delivery.
- **Managed platform demo to support sales team and demos for the client prospects.**
- Followed Software Development Life Cycle and developed and maintained project plan, identified resource needs, tracked issues, tasks completion and managed project schedule using GitHub and Excel tools.
- Ensured that developers and business team members completed Gate Review.
- Traveled to client location bi-weekly to build rapport with the client's project team and to sync-up and ensure client's concerns, risks, issues mitigated.
- Organized and facilitated sprint planning and release planning, daily scrum/stand-ups, defect review calls, sprint reviews, retrospectives, agile related events.
- Ensured system implementations validated by QA and all system documentation signed off prior to the client hand off for features or functionalities.

Prudential Insurance, NJ / Combined Computers
Senior Digital Project Manager Consultant

July '17 to Dec '17

Executed digital content management project within the PGIM team pertaining to Application Rationalization. The Legacy CMS platform Vignette for Prudential Global Investments (PGIM) investments web assets migrated to WCM platform to meet business, security guidelines and improve user experience for Prudential sales team members within the Digital Marketing area.

- Supported Prudential Global Investment Management (PGIM) Digital Marketing team with managing Vignette to WCM (Web Content Management) project.
- Utilized Microsoft Project for detailed project plan having resources allocation with due dates.
- Supported website strategy, UX design, content strategy in partnership with Digital marketing and IT team members.
- Worked closely with cross-functional team members leveraging SDLC to assess project health, execution, change management and resource management.
- Created project tracker and Dashboard for status reporting, utilized SharePoint for documents repository and presented status to Digital Marketing Business and IT management team.
- Assisted other PMs with day-to-day project work and established positive rapport with team members.

Horizon Blue Cross Blue Shield, NJ / Capgemini
Senior Project Manager Consultant

Sep '16 - Apr '17

As a Senior PM worked within the HCM division. The Healthcare Management (HCM) division is responsible for all network development and management, medical care management, pharmacy benefit management, HIPAA compliance and quality management activities related to Commercial, Medicaid and Medicare members on a statewide basis.

- **Successfully executed software development projects having a budget of up to \$2.5 million within the PMO group tactically and strategically while leading cross functional teams in a matrix environment.**
- Implemented Lean Six Sigma to introduce change management and apply derived solutions to improve the IT department.
- Worked closely with Business Owner and Business/IT Leads to create high level Project Charter and to identify key stakeholders for each project.
- Utilized MSP Server, SharePoint, PlanView, ClearQuest and Jira to track project deliverables and milestones.
- Facilitated project kickoff, stakeholder review, status, and other project related meetings with cross-functional teams at all levels.
- Experienced in strategic analysis, change management, developing project plans, budgeting, scheduling, risk management, resource allocation, action items ownership and scope management.

- **Conducted Phase Gate review to move projects across SDLC phases, obtained approvals and funding.**
- Managed multi-vendor engagements, their funding needs and project plan to meet the delivery expectations.
- Provided leadership in the project execution to clients, reviewed work produced by the project teams, and ensured resources perform their responsibilities in accordance with the project plan.
- **Coached project team members deriving practical solutions to problems and situations to bring the project on track to meet the deadline.**
- Assisted QA/UAT Team with test data needs, defects triage and prioritization.
- Assessed project risk factors and recommend appropriate courses of actions to mitigate risks.
- **Facilitated lessons learned with key stakeholders and documented outcomes to apply to future projects before project closure.**

UnitedHealth HealthCare/Optum Technologies– Basking Ridge, NJ
IT/Business Project/Program Manager / Scrum Master/Quality Assurance Lead

Dec '09 - Aug '16

Responsible for delivering high quality digital projects within the PMO group by planning, executing, monitoring and controlling projects using Agile and Waterfall methodologies within UHC Military West Tricare, Optum Rx, B2C, MyUHC, UHC Medicare & Retirement portal digital and mobile applications focused on Application Rationalization pertaining to PBM (Pharmacy Benefit Management), EMR, PHR, Medical, Rx, Vision and Dental claims.

- **Effectively lead Electronic Health Records Modernization (EHRM) projects with integration of patients' Personal Healthcare Record (PHR) data with HIPAA compliance and provider/laboratory/Rx data EMR to streamline healthcare experience for members.**
- Developed, tracked, analyzed, and published portfolio/projects/program reports, resource management reports, project summaries, KPI scorecards and performance trends.
- **Worked with senior executives Program Managers, Director and Senior VPs to lead the Steering Committee communications pertaining to monthly/quarterly project forecasting, budget, schedule, risks/issue and general project updates.**
- Managed projects and driven the software development and business project team from start through to completion.
- Ensured that BRD and FRD artifacts were created for projects with high quality to have traceability to UIDD (User Interface Design Documents) and signed off by key stakeholders.
- **Co-ordinated software release management and Go/No-Go call prior to major deployment activities.**
- **Managed content management projects working with the Business and IT team ensuring agreements between Marketing, Compliance, and IT team stakeholders.**
- Created and leveraged the **RACI** chart for project traceability with the team and obtained agreement from core stakeholders.
- Managed project to implement a CRM application and related sub-applications to be utilized in managing client transactions for accounting and regulatory purposes, managing confidential client information, and tracking progress of sales and client service initiatives
- Managed project management efforts to develop processes for maintaining the CRM application and related data, and develop training plans for the investment advisory, client relations, business development, account servicing, and accounting teams on CRM functionality, requirements and processes.
- Successfully managed digital projects ranging from 500k up to \$7 million, delivered 10% under budget and on schedule.
- Utilized Adobe CQ5 for Campaign Management to improve user experience and interactive online product selection tools which increased business users' productivity and efficiencies
- Created project plans and teamwork assignments using Microsoft Project/PPM Optics, Jira and including defining project scope, objectives, milestones and deliverables using SDLC.
- Facilitated Project scrum planning, task monitoring, team velocity tracking, daily scrum, Review & Retrospective, risks/issues escalation and exceptions, Defect management and tracking.
- Assisted with large scale agile transformation by creating training documents and best practices.
- Directed and monitored work efforts daily, identified resource needs and performed quality review.
- Ensured business requirements are suitably defined, understood by team members and signed off.
- Proactively managed project risks and issues and minimize their impact on projects.
- **Regularly communicated project expectations to team members and stakeholders and used their feedback to optimize progress.**
- Assisted with Human Resources management and conducted resources' performance review.
- **Led HR portal projects pertaining to hiring, employees' records management and benefits.**
- Proactively managed changes in project scope, identified potential conflict, and devised contingency plans.

- Negotiated use of resources in a matrix management environment.
- Coordinated and managed project reporting, project reviews and project steering meetings.
- Managed on-shore and off-shore remote resources to ensure smooth project execution.

Early Career:

- Senior QA Lead, ESPN (Oct '07 – Jun '08)
- Senior QA Lead, Barclays Bank (Aug '08 – Nov '09)
- Senior QA Lead with United Healthcare (2005-2007)
- QA Analyst with KPMG LLP (2005)
- QA Analyst with Health Products Research Pharmaceutical company (2001-2005)
- Business Systems Analyst with ShopEase E-commerce online store (2000 – 2001)
- Tax Accountant with Dreyfus Corporation (1997-2000), KPMG LLP (1997)
- Accounts Receivable Intern at E&Y (summer of 1996)

Google employee awards/recognitions:

Received an [appreciation](#) on DSA Ads implementation contribution by a senior VP.

Received a [spot bonus](#) for organizing Bug-bash which led to reduction of technical debt.

Received a [peer bonus](#) for organizing the Retention workstream and holding team members accountable.

Received recognition for being Googley and community contribution by actively mock interviewing fellow Googlers pursuing T/PgM careers.

Received Kudos for helping a fellow Googler by mock interviewing for the PgM role.

Received recognition from senior Eng. directors, managers, and leads for planning holiday fun games bringing cross-functional teams together and participating which led to greater cohesiveness, team bonding, and improved team spirit.

Security Clearance:

Department of Defense (DoD) NAC Clearance

Education:

Bachelor of Science, Accounting, Kean University, NJ, USA

Volunteering Work:

Jersey STEM– Non-profit academic outreach program: Assistant Head of Community Engagement

Habitat for Humanity – Assisted with meal distribution and restoring/painting neighborhoods.