

Gayatri Mudaliar

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OBJECTIVE

Dedicated and results-driven Project Manager with over 8 years of experience in managing complex projects within the Fintech and Retail industries. Committed to delivering projects on time, within budget, and exceeding business objectives. Adept at leading cross-functional teams and leveraging Agile methodologies to drive efficiency. Seeking to leverage my expertise in program management, technical leadership, and cross-functional collaboration to drive innovation and excellence.

SKILL-SET

Management skills: Program and Project Management, Agile Methodologies, Financial Analysis, Stakeholder Management, Risk Assessment and Mitigation, Budgeting and Resource Allocation, Communication and Leadership Skills, Problem Solving and Analytical Skills, Relationship Building

Tools and Technologies: JIRA, Confluence, Service Desk, Trello, MS Project, SSIS ETL, SAP, Excel, SQL.

WORK EXPERIENCE

Express Inc. Columbus, OH

Jun 2022- Aug 2023

Technical Project Manager - E-Commerce Delivery

Managed the delivery of eCommerce website and Android and iOS mobile applications. Managed continuous improvement project for enhanced user experience on the Website and Mobile apps with a budget of over \$2 million. Release manager for bi-weekly sprint releases across 4 eCommerce development scrum teams.

- Effectively managed relationships with business leaders and stakeholders at multiple levels, including regular progress reporting and communication with executive and C-Suite level leaders.
- Steered cross-functional teams of Product Owners, Scrum Masters, Developers, Testers, UX, Site Operations, Devops
- Streamlined the bi-weekly Agile release management process and developed automated sprint trackers on Confluence for consistent real-time reporting.
- Prioritized JIRA epics and user stories based on business value.
- Produced detailed project plans and roadmap status reports to the business stakeholders.
- Recommended project team structure, maintained the project plan, tracked progress of all tasks, maintained project budget and financial results, resolved issues, delivered status reports.

Worldline (Formerly Ingenico Group), Boston, MA.

Oct 2020- Mar 2022

Technical Project Manager- Customer Delivery

The project involved developing mobile point of sale SDK that enabled our clients to integrate payment REST API calls to their mobile applications on Android, iOS and Windows platforms.

- Proven ability to identify challenges, formulate hypotheses, and develop data-driven solutions for transaction issues.
- Led the MVP for Tap on phone payment solution by implementing agile scrum framework.
- Established and maintained strong relationships with 3 major clients Retail clients, resulting in 100% client retention.
- Communicated and collaborated with Engineering, Product, Devops teams and customers to define project scope, requirements, and deliverables.
- Streamlined project workflows and optimize resource allocation.
- Continues and consistently communicated project status, risks, and issues to stakeholders, including senior leadership.

Worldline (Formerly Ingenico Group), Boston, MA.

Aug 2018- Oct 2020

Software Engineer-Customer Delivery

Supported integration of mobile point of sale SDK to clients' payment applications on Android, iOS and Windows.

- Gathered requirements from Sales team, operations team, Product Managers and the customers and translated it to functional requirement stories in JIRA.
- Responsible for retail merchant onboarding (REST API using Postman), product training and support SDK integration .
- Managed mobile development team's project schedules and update stakeholders with the feature release updates.
- Recommended product enhancements based on the customer transaction data analysis using Excel pivots.
- Worked with QA & software development on issue reproduction and UAT.
- Presented findings to leadership, leading to targeted merchant strategies and reduced production issues rates by 15%.

Syneren Technologies Corporation, Arlington, VA.

Jul 2016 –Aug 2018

Programmer/ Sr. Business Analyst- Technical Solutions

Part of the core business development team that developed technical proposals for Federal and State govt. RFP responses

- Managed an automated 'Case Management System' project. Quality Management lead for ISO 9001-2015 audits.

- Conducted thorough analysis of RFP documents, identifying key technical, functional, and security requirements to tailor responses effectively.
- Crafted executive summaries, technical narratives, solution architectures, implementation plans, and WBS tailored to address specific project needs
- Played a pivotal role in winning a high-profile MEBS multi-year contract, by leading the technical proposal team to develop a compliant and feasible solution.
- Improved the efficiency of the RFP response process by implementing a standardized template and content library, reducing response time by 15%.
- Received recognition for outstanding collaboration and communication skills, contributing to a team that consistently delivered winning proposals.
 - ❖ **Awarded the ‘Most Versatile Employee of the year’ – December 2017**
 - ❖ **Awarded 3 Spot Awards for major contribution in providing Technical approach for Federal RFQs.**

M/s Tech Mahindra Ltd., Pune, Maharashtra, India
Associate Software Engineer, SQL/ETL Developer

Jun 2013 -Jul 2014

Worked for a billing and reporting project serving a huge UK telecom client based.

- Designed and developed ETL packages in SSIS from various sources into data warehouses and data marts.
- Successfully migrated legacy reports to modern OBIEE dashboards.
- Implemented data validation, cleansing, and transformation logic within SSIS packages to ensure accuracy.
- Worked closely with OBIEE developers to create dashboards for the ETL output data.
- Conducted performance tuning and optimization of SSIS packages reducing processing times.
- Monitored and resolved issues related to production scheduled jobs, data integrity, and data load failures in collaboration with the support team.
- Documented ETL processes, package design, and deployment procedures for reference and knowledge sharing.
- Developed a robust error handling framework within SSIS packages, reducing data load failures by 10%.
- ❖ **Awarded ‘Spot recognition award’ for automating a report using SSIS in a week's’ time.**

INTERNSHIPS

The George Washington University, Washington, D.C.

Oct 2015 -May 2016

Research Assistant- Java Developer (Real-Time Data Analytics for Diagnostics and Prognostics)

Developed simulation models to optimize manufacturing process by using dynamic data.

This dynamic data is supplied in XML, derived from manufacturing standards CMSD and B2MML.

International Monetary Funds, Washington, D.C.

Jun 2015 -Sep 2015

Project Officer (System Architect -Intern)

- Collected, rationalized, standardized and designed (or enhanced) system architecture diagrams in Financial and Administrative Systems area. This involves over 100 system architectures and their current diagrams.
- The work required good understanding of how different computing platforms work, elements of software design and implementation, as well as good skills of using Microsoft Visio.

The George Washington University, Washington, D.C.

Sep 2014 - Jun 2015

Lab Technician, School of Engineering & Applied Science (SEAS) Computing Facility

- Maintained and managed George Washington University’s Computing Facility online ticket system application.
- Responsibilities comprised of re-imaging workstations, troubleshooting end-user problems related to operating systems including Windows OS and Mac, software and hardware, network connectivity issues.
- Trained 3+ new hires on the SEAS Computing Ticket System and online applications.

EDUCATION

The George Washington University, Washington, D.C.
 Master of Science, Major in Computer Science

May 2016

CERTIFICATIONS

Certified Professional Scrum Master I (PSM I)

Dec 2021

Certified ISO 9001:2015 Internal Auditor

July 2017