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Summary

- With a career spanning 16 years, I have extensive 8 years of Project Management experience in delivering IT projects across diverse sectors, encompassing Non-Profits, public sector, e-commerce, education, and transportation.
- Deft in delivering web and mobile based applications, ecommerce websites, and CRM.
- A seasoned project manager adept in SQL, facilitating data-informed decision-making and streamlined project monitoring.
- Proven track record of collaborating with global business partners to define project scope, objectives, tasks, and timelines while ensuring seamless communication and alignment with project goals.
- Demonstrated expertise in leading cross-functional teams to drive project success. Proficient in Agile methodologies, adeptly facilitating scrum sessions, daily stand-ups, sprint planning, and retrospectives. Consistently achieved project milestones through effective project planning, execution, and resource management.
- Skilled in establishing comprehensive project plans, allocating resources, defining milestones, and prioritizing tasks. Proficient in risk assessment and mitigation, ensuring proactive identification and resolution of potential obstacles.
- Experience in overseeing project budgets and productivity throughout the project lifecycle. Proficient in scope management, estimation, and scheduling to ensure projects are completed within defined financial parameters.
- Strong communication skills with a track record of transparently communicating project updates, risks, and issue resolutions to stakeholders. Expertise in fostering collaborative relationships with key project contributors and business partners.
- Proficient in identifying and managing upstream and downstream dependencies, enhancing obstacle anticipation and removal. Proactive approach to overcoming challenges through effective coordination and strategic planning.
- Well-versed in project governance, encompassing comprehensive planning, scope tracking, resource management, and budget oversight. Skilled in creating detailed project status reports to keep stakeholders informed.
- Proficient in contract authoring and review, ensuring comprehensive Statements of Work (SOWs) with updated status information, and proactively addressing roadblocks and delays. Possesses a deep understanding of diverse agreement types, including Fixed Price and Time and Materials (T&M)."
- Successfully led the PA-DSS certification process for the projects, further demonstrating expertise in data security and privacy.

Skills

Expertise areas	PMLC, risk management, governance, stakeholder communication and management including senior/executive
Project types	Custom applications, migrations, support, upgrades, systems integration
Methodologies	Waterfall, Agile (Scrum, Kanban)
Project and portfolio management	JIRA, Confluence, MS Project (MPP), Clarity

Documentation	Project Management Plan, Project Plan, UAT, Risk Register, Microsoft Office skills
Tools and platforms	SharePoint, Visio, Office 365, Azure DevOps, CRM, ServiceNow, SQL

Professional Experience

Project Manager, Nagarro Inc., USA Client - NYC Department of Education	Aug 2022 – Present
<ul style="list-style-type: none"> • Worked on all phases of the project, from requirements to design, leading development effort, performing system and user acceptance testing, and handling implementation, user training, and go-live. • Performed Scrum Master role and conducted the Agile ceremonies Sprint Planning, Daily Stand-Up, Sprint Review and Sprint Retrospective calls. • Expert at driving the adoption and enforcement of Scrum rules, removing impediments, and fostering self-management. • Managed product backlog, burn-down metrics, velocity, and task break-down. • Collaborated closely with Product Owners and clients, jointly shaping future project roadmaps, and meticulously managing budgets. • Worked on change management, risk assessment, mitigation, and management. • Consistently meet and exceed compliance expectations, including proactive completion of training and audit prerequisites well ahead of deadlines • Worked with client's IT and business stakeholders closely and kept them informed throughout the project lifecycle. • Managed project scope, cost, and productivity throughout the project lifecycle. • Assessed project risks, communicated transparently with stakeholders, and collaboratively created risk mitigation and issued resolution strategies that drove project success. • Responsible for project governance, project planning including estimation, milestones, task prioritization, scope tracking and management, resource management and budgeting, project status and reporting. • Instrumental in identifying and seizing business opportunities through targeted RFPs. 	
Project Manager, Nagarro, India Client - Blackbaud http://www.blackbaud.com/ MentorMe https://mentorme-ngo.org/?lang=en AS Watson https://www.aswatson.com/	July 2015 – July 2022
<ul style="list-style-type: none"> • Managed end-to-end project lifecycle using Agile methodology to plan, execute, and monitor ensuring both PCI and HIPAA compliance. • Performed Scrum Master role, proficiently facilitated key Agile ceremonies such as Grooming, Sprint Planning, Daily StandUps, Sprint Reviews, and Retrospective meetings. • Collaborated closely with Product Owners and clients, jointly shaping future project roadmaps, and meticulously managing budgets. • Effectively communicated project status to project stakeholders on a weekly basis and as often as needed. Responsible for preparing the monthly report for leadership. • Transparently assessed and mitigated potential risks, devising strategic solutions to ensure successful project outcomes. 	

- Effectively coordinated development and test teams to identify and prioritize the defects from System Integration testing.
- Identify, effectively communicate, and resolve project issues and risks. Developed risk mitigation plans.
- Forged robust collaborations with stakeholders, ensuring a seamless alignment of projects with overarching goals.
- Effectively used Kanban boards to manage project tasks, workflows and communication.

Lead Quality Assurance, Nagarro	Dec 2010 – Jun 2015
Client - Blackbaud http://www.blackbaud.com/	
<ul style="list-style-type: none"> • Understand functional and non-functional requirements and the business context for which the application is being developed. • Instrumental in validating requirements and developing precise test plans. • Spearheaded user story development and validation, ensuring product excellence. • Expertly created comprehensive test plans, adhering to project-defined templates. • Conducted regular audits of QA processes and activities to ensure compliance with established standards and guidelines. • Provided profound functional expertise across multiple projects, mentoring and coaching team members. • Ensuring that quality assurance processes adhere to relevant industry regulations and standards, if applicable. • Managed the defect tracking and resolution process, collaborating with development teams to address issues promptly. 	

Analyst, Hewitt	May 2007 – Dec 2010
<ul style="list-style-type: none"> • Engineered system configuration and rigorous testing to exceed client expectations. • Crafted Test Plans across various SDLC phases, ensuring comprehensive testing. • Resolved issues through debugging and strategic troubleshooting. 	

Certifications

- CMMI development
- Project Management Professional, PMI

Education

- Bachelor of Technology (Computer Science), Kurukshetra University, India

Accomplishments

- Integral member of the Appraisal Team for achieving CMMI Development/Services v1.3 Maturity Level 5 (SCAMPI Class A v1.3).
- Facilitated transformative Thinking Breakthrough workshops in collaboration with customers, enhancing business value and cultivating a forward-looking vision for existing operations.
- Architected and executed a transformative Induction program, enhancing resource skills and project alignment.