

Nehal Mehta

Cumming, GA-30041 | 615-337-9005 | nh_mehta@yahoo.com |
<https://www.linkedin.com/in/nehali-mehta-pmp-csm-pmi-acp-safe-sasm/>

PROGRAM MANAGER • SENIOR PROJECT MANAGER

Extensive experience in Project Management, Quality Assurance, and Delivery of projects. Strong team mentoring capabilities and background of setting up teams from scratch as well as mentoring and expanding existing teams for more efficient delivery. Wide range of domain experience including Artificial Intelligence (AI/ML), Robotic automation, Healthcare, Insurance, CRM and Network Security solutions. Excellent communication and interpersonal skills. Expert in implementing Agile and coaching teams for Agile processes. Listed contributor to a published book on Agile Software Delivery (iBook, Kindle, Paperback): 'The black book of agile project delivery using distributed teams. Core competencies include:

Strategic Leadership | Delivery Management | Organization Change management | Program/Project scope management | Budget Management | Resource Capacity Planning | Communication management | Risk Management | Conflict Management | Quantitative Project Management | Production support | Build and Release management | Quality assurance | Applications design and development | Vendor Management | Onsite-Offshore Model Delivery| Team Management

CERTIFICATIONS

-
- Project Management Professional (PMP)
 - PMI Agile Certified Practitioner (PMI-ACP)
 - Certified Scrum Master (CSM)
 - SAFE Advanced Scrum Master (SASM)
 - ISTQB CTFL (Certified Tester Foundation Level)

EXPERIENCE

American Family Insurance, Atlanta

July 2022 - PRESENT

Program Manager

Played a key role in PMO leading multiple projects by using agile delivery for insurance solutions.

- Hire, onboard and manage resources across teams with a team size ranging 30 to 40 people and average budget of \$3 Million per year.
- Manage program initiatives for delivery, capacity planning and resource utilization working with stakeholders across multiple streams and departments.
- Provide weekly program reports to c-team and publish reports at organization level.
- Vendor management – resourcing, budgeting, SOWs.
- Facilitate Scrum of Scrum and guide/mentor the teams to become high performing agile teams.

Kreeyaa LLC

Client: ClearCare (A company of WellSky), Atlanta

September 2019 - June 2022

Senior Project Manager / Lead Scrum Master

Led multiple projects for the development of Personal Care solutions which includes EVV (Electronic Visit & Verification), Eclaims (Electronic Claims), Custom Forms, Assessments and ClearCare mobile features.

- Manage hiring and onboarding of new resources- Product Managers/Technical Leads, developers, and Vendor Management.
- Conducting and facilitating PMO meetings, Scrum of Scrum, Product backlog grooming, sprint planning/Retro/Demos.
- Manage integration/transition of ClearCare tools/processes to align with WellSky infrastructure and processes.

Client: Ernst & Young, Atlanta

October 2018 - September 2019

Sr. Project Manager and Lead Scrum Master

Led a team of Project Managers and development teams of 50+ team members for the development of Document Intelligence System using AI/ML technologies and data science.

- Setup PMO and leading the PMO for strategic planning and execution.
- Implemented agile processes and ensure implementation across the organization by mentoring the team.

Nehal Mehta

nh_mehta@yahoo.com

Page 2

- Facilitated PMO meetings, Scrum of Scrum, Product backlog grooming, sprint planning, Sprint Retro, Sprint Demos.
- Defined Risk Management and Dependencies Management strategy for the program and implementation.

Client: FleetCor, Nashville

December 2017 - September 2018

Project Manager

Automated FleetCor's call center applications using Pega Robotics and Customer Service framework.

- Project Management for Customer Service desktop UI automation and Work Force Intelligence (WFI) projects.
- Ensured smooth functioning of a team comprising of team members from client organizations and multiple vendors by interfacing with key stakeholders and executives.
- Implemented Agile processes and mentored the team to facilitate transition from waterfall to Agile.
- Facilitated Daily scrum meetings, spring planning, sprint demo, and sprint retrospective.
- Worked with Product Owner on Artifacts Such as Product Backlog, Spring Backlog, Sprint Burn-down, Release Burn-down.

CitiusTech, Inc.

Client: HealthFitness (Trustmark Group company), Chicago, IL **August 2016 - November 2017**

Project Manager

Partnered with vendor management office (Procurement Department), Reviewed and finalized of SOW for vendor related work leading to development of HealthFitness' corporate health management solution.

- Collaborated with HealthFitness C-Team, Product Managers and Vendor's C-Team & PMO to provided leadership for streamlined project delivery utilizing various tools including MS Project Rally and Confluence.
- Used Quantitative Analysis techniques like PERT and CPM to ensure efficient and timely delivery.
- Prepared Project Initiation documentation and managed resource loading and balancing.

Tek Leaders, Inc.

Client: Cigna-Healthspring, Nashville, TN

December 2015 - August 2016

Project Manager

Developed Cigna's software solutions and databases to address compliance requirements of Federal Government organization CMS (Centers for Medicare and Medicaid Services)

Emids Technologies, Inc.

Client: Active Health Management, Inc., Nashville, TN

July 2014 - November 2015

Project Manager

Managed locally dispersed matrix team (onshore & offshore) of Business Analysts, Architects, engineers, and support staff for delivery of multiple project release over a period of 1.5 years for Population Health Management application.

Client: Availity, Inc., Nashville, TN

January 2014 - June 2014

Project Manager

Interacted with team of Business Analysts and Business users for project scope and requirements finalization and delivered the Healthcare RCM products for Availity.

Client: Healthcare Management Systems, Inc., Franklin, TN **October 2011 - December 2013**

Project Manager

Interacted with client Business Analysts and Business users for project scope requirements and led the delivery of HMS Electronic Health Records (EHR) solution.

Client: Emids, Inc. (In-house project), Nashville, TN

July 2011 - September 2011

Role: Consultant

Played a key role in Emids Business Intelligence initiative for healthcare domain working closely with the BI head to create BI framework documents and business approach.

Client: Davita, Inc., Brentwood, TN

October 2009 - June 2011

QA Manager

Managed the QA team for ONCHIT certification related activities for Davita's EMR solution.

Nehal Mehta

nh_mehta@yahoo.com

Page 3

ADDITIONAL EXPERIENCE

Prison Health Services, Inc. (PHS), Brentwood, TN

Dec 2008 – Oct 2009

QA Manager / Project Manager

GivingTree, Inc., Nashville, TN

Jul 2008 – Nov 2008

Project Manager

Pure Safety, Inc., Nashville, TN

Oct 2007- Jun 2008

QA Manager

Nevis Networks, Inc., Pune, India

Jun 2004- Sep 2007

Manager - Test and Validation

Network Associates, Inc., Bangalore, India & San Jose, CA

Mar 2003- May 2004

Lead - Quality Assurance

CygSoft India Pvt. Ltd., Pune, India

May 2002- Mar 2003

Manager - Quality Assurance

HCL Comnet, Mumbai/Noida, India

Aug 2001 - May 2002

Manager - Smart Manage

Nortel Networks, Billerica, MA

Nov 2000 - July 2001

Software Consultant

D-Link International, Hsinchu, Taiwan

July 2000 - Oct 2000

Team Lead

Cabletron Systems, Inc., Mumbai, India & Billerica, MA

Nov 1996 - June 2000

Team Lead

TECHNICAL SKILLS

JIRA | Confluence | MS Project | TFS | Sharepoint | CA Agile Central (Rally) | HP Application Lifecycle Management (HPALM) | MS Visio | MS Excel | MS PowerPoint | PERT | CPM | PEGA Robotics | RDA | EY Document Intelligence platform | Quality Center | Microsoft Test Manager | SpiraTest | Clarify | Weblime | Test Track Pro | ClearQuest | Bugzilla | TFS | StarTeam | QTP | VSTS WebTest | SilkTest | Rational Purify | Fiddler | C | C++ | SQL Server | Teradata | ClearCase | Sablime | CVS | VSS

EDUCATION
