

# Project Manager

## PROFESSIONAL SYNOPSIS

As a seasoned IT Project Manager, this individual possesses analytical skills focused on delivering solutions to business problems and is adept at translating business needs into technical solutions to bridge the gap between business and IT. The individual has extensive experience working in all phases of the Software Development Lifecycle (SDLC), specifically in planning and management, analysis, documentation, and communications in both commercial and public sectors.

## KEY SKILLS

- Project Management
- Agile Project Facilitation
- Business Analysis
- Meeting Facilitation
- Requirements Analysis
- Testing
- Mentoring
- Team Leading
- Business Process Reengineering
- JAD Session Facilitation

### Education:

- *Bachelor of Science (BS), Engineering*, PSG College of Technology, India – 1997

### Training and Certifications:

- Project Management Professional (PMP®) – 2012
- ITIL® Foundation – 2015
- SAFe® Agilist – 2017

### Software/Technology:

- Microsoft® Office Suite
- Oracle®
- Microsoft® Project
- Microsoft® SharePoint
- .NET
- SOA
- SQL Server
- PDQ Software

## RELEVANT EXPERIENCE

### Project Manager CentryLink

**11/2017 – Present**

CenturyLink transitions Enterprise Network telecom services provided to the Commonwealth of Pennsylvania from individual provider. The transition includes monitoring and management of enterprise network known as COPANET, design, build, and operationalize perimeter security solution with complex requirements. CenturyLink is also required to establish an Enterprise Service Desk (ESD) to support the ongoing operations after the transition in addition to Network Operations Center (NOC), and Security Operations Center (SOC). As a Project Manager, responsibilities include:

- Requirement analysis from the Statement of Work to address customer stakeholder expectations
- Review milestone deliverables for ITIL compliance
- Provide content input for deliverable milestones
- Analyze Service Level Agreement (SLA) requirements
- Analyze reporting requirements and coordinate reporting data collection activities
- Identify and provide Commonwealth documents/policies relevant for the project to the team
- Maintain master project schedule and escalate issues to the Program Manager
- Create project status report dashboard for executive reporting
- Participate in design discussions with SOC partner (Deloitte)
- Design high level process flows for ESD interaction with NOC, SOC, and the Commonwealth
- Develop end user survey for ESD
- Create and revise Go-Live playbook for COPANET transition
- Coordinate COPANET monitoring and management transition activities
- Coordinate Change Management communication with the Change Manager

- Participate in Managed Security discussions
- Create RACI matrix for security design and implementation
- Capture meeting minutes and turn into process flow documents as needed
- Coordinate Web Content Filter (WCF) testing with the vendor (Fortinet) and the Commonwealth Agencies, and report status to the Program Manager
- Create and revise Go-Live playbook Managed Security Services transition

**Quality Audit**

**07/2017 – 11/2017**

**Pennsylvania Department of Education Transfer and Articulation System**

The Pennsylvania Transfer and Articulation Center (PA TRAC) is a "one-stop shop" for transfer information for Pennsylvania's statewide transfer and articulation system and the participating colleges and universities. The participating colleges and universities are responsible for maintaining up to date information of their representation, equivalency courses, transfer profile, and more.

During this quality audit for the Pennsylvania Department of Education (PDE) PA TRAC program, the individual provided quality assurance for the information provided by the colleges and universities to ensure it is accurate and relevant. This involved very high level of attention to detail to cross reference multiple information sources to create information packets for each of the 34 participating colleges and universities.

**Oracle E-Business Cross Functional Consultant**

**03/2016 – 06/2017**

**PLCB**

**Oracle EBS Financials Support**

The Pennsylvania Liquor Control Board (PLCB) uses Oracle Enterprise Business Suite (EBS) as ERP system to support Retail, Order Management, and Financials among others. The financial data is shared and reconciled with the Commonwealth's other ERP systems, such as SAP used by Integrated Enterprise System (IES).

The individual was part of the KPMG team that worked with the PLCB Business Process team to support Oracle EBS finance applications. As an EBS cross functional support consultant, The individual was responsible for analyzing, defining business and technical requirements for inter system interactions, system design, and delivery of the interfaces. The interfacing systems are both internal and external with other Commonwealth agencies such as Office of Administration, Treasury, Revenue, and PA Lottery.

**Project Manager/Technical Business Analyst**

**07/2013 – 12/2015**

**PLCB**

**Product Data Cleansing**

The PLCB is a multi-faceted agency responsible for issuing, renewing, or validating approximately 21,000 licenses annually. The PLCB operates more than 600 retail outlets and provides alcohol education. In 2010, the PLCB concluded a complex, multi-year Oracle Retail and Financial IBMS project. PLCB recognized that legacy product data descriptions were not cleansed prior to loading into the 2009 Oracle System and, since installation, only

manual efforts had been extended to data cleansing. This data, including product descriptions and attribute data, is used by business managers and customers who make marketing and purchasing decisions. The focus of this project was to improve product descriptions and attribute data across Marketing and Merchandising, Point of Sale, and Supply Chain Bureaus.

The individual was responsible for planning and executing the project to cleanse a large amount of Wine and Spirits product data at PLCB using Oracle Product Data Quality (PDQ) software and other tools. The data was the central repository used by the more than 600 retail stores, three large warehouses, e-Commerce web site, and various business critical internal applications. Responsibilities included:

- Planning and executing the project
- Defining project scope
- Serving as a technical leader
- Reporting weekly status to the PLCB management, including the CIO
- Managing diverse stakeholder expectations
- Managing communications
- Assigning team tasks
- Managing risks
- Meeting deliverable deadlines

**Senior Consultant** **05/2012 – 07/2013**  
**Technosoft Corporation** **Tennessee Consolidated Retirement System**

The individual led the successful implementation of retiree payroll system as part of the modernization project for the state of Tennessee at the Deloitte Consulting delivery center in Camp Hill, PA. He was accountable for on-time system delivery milestones as agreed to in the project plan, estimated time and resource requirements for work packages, prioritized work package assignments, and advised and enforced company standards and procedures for system delivery. The individual coordinated remote development and testing team tasks, improved internal processes to adapt to the centralized system delivery model, led the design and implementation of the payroll system, led the design and implementation of employer reporting, and presented topics in weekly “lunch and learn” sessions for team members to attend and present. Additionally, he provided estimates for server capacities and recommended upgrades for scaling the system for growth.

**Senior Consultant** **02/2008 – 05/2012**  
**PA DHS (UBICS, Inc.)** **HCSIS EIM**

For the Pennsylvania Department of Human Services (DHS) Home and Community Services Information System (HCIS), The individual contributed to the Enterprise Incident Management (EIM) project to create a web application to help users record and review incidents and complaints for individuals receiving DHS services and to interact with HCSIS for sharing data. Responsible for meeting milestones and project delivery dates. Created work packages from requirement documents, estimated time and resource requirements for work packages, and helped define milestones.

The individual created General System Design (GSD) and Detailed System Design (DSD) documents for client delivery, and created Unified Modeling Language (UML) diagrams, such as Use Case, Class, Sequence and Requirements Traceability Matrix diagrams in Enterprise Architect tool. Presented new technology learning sessions and how to integrate them into the system, led new technology implementations (e.g., SOA, jQuery, Spell check), and led the effort to build a team web portal to improve team communication. The individual continuously improved the system deployment process, assigned and tracked defects to completeness, led third party business rules engine (Corticon) integration, and led configuration management and deployment management.

**Senior Consultant** **04/2007 – 02/2008**  
**PA DHS (UBICS, Inc.)** **Child Care Provider Certification**

The individual managed a team in “project within project” environment to deliver a highly visible technologically advanced Smart Client application. He was accountable for delivery of the sub-project within a very constrained time with limited resources. The individual reported weekly status to management and communicated technology challenges and set expectations. Responsible for delivering the system to DHS IT for centralized distribution to the users’ computers, created General System Design (GSD) and Detailed System Design (DSD) documents for client delivery, and created Unified Modeling Language (UML) diagrams such as Use Case, Class, Sequence and Requirements Traceability Matrix diagrams in Enterprise Architect tool. Additionally, the individual mentored his team in new technology used in the project, conducted team building activities, and improved team performance.

**Consultant** **04/2005 – 04/2007**  
**AgFirst Farm Credit Bank (UBICS, Inc.)** **AgriGate, Laser Check System**

The individual led the effort to integrate five business applications into one application to improve business efficiency. Managed stakeholder expectation to define scope and priority, planned and executed staggered delivery with focus on quality and reliability, and planned and executed acceptance testing with business users. The individual exceeded user expectations in improving workflow efficiency, mentored the team on the new architecture and design, and evaluated vendors to replace the aging check printing software.

**Consultant** **04/2001 – 02/2005**  
**BCBS of Missouri (UBICS, Inc.)** **WellPoint Portal Integration**

Working as a consultant for the BlueCross BlueShield of Missouri, the individual designed a member self-service portal security model and an XML-based custom business rules engine for member benefit determination. Participated in the application architecture design, the database design, and led the integration of the MyBluePlan portal with the WellPoint portal after the two companies merged.

**Consultant** **08/2000 – 02/2001**  
**iSoft Plc. (Trigent Software)** **Patient Information Management System**

The individual managed client expectations at the client site in Manchester, United Kingdom, managed delivery schedule in coordination with offshore management, and significantly improved performance of a slow running process.

**Software Engineer** **12/1999 – 07/2000**  
**Trigent Software, India** **Intragate, NewHomeNetwork.com**

The individual led the development and testing of performance appraisal workflow and created a technical design document by reverse engineering the source code of the web site NewHomeNetwork.com.

**Software Engineer** **08/1997 – 11/1999**  
**MindTeck, India** **Shop 2000, PC-IBARS and PC-ORDER**

The individual developed an order processing subsystem for a supermarket Point of Sale system. Tested various subsystems using test cases, developed screens for monthly schedule for patient management system, and developed screens for a registration module for a patient management system.