**Ishwarya**

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 ***(929) 369-2822***

**SUMMARY**

* PMP Certified Project Manager with more than **14+ years of Project Management / 4+ years of Scrum Master experience** and repeated success in developing project initiatives, project plans, and achieving revenue performance targets.
* Overall19+ years ITexperience and working asProject Manager effective in leading and directing various projects of Manufacturing, HealthCare (MediCare & MediCaid), Legal, and Telecommunications, from inception to launch including **web based, mainframe, and client server applications**, 2+ years DataCenter migration experience, and 5 Years of experience in ERP IT Projects.
* Excellent oral, interpersonal, and written communications, negotiation, project planning, leadership, decision-making, analysis and problem-solving skills.
* Manage budget and cost plans for different projects
* Good knowledge and expertise in Asset Management, BPM, SDLC, Scrum, Time-To-Market, Waterfall and Agile methodologies, applied LSS standards at workplace.
* Managed 2+ million to 10+ million dollars projects, and dealt with ICD9 & ICD10 conversion projects
* Manage multiple projects including mobile applications successfully including Financial Systems Ex: Peoplesoft, Oracle financials etc.
* Used Ticketing system, MS Project, Clarity, Agile Jira, MPP, ITS, Rational Requisite Pro, Sharepoint, Remedy, and MS Office.
* Courses completed: Oracle Developer 2000, Java, JDA, UNIX Shell Building Script, DataStage, Informatica, Terradata, Cognos, Networking, CCNA, OBIEE, Oracle Identity Manager Administration (OIM), Net IQ Client, AGS, Leadership, ITIL foundation certificate in IT Service Management, Lean Six Sigma Yellow Belt & Green Belt and ongoing PMI courses

**PROFESSIONAL EXPERIENCE**

**Apple Program Manager**

**August 2021 – Present Sunnyvale, CA (Remote)**

* Create and manage project artifacts
* Scheduling, resource allocation and resource leveling
* Report status on a weekly basis
* Manage the teams, cross functional teams and expectations set
* Manage scope, schedules and budget.
* Set project priorities, and manage stakeholder expectations
* Provide direction to teams and manage work completion

**Environment & Tools:** Wrike, Word, Excel, SharePoint, Box, ServiceNow, Slack, Webex, Powerpoint, ETL-BI

**Knoll Inc IT Project Manager**

**Jan 2021 – July 2021 East Greenville, PA (Remote)**

**DW-BI**

* Create and manage project plan, risk management, procurement, budgeting and cost management, process improvement and timely deliveries
* Status report on a weekly basis
* Manage multiple projects and deliverables.
* Set expectations, anticipate risks, resource allocation and leverage the resources
* Manage stakeholders expectations, team members and cross functional teams to resolve issues
* Manage Communications Plan, Roles and Responsibilities, Lessons learned, Roll Back plans, Backlogs etc.
* Project Management performs day to day management of DW-BI Reporting resources project activities.
* Responsible for overall program delivery and management of scope, timeline and project resources.
* Own and set project direction, priorities and establishes operating structure
* Provide direction to teams and manage work completion
* Analyzes and manages project risk, action items, issues and key decisions.

**Environment & Tools:** MS Project Portfolio, Word, Excel, SharePoint, Smartsheet, Teams, Skype, Powerpoint, ETL-BI

**Advantasure Senior Infrastructure Project Manager**

**Jan 2019 – March 2020 Glen Allen, Richmond, VA**

**Emergent Communicatons**

* Initiate the project, SOW approvals, Lead multiple SAFe Scrum Teams, Scrum Masters, Release Managers, and coordinate with cross functional Teams
* Create Project Scope, ROM, Roles and Responsibilities, Stakeholder List, Organizational Chart, Project Plan and other PM artifacts
* Scope, schedule, budget, risk, change, issues and configuration management
* Conflict resolution, team building, and empowering the teams
* Set expectations, security processes, Reports, and Manage Timesheets
* Communicate with Project Sponsors, Account Managers, Functional Managers and Business Teams
* Create presentations, weekly status meetings about accomplishments, upcoming activities, upcoming milestones, and blockers
* Eliminate process inefficiencies by defining proper processes in place
* Manage the MSA, SLA, vendor and procurement processes
* Use M365, and involve in contract renewal process, escalations and help and ensure Scrum Masters remove the impediments.
* Manage the migration of ODI to Informatica and Tech Ops Jobs Optimization projects.

**Environment**: HP PPM, HP Service Manager, Jira, Sharepoint, Visio, Supply chain, Order Management and Oracle HCM, Cloud, GXP, MS Office 365

**M&T Bank Technical Project Manager**

**May 2018 – Aug 2018 Buffalo, NY**

**Treasury**

* Scope, schedule, budget, risk, change, vendor and configuration management
* Conflict resolution, team building, and empowering the teams
* Reporting, timely escalations, and delegation
* Effective, simple and crisp communication practices
* Follow organizational processes, and practices
* Manage audits, releases and projects effectively
* Eliminate process inefficiencies
* Manage the supply chain and procurement processes
* Manage the Sprint planning, daily standups, sprint review, retro, backlog grooming and demo sessions
* Communicate effectively with cross functional teams to remove the impediments on a timely basis
* Coach, mentor, and motivate the teams to achieve the desired goals
* Communicate with leadership teams for the feedback and leadership actions to mitigate the risks and roadblocks
* Delegate the scrum tasks to the teams and ensure the work is completed on time and within the budget
* Communicate with stakeholders, vendors, and cross functional teams on a day to day basis.

**Environment**: CA PPM, SharePoint, MS Project Portfolio, PowerPoint, Jira, Google Cloud

**Humana PMO Project Manager**

**March 2015 – Apr2018 Louisville, KY**

**Enterprise Architecture & Integration**

* Work as **Project Manager, Scrum Master,** and **Release Manager** to manage multiple projects (9+ projects) using Scrum, PMBOK PM Process, and Kanban methodologies.
* Work with clients to gather requirements, status updates on a regular basis, coordinate the UAT and PPT validations, resolve the issues with in the agreement period.
* **Manage release planning, sprint planning, daily standups, demo, setting up priorities, sprint review, backlog grooming, and sprint restrospective meetings for scrum projects**
* **Plan sprints in Excel and update VersionOne. Manage and update Product and Sprint backlogs.**
* Involve in project planning, execution, manage project plan, setting up priorirties, project artifacts, project metrics, KPIs (schedule, cost and resources), manage the triple constraints (scope, time and cost), issue tracking list, change management, communications plans and responsible for the quality of the project.
* Create the project plan based on the phases, program level roadmap, deliverables, resources, mile stones, dependencies, gaps, identify the critical path analysis, estimate the risks, resource allocation, resource leveling, and determine the duration of the project.
* Identify the changes, risks, impacts, communicate with stakeholders about the benefits etc. clear the roadblocks, and ensure the changes are implemented with all safety measures, and sometimes run pilots, obtain feedback, and make the amendments as per needs.
* Identify the process that is least efficient, measure, analyze, identify the solutions, and implement the changes in the controlled manner.
* **Manage the internal staff meetings about the code reviews, troubleshooting, meeting agenda and minutes, and ensure that all the issues/action items are taken care of without delays**
* **Effectively lead the teams with proper help, support, conflict resolution, escalation, mentoring, requirements gathering, and be with the team.**
* **Manage/monitor the testing process (e.g., end-to-end, SIT, UAT, load testing, pair-wise), and ensure defects are closed prior to deployment**
* Manage cost plans, approvals, identify the variances, financial reporting on a bi weekly basis, forecasting on a monthly basis, update the Clarity to resolve the discrepancies, and ensure project is within budget.
* Ensure that project meets the HIPAA and SOX Compliance regulatory policies and practices
* Manage EL1 to EL2 mass cloud migration projects, database and server upgrades for EL2, and GeoCoding applications, manage the integration of EL1 and EL2 to Hadoop
* Manage OpenText, mobile applications and cloud computing solutions
* Involve in the requisition process, clearly define the project requirements, rates, duration, and time lines, work with vendor teams to refine the contractual agreements, ensure there wont be penalties or disputes, interview and onboard the teams, coaching, mentoring, and get the teams come up to speed align with the project outlines.
* Estimate the risks, escalate the issues upfront to the leadership teams, and come up with risk mitigation strategies throughout the project life cycle.
* **Create go-no go decision meetings, release walk-throughs, deployment checklist, roll-out, disaster recovery and back out plans, get the UAT done and sign offs, ensure the tickets get approved, communicate with stakeholders about the benefits, risks, impacts, workarounds, co-ordinate the cross functional teams for the deployment, ensure the issues are resolved, post production validations are successful, reviews, provide release metrics and provide support within the agreement period.**
* Communicated with the Change Control Board about the releases and get the approvals done through proper channels.
* **Manage the internal audit, PCI and SOX compliances, ensure the audits go green.**
* **Work with matrix, and cross functional teams, internal and external stakeholders for different projects including the mobile applications**
* Manage and ensure all production issues/defects are taken care of by the production support teams
* Work as Service Delivery Manager for some projects.
* Managed the migration project from EL1 to EL2 which was integrated with Hadoop and Big Data and Decommissioning of the EL1 process.

**Environment**: Oracle financials, MediCaid, MediCare, .Net, Big Data, HawkEye, Project Professional 2013, VersionOne, CA Service Desk, OpenText, WebTurns, Splunk, Business Active Monitors, Enterprise Logging, DataPower, Mobile, OpenText, IBM integration bus, Humana Bus, SharePoint, Clarity, XML, Java, Mainframe, Hadoop, SQL Server, MongoDB Servers, GemFire, SOAP, REST, ServiceNow, Plan View, Jira, HP ALM, Trello, Confluence, AWS, Cloud solutions etc.

**Cummins Inc. IT Project Manager**

**Sept 2014 - Feb 2015 Columbus, IN**

**Financial Business Intelligence (Data warehouse ETL-BI - Infrastructure)**

* Manage the data center migration from Franklin Datacenter to Chicago Datacenter (FTDC 2750 to FTDC 6700 to ACDC 6700)
* Manage project plan, issue tracking list, change management, and communications plans
* Manage daily meetings, track down the issues, risks, and mitigation plans for the Teradata DW and OBIEE teams
* Ensure the performance issues for query retrivals are resolved
* Create and maintain project management documents throughout the life cycle of the engagement
* Report status to customers on a daily basis, send presentation to the Program Manager
* Develop weekly project status report, create swim lane diagrams, and conduct a weekly status meeting with the senior management
* Support the SOX, and PCI Compliance Audits
* Manage budget and cost plans for different projects
* Work as a Scrum Master and managed the team to build OBIEE dashboards/reports and deployed in production for the end users
* Worked with the teams who manage ERP systems (General Ledger, AP/PO, AR) for the data retrieval to the Teradata through the TDE
* Escalate the data discrepancies with differenet teams to resolve the data issues across the organizations
* Facilitate the meetings with cross functional teams to resolve the issues.
* Manage/monitor the testing process and ensure defects are closed prior to deployment and create release notes
* Escalate the budgetary issues to the appropriate management and ensure the issues are resolved on time.

**Environment**: Enterprise Resource Planning, Oracle financials, Teradata Xpress, Teradata, Teradata Decision Expert, OBIEE, MS Project Professional, Agile Jira, Powerpoint, Excel, Advanced Collections and Oracle Cloud experience

**Xerox Business Services (ACS) Project Manager**

**Feb 2008 – Sept 2014 Rochester, NY**

**Oracle Identity & Access Management (OIAM) & Net IQ Client (IDV & AGS)**

* Managed Project Scope, and other project documentation in accordance with the goals and deliverables for the identity data warehouse, ETDL process, and reporting
* Project responsibilities include planning, critical path analysis, scheduling, earned value techniques, resolution to issues encountered throughout the lifecycle by maintaining action log, meeting minutes, gap analysis, SOX compliance audits, risk assessment, Asset Management and contingency plans in an agile environment
* Work as a Service Delivery Manager and managed migration from Oracle IdM to the Net IQ Client (IDV and AGS Sailpoint)
* Managed migration from Active Directory 2003 to 2010
* Managed the windows migration process from Windows XP to Windows 7
* Manage/monitor the testing phases and ensure defects are closed prior to deployment
* Used CA Clarity, Remedy Incident Management, Agile Jira, SharePoint, MS Project

**Environment**: Oracle IdM, Net IQ IDV, AGS SailPoint, MPP, Sharepoint, Clarity, Asset Management

**Xerox Corporation Business Services Analyst/Project Lead**

**June 2007 – Jan 2008 Rochester, NY**

**ValueQuix-Contracts Database**

* Coordinated activities of the business unit and developed and maintained relationships with the customers for the project.
* Involved in Business Process Re-engineering
* Managed the teams to do enhancements and multivariate testing
* Interacted with the inventory management department through the contacts processing.

**Environment**: Clarity, Ticketing system, Issue Tracking System, Deal Tracker

**Citizens Communications Project Lead Jan 2007 – May 2007 Rochester, NY**

**Customer Relationship Management (CRM)**

* Worked as liaison between the team and the client, creating initial conception, proposal and develops the scope through the completion of the Project
* Helped developing the Project Plans, Work Breakdown Structure, and strategies to enhance current products and introduced new features to generate additional revenue and/or realize operational efficiencies
* Facilitated the Meetings with the development and testing teams to resolve various project issues.
* Demonstrated use of agile project management methodology for a full life cycle implementation while utilizing structured business analysis to adhere to best practices.
* Ensured timely start and completion of projects, and interfaced with and acted as a primary point of contact between all the stakeholders.

**Environment**: Quality Center, MS Word, MS Excel

**Excellus (BCBS) Project Lead**

**May 06 to December 06 Rochester, NY**

**Indemnity East Consolidation – IEC Medium Gaps and Negative Balance**

* Interfaced with all Stakeholders executing the project, ensuring project scope and objectives are properly defined and taken from original concept through finalization.
* Worked with senior management on Project proposals, bids, contracts, estimates, and schedules
* Worked in conjunction with team members and stakeholders to anticipate and manage changes to projects, including requirements, and schedule.
* Used MS Project, Word, Excel, Visio, and Rational Requisite Pro
* Managed the team to use EDI tool to perform the conversion formats to 834 (Benefits enrollment and maintenance) and 820 (Payroll and other group premium payment for insurance products) under HIPAA

**Environment**: Rational Requisite Pro, MS Word, MS Excel

**Xerox Information Management Project Coordinator**

**Sept 03 to May 06 Rochester, NY**

**XIM-eBiz applications**

* Involved in the design, development, unit and integration testing, and application deployment of xerox.com enhancements. Developed and maintained the client-server applications such as Snaps, EDOC DVD, Product and Tools and web based HR applications.
* Lead, coach, mentor, and direct the team to reach project deadlines and collaborated with cross-functional teams to resolve the issues
* Drafted action plans and led meetings with the Stakeholders to review Project Status and proposed changes
* Use .Net to develop Software Asset Management and JDA to develop other retail applications
* Served as the single point of contact for project scheduling and changes.
* Responsible for the managing the hardware subsystems for complex and robust multi-touch devices.

**Environment**: MS Word, MS Excel, MPP tool, SQL Developer, PL/SQL Developer, J2EE, .Net

**West Group Programmer Analyst**

**Oct 02 to Aug 03 Rochester, NY**

**Find Law/West Law**

* Involved in the design, development, unit and integration testing, and application deployment of find law and west law web applications.
* Created a UNIX tool that process the input from the flat files and create outputs in the destination directories.
* Resolved the problems in different environments and ensure that productions build were done on time.

**Environment**: MS Word, MS Excel, SQL Developer, PL/SQL Developer, J2EE, .Net, XML, UNIX- ' Solaris.

**Education:** MBA Finance (USA), Kaplan University, 2015

 Post Graduate Diploma in Computer Applications (India), Nehru Yuva Kendra, 2000

 MS Biochemistry (India), University of Madras, 1999

 BSc in Microbiology, Biochemistry, Food & Nutrition, Nagarjuna University, AP, 1997

**Certifications:** PMP (Project Management Professional)

 CSM (Certified Scrum Master)

 SAFe 4.0 Scrum Master

**Courses**: Java, Oracle, Unix Programming, IDM Architecture, Lean Six Sigma Green Belt, IT Service Management, Terradata and BI Tools

**Volunteer Experience:**

Project Manager

Organization Project Management (OPM) Experts - PMI Organizational Products

Sep 2014 – Dec 2014

Scrum Master

Humana

Apr 2015 – Sep 2015

Marketing/Sales Manager

NARC IT Inc

Sept 2018-Dec 2018

Operations Manager & Non IT Project Management

IMPEC IT Inc

Apr 2020 – Dec 2020