**Maria Iqbal**

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Experienced Project Management & Business Analysis professional with diverse experience of managing projects from Initiation, Planning, Executing, Monitoring and Controlling through Closing. Skilled at Interacting with stakeholders, gathering requirements, elicitation techniques like interviewing, questionnaires, brainstorming, focus groups, cost/benefit analysis and risk analysis. Resourceful problem solver and effective project leader. Articulate, analytical, and innovative. Skilled manager with experience in all areas of business, including finance, marketing, operations, client relations, business and product development.

## Professional Experience

**RealPage, Inc., TX Nov 2019 – Apr 2021**

**Salesforce Consultant**

* Served in leadership role across full project lifecycle for multiple projects for Sales and Marketing departments.
* Performed Business Analysis from defining scope, analyzing requirements, analyzing impact to all Business Units, to support during architecting, designing, developing, testing, deploying and supporting users on solutions that meet those requirements.
* Supported projects by understanding business needs, opportunities, problems, impacts, risks, and presented and obtained agreements from multiple business department for recommended solutions.
* Managed Project plans, schedules, budgets, issues, risk, and communication for project spanning multiple business units.
* Identified opportunities for increasing business efficiency through improved manual and automated processes.
* Led & managed multiple projects consisting of multiple business units and gained consensus among stakeholders, often recapping direction and decisions made.
* Successfully implemented Change management and process improvements within the team to improve overall quality of Business Requirements, communications with offshore development & QA teams, as well as Business by continually evaluating & improving on Requirement elicitation methods, Requirements templates, and communication methods etc.
* Supported and coached Junior team members during all phases of business analysis and project management.
* Built trust & improved previously poor relationships with Business Partners via internal process improvements and clear & timely communication.

**United HealthCare, NJ & Remote Apr 2014 – Oct 2019**

**Salesforce Project Manager/Business Analyst**

* Led & delivered multiple Salesforce implementation projects spanning across multiple United Health subsidiaries. Duties included (but not limited to); integrating and performance managing all project activities, working with stakeholders to compile business requirements, establishing success criteria, formulating & executing project plans, identifying delivery risks and developing risk mitigation, control and contingency plans.
* Led and managed teams in Agile which included employees, third-party vendors and consultants, to plan and drive project execution within time, budget, scope.
* Managed daily, weekly, monthly, quarterly agile sprint/project ceremonies such as daily scrum standups, status reports, sprint grooming, Project planning, cutover planning and retrospectives to deliver against the sprint objectives.
* Provided thorough status updates/reports on team’s sprints and project accomplishments in real-time to all key stakeholders.
* Monitored and managed budget & schedule of assigned projects
* Assisted in change control process including tracking, writing scope documents, and gathering estimates and pricing.
* Identified and tracked risks, including implementing the approved actions and workarounds required to mitigate project risk events in order to minimize the probability of realization.
* Gathered Requirements, Interviewed Clients/Stakeholders, Produced Business Artifacts including but not limited to;
* Business Requirements, Functional Requirements, Use Cases etc.
* Closely worked with SalesForce.com consultants while implementing the solutions for the requirements.
* Customized the Dashboards to the track usage for productivity and performance of their sales teams.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to
* assist managers to better utilize Salesforce as a sales tool and configured various Reports and different user profiles
* based on the need in the organization.

**Johnson and Johnson, NJ May 2011 – Apr 2014**

**Project Manager**

* Provided project management support for Sales and Marketing Department, including but not limited to; Business Process Re-engineering of Change Management Process and System as well as Sales Force Operations.
* Project management activities included creating a project plan and its oversight, identification of project risks and their resolution, creating Work Breakdown structures, allocating tasks to resources, determining critical path, and monitoring and controlling Scope, Schedule and Budget performance baselines.
* Scorecard metrics and budget reporting for upper level management.
* Project manager for consumer healthcare marketing web sites. Oversaw off-shore developers and infrastructure activities. Liaison with business owners, and outside agencies.
* Supervised project schedules and work effort to ensure timely completion; implemented project quality standards and project performance and managed communication with all stakeholders and technical teams.
* Lead daily and weekly meetings to capture current status, any roadblocks and assigning tasks for upcoming days.
* Monitor project results against technical specifications including but not limited to; identify and schedule project deliverables with very aggressive and short timelines, milestones, and required tasks, and keep management team updated

**John Wiley & Sons, Hoboken, NJ** **Mar 2009 – May 2011**

**Business Analyst/Project Manager**

* Gathered business requirements and converted them into functional requirement specifications and user requirement specifications for Website based on Java Platform.
* Used Rational Requisite Pro for Requirement Document preparation
* Documented various documents including the Business Requirements Document and the Use Case Specification Documents
* Formulated test cases for existing project out of the specification doc
* Wrote and executed all Test Scripts and kept track of all defects in Quality Center
* Tested GUI screens for data validation & field lengths checks, consistency issues, and usability issues.
* Performed functional and regression testing manually.
* Worked closely with support and implementation team to troubleshoot issues from users.
* Worked closely with the development team.

Education:

* Bachelor of Science in Computer Science – Preston University, 2004
* Masters of Business Administration (MBA) – Preston University, 2007