

# Mojgan Majlessi

San Francisco Bay Area, CA

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#readytowork

Authorized to work in the US for any employer

## Work Experience

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### **Project Manager**

Kaiser Permanente, Wells Fargo, Fireside Bank, Stanford University Medical Center, Washington Mutual Bank

2018 to Present

Led research, communication, and selection process for charity of choice. Created on-line campaign for social media distribution, including image edition, and story content. Provided regular status reports during project development.

### **IT Program Manager / PMO Deployment Planner / SmartMeter Sr. Business Analyst, Contract**

Pacific Gas & Electric Company - San Francisco, CA

May 2012 to November 2016

Interfaced with a diverse range of clients to complete development of sophisticated projects within IT, Electric Operations and SmartMeter Operations departments.

#### Key Projects & Achievements:

##### \* IT Program and Project Management:

- Managed specific program activities for Technology leadership pertaining to 72 NERC CIP Infrastructure projects.
- Engaged with the Technical Director to outline strategical and tactical approach for over 500 IT projects to present to senior management teams.
- Defined RAG status, and developed multiple weekly PowerPoint presentations for IT Steering Committee, including monthly forecasts, status diagrams, and analysis of recent issues and risks.
- Identified key topics, decisions, and action items regarding Technology projects including scope, budget and schedule details for weekly meetings with Program Leadership Team, Stakeholders, IT Executive level leadership, and IT Vice President in attendance.
- Performed as the authoritative expert on PMO deliverables, and provided training to numerous project managers to report project statuses, project milestones, and requirements to prepare deliverables from initiation through Close out phases.
- Defined and presented mission statements, team goals, vision, identification of gaps and resolution tips pertaining to over 500 IT projects in progress.
- Maintained a Program Portfolio and Summary Roadmap to illustrate key activities, milestones, dependencies, allocated budget and forecasts, resource assignments, milestone dates, and scope.
- Developed IT Operational Network diagrams and presentations for executive level review and analysis.

- Produced financial reports including diagrams, and graphs pertaining to actuals vs forecasted budget and Cost Variance in comparison to completion percentage.
- Mentored PMs in development of content for Change Requests pertaining to scope, budget, and schedule change management.
- Managed weekly Staff Meetings, Brainstorming sessions, Special Attention Request meetings, Program and Project Status meetings, PMO meetings, and developed related PowerPoint Presentations and artifacts.
- Participated in content development and use of a Cloud base application for maintaining PMO deliverables and approvals.
- Designed and maintained project SharePoint sites, and provided related coaching and information to leadership, and team members.
- Single handedly organized and managed an event at PG&E's Corporate Office and a Gala in a prestigious San Francisco venue to celebrate successful completion of the NERC CIP program achievements for critical security and compliance requirements.

\* Electric Operations Project Management Center of Excellence (PMO) / Project Deployment Planner:

- Lead activities for maintaining MS Project Server 2007 schedules within the Enterprise Project Management environment including over 100 Project Managers and hundreds of construction and electric ops projects.
- Trained PMs on MS Project Server 2007 for creation of project schedules and associated workspaces in SharePoint, setting baselines, deleting schedules, and various required tasks for maintaining schedules in MS Project Server.
- Managed EPM's SharePoint Site including access requests, application setup for user accounts in EPM, and MS Project Server.
- Monitored, reported and addressed the data quality issues of schedules loaded into MS Project Server by project management resources.
- Analyzed resource issues and responded to ad-hoc data requests, and information presentations.
- Developed Pivot Tables, diagrams and statuses for the monthly KPI calculations.
- Acted as the Earned Value liaison and EPM representative within PG&E's top level PMO, obtaining and validating calculation details regarding reported metrics on a monthly basis. Ensured compliance with the required methodology and compiled a dashboard regarding the EV reporting results for designated projects on a monthly basis.
- Developed communication material for the bi-weekly Newsflash published within Electric Operations PMO community.
- Identified and addressed data quality gaps, process improvement, and training needs, and recommended the approach to resolve the issues.
- Provided expertise and guidelines for managing support items for implementation of Oracle's Primavera (P6).

\* SmartMeter Operations Center / Senior Business Analyst:

- Documented over 60 critical technical processes used to maintain SmartMeter operations on a daily basis.
- Managed the annual review process of Support procedures, and facilitated interview sessions with stakeholders, department Supervisors, and Subject Matter Experts for information gathering and confirmation of process details.
- Managed testing of improved technical procedures for Support, including executing SQL queries.
- Documented Remedy work orders, incidents and tasks and assigned to related team members.

- Designed a weekly bulletin as a source of communication regarding team initiatives, status updates, and guidelines.
- Reported project status to Supervisors on a weekly basis.
- Instructed team members and stakeholders regarding utilization of SMC Remedy features.
- Identified gaps in current processes and recommend steps to minimize risk, and support advancement of key processes within the Operations Center.
- Instructed on best practices in utilization of SharePoint regarding the existing document control system.

### **IT Project Manager / Business Analyst, Contract**

University of California, Office of the President - Oakland, CA

June 2011 to January 2012

Management of projects shared between the IT project office and other departments. Participated in developing the roadmap for IT for partnership with multiple internal businesses. Assisted stakeholders to evaluate and make a selection from proposed and alternate solutions. Information gathering to create process flows, future state used cases, business requirements, and PowerPoint presentations.

#### **Key Achievements:**

- \* Created a Project Server User Guide specific to UCOP resources, outlining definitions, functions, and instructions pertaining to maintenance, including process flow diagrams, and screenshots using SnagIt.
- \* Identified and managed tasks for SharePoint and Java technical developers, facilitating and conducting status meetings with business partners, creation of roles and responsibility matrix, project plans using Project Server, and tracking issues and risks, action items, meeting minutes, and status reports on a weekly basis.
- \* Created extensive questionnaires to elicit and define requirements within the scope of the project or initiative.
- \* Participated in developing the roadmap for IT to collaborate with multiple business units regarding departmental IT portfolios, the effort to consolidate IT functions, and best practices to support department-specific applications.
- \* Created issues and risks documents, and Visio diagrams of the as-is process for multiple high-profile UCOP initiatives such as Patent Acknowledgement, and Procurement Services projects.

### **Business Systems Consultant VI, Contract**

Wells Fargo Bank/Pariter Solutions - San Francisco, CA

September 2010 to April 2011

Directly engaged with Java developers and Web specialists to develop extensive Functional System Designs pertaining to Automated Clearing House (ACH) transactions within financial and banking applications, outlining system functionality. Effort pertained to multiple Web based applications, including real time messaging between Pariter and client's applications, and other applications for maintaining historical data, filtering transactions, and testing financial data file processing prior to moving into Production.

#### **Key Achievement:**

- \* Created Fraud Filter Functional System Design document identifying and filtering ACH transactions considered as fraudulent.
- \* Liaised between system's developments, Quality Assurance and banking business partners to outline issues and solutions. Provided guidance and consultation for UAT testers on defect resolutions.

- \* Provided extensive analysis of functional problems, and related resolutions to solve defects and critical issues.
- \* Acted as the internal consultant within technology and business groups through extensive research and analysis of technical processes and business functionalities.
- \* Participated in identifying, evaluating, and developing systems and procedures that are cost effective and meet business requirements.
- \* Produced extensive deliverables to clarify and highlight software requirements, and enhancements for developers and team members.

### **Sr. Business Analyst, Contract**

Pacific Gas & Electric Company - San Francisco, CA

May 2010 to July 2010

Analyzed re-architecture of the company website including User Interface, gaps, and global rules. Validated current iterations against functional design documents and produced Visio diagrams of the process flows and wireframes.

#### **Key Achievement:**

- \* Reconciled conflicts and distinguished solutions from requirements.
- \* Analyzed and evaluated data gathered from multiple sources, reconciled conflicts and distinguished solutions from requirements.

### **Technical Project Manager, Contract**

Washington Mutual Bank - Pleasanton, CA

August 2008 to December 2008

Managed ten simultaneous priority projects within Card Services Technology department, collaborated with Java developers, system engineers, and technical resources.

#### **Key Achievement:**

- \* Managed business requests, project schedules, cost control, resource allocation, sizing estimates, and approval processes.
- \* Participated in negotiations and assessment of system changes, and deliverables with business owners.
- \* Facilitated efforts in the development of business plans, and strategies.
- \* Managed time tracking approvals for multiple assigned resources using Lawson application tool system.
- \* Managed multiple vendor relationships, and maintained communication between delivery management, and stakeholders.
- \* Maintained internal websites with project deliverables and critical information for multiple projects.
- \* Provided project plans, status reports, cost control, meeting minutes and agendas to executive level managers.

### **IT Project Manager/ Sr. Business Analyst**

Fireside Bank - Pleasanton, CA

February 2007 to June 2008

Lead implementation projects and cross-functional teams to make direct payments in web services and Kiosk installations at 7-11 stores. Planned, and scheduled all tasks during the project life cycle. Lead vendor management and RFP efforts as the main point of contact to implement new and enhanced IT solutions and timely resolutions. Negotiated for resource assignment to projects.

#### Key Achievements:

- \* Migrated in-house products to multiple Western Union Speedpay Web platforms for money movement pertaining to ACH, IVR, and ATM transactions for a direct withdrawal.
- \* Maintained involvement and consultation with the internal legal department, ensuring compliance in accordance to the Fair Debt Collection Practices Act in California.
- \* Developed PMO deliverables and guidelines related to the project life cycle.
- \* Conducted interviews for requirement gathering, and worked with executive level managers, vice presidents, team leaders, and end-users across the company during the course of projects.
- \* Worked on multiple projects simultaneously, and developed related diagrams using iGrafx, and documentation such as business requirement documents, project plans, issues log, assumptions, definitions, cost benefit analysis, status reports, meeting agendas and minutes, incident tracking forms, sign-offs and approvals, change control specifications, charts and diagrams.
- \* Conducted, documented, and submitted Request for Proposals to multiple third party vendors to select a vendor of choice for specific requirements, providing analytical, and detailed information that were critical to the stakeholders, and the Executive Committee for making a selection.
- \* Organized, and managed User Acceptance Testing efforts, providing documented instructions, training, and mentoring to the participants.
- \* Planned and conducted regular meetings with the project team, and stakeholders during the course of the projects to assign tasks, discuss open issues, and provide project statuses.
- \* Set expectations, and requirements regarding task assignment during each phase of the project, and assigned tasks to the project team members. Established and maintained open communication between user community and IT.

### **Technical Project Manager**

Health Benefit Systems Department - San Francisco, CA  
October 2006 to December 2006

Lead project teams and managed technical activities with Java developers and technical resources, pertaining to Billing, Flexible Savings Account Claims, and Standard Reports. Interacted and negotiated with project managers from the business team. Participated in business and technical analysis as related to the scope of the project.

#### Key Achievements:

- \* Problem solved with focus on prioritization of issues and escalating as necessary to meet timelines and resource requirements.
- \* Participated in business and technical analysis as related to the scope of the project.
- \* Developed and revised project plans, issues lists, status reports, meeting agendas, and minutes.
- \* Researched and coordinated training sessions as related to project goals and plans.

### **Project Manager/ IT Sr. Business Analyst, Contract**

Kaiser Permanente - Walnut Creek - Oakland, CA  
February 2006 to October 2006

Managed business on investment project engagements for Benefit Systems Management department, including SDLC phases from concept through realization, and creation of requirements, definition, system design, and development. As the Senior Business Analyst for IT Compliance department engaged in business operations regarding Electronic Protected Health Information including Social Security Numbers, performing surveys, information gathering, recommending solutions, and presenting results to management committees for quality and process re-engineering decisions.

Interfaced with several KP departments as the team representative. Tracked and reported project issues to senior management.

**Key Achievements:**

- \* Managed redevelopment of BSM Took Kit and Data Bases with SQL Server, managing Java developers, network and database engineers.
- \* Managed upgrade of Movaris Workflow Software from a mainframe configuration to a server environment.
- \* Developed Project Plan, Requirements Documents, and Functional Specifications for internal BSM projects.
- \* Evaluated solution alternatives for possible remediation with process re-engineering. Engaged with business partners to ensure and document agreement for the technical solution of the re-engineering decisions.
- \* Contributed to the development of operational process changes, ensured availability of adequate training, developed highly detailed Test scenarios, and updated project documentation during deployment of the solution.

**Application Specialist / Project Manager/PMO Member**

Stanford University Medical Center - Palo Alto, CA

October 2004 to January 2006

Managed tasks for a high priority project involving upgrade of LastWord to Carecast with focus on coordination of effort between different departments involved in the project. Developed project plans, risks, assumptions, issues, definitions, test plans, status reports, and meeting agendas.

**Key Achievements:**

- \* Participated in multiple rounds of integration testing as the main point of contact between various departments such as Pharmacy, and Nursing while clarifying training efforts thru test data creation for user-end analysis.
- \* Participated in the successful implementation of an internal Web Portal by creating, and analyzing functionality, integrated data, and ensuring data integrity in each system.
- \* Maintained daily communication and status reports with consultants, and project managers regarding portal activity.
- \* Engaged closely with the Program Director to organize, and facilitate Executive, and Steering Committee meetings, using Outlook on a daily basis.
- \* Contributed to development of guidelines for internal customer groups with content to support daily business processes.
- \* Analyzed requirements for building queries and reports using new tools and configurations.

**Senior Software Engineer**

Brown and Toland Medical Group - San Francisco, CA

June 2002 to October 2004

Developed complex software solutions and customizations using MUMPS/Cache programming language within various IDX Flowcast application processes such as Claims, Referrals, Eligibility, Benefit Plans, McKesson Claimcheck interface, EDI 837 Claims, and Incoming Claims interface. Mentored IT analysts and business partners regarding IDX technology and functionality.

Key Achievements:

- \* Developed interface software for processing EDI 837 claims resulting in considerable savings in cost, and manual effort.
- \* Acted as the technical team lead for re-implementation of McKesson Claimcheck interface, outlining process flow, resolving technical issues, assigning tasks, directing team members, conducting weekly meetings, providing status reports, and developing technical documentation based on SDLC.
- \* Performed as the Technical resource and Trading Partner liaison for implementation of EDI 270/271, including interface setup in IDX applications and creating HIPAA compliant technical specifications and test data files for Trading Partners.
- \* Monitored components of system related projects through post-implementation including CACHE migration, and Flowcast 3.0 upgrade.
- \* Developed project plans, scope documents, status reports, as well as specification, and technical documentation regarding application customizations using SDLC.
- \* Managed critical Flowcast and end user issues as the liaison between Brown and Toland, and IDX.
- \* Completed IDX Healthcare objects assignments, involving JavaScript, VBScript, HTML, XML, and Active Server Pages.

### **Senior Software Engineer / IT Implementation Department**

IDX Systems Corporation - Alameda, CA

January 1996 to October 2001

Developed software solutions and customizations for maintenance of IDX Managed Care application using MUMPS within CACHE, and AES based systems, including interface processes, routines, screens, reports, and various Data Base Management objects, such as dictionaries and table/columns. Provided development teams with technical solutions and documentation for application design problems, as well as interface and conversion specifications.

Key Achievements:

- \* Completed interface software implementations ahead of schedule and within budget.
- \* Independently provided remote, and on-site consultation, and daily support to resolve complex software issues for installation clients with hundreds of users, such as Peacehealth Medical Center in Oregon, and Comprehensive Medical Imaging Inc. in Los Angeles, maintaining 150,000 exams.
- \* Successfully, implemented, customized, and supported ambulatory applications such as Managed Care, Scheduling, Chart Tracking, and WEB applications for large clinics and hospitals. For example, STRAUB Clinic and Hospital in Hawaii, consisting of a network of 200 physicians and specialists.
- \* Participated in interviewing and recruiting efforts at job fairs, as well as within IDX offices.
- \* Built servers for Web access, by installing Microsoft Windows NT, Internet Explorer, SQL 7.0, IDX Web Framework, IDXtend for the Web, Client Server, and CONTROLIT.

### **Senior Programmer Analyst/ IT Support & Implementation Department**

Shared Medical Systems - Oakland, CA

October 1990 to December 1995

Developed software solutions and provided technical support for ALLEGRA Patient Data Systems, using VAX/BASIC, and DCL in a VMS 5.5 environment. Implemented application software and related tools at client sites, which included Screen Processing System, Decision Tabling, Claimmaker, Report and Document System, Datatrieve, and Executive Control Systems. Reported and documented software bugs, and design problems for future implementations and upgrades.

Key Achievements:

- \* Successfully installed current software upgrades and customizations, and Federal Regulatory changes for large hospitals in California such as Community Hospital of the Monterey Peninsula and St. Joseph's Hospital in Stockton effecting hundreds of physicians, and thousands of users.
- \* Contributed to the quality assurance efforts pertaining to migration to a Visual Basic platform.
- \* Developed and documented procedures for major disaster recoveries.
- \* Educated clients and new employees on standard and custom functionality.
- \* Received a special award for meeting client's immediate needs within an exceptionally aggressive timeframe.

#### Technical and Functional Excellence

##### Proficiencies:

Program and Project Management, Software Development, Systems Analysis, Data Analysis, Business Development, Building Partnerships, Project & Product Integration, Technical Writing, Vendor Management, Status Reporting, Project Schedule Development, Risk/Issue Identification, PowerPoint Presentations, Authoring User Guidelines

IDX MUMPS, Cache, and Health Care Objects, IDX Ambulatory and CareCast 5.1.8

##### Tools:

SharePoint, Microsoft Project, Project server, Access, Excel, PowerPoint, Visio, Word, Outlook, Adobe Acrobat, Remedy, NIKU, SnagIt, iGrafx, Lawson, Lotus Notes, Vantive

## Education

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### **Bachelor of Science in Computer Science in PMI Project Management Bootcamp**

State University - Jonesboro, AR

## Skills

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- PMO (7 years)
- PROJECT MANAGEMENT (9 years)
- SOFTWARE DEVELOPMENT (5 years)
- TRAINING (8 years)
- EXECUTIVE LEVEL (6 years)
- PMP
- SDLC
- PM
- PMI
- Requirements Gathering
- Scrum

## Certifications and Licenses

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### **Driver's License**



## Additional Information

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### Core Competencies:

- IT Program Management
  - Waterfall Project Management
  - Systems Launch / Implementation
  - PMO Development and Compliance
  - Project Status Reporting
  - Risk Assessment and Issue Resolution
  - Change Management
  - Client Negotiations Management
  - Business & Functional Requirements
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- Financial Analysis and Reporting
  - Executive level Presentations
  - Process and Procedure Creation
  - Communications Development
  - Banking ACH Payment Processing
  - Healthcare Patient Information Systems
  - Software Development
  - User Acceptance Testing
  - Training and mentoring