**Akash Patel**

* Middletown, NY 10941 akashpatel9297@gmail.com (845) 798-0898 www.linkedin.com/in/akashpatel97

INFORMATION TECHNOLOGY PROJECT MANAGER & SCRUM MASTER

Strongly-motivated, adaptive professional with 7+ years of broad experience in delivering methodical directions towards the success of the assigned projects within timeframes. Astute in technical solutions, risk management, and system interaction.

* Goal-driven leader with a track record of championing company culture by applying project management skills and leverages the ability to understand business requirements, processes, and methodologies using strong analytical skills.
* Creative self-starter who possesses unrivaled expertise in Software Development Life Cycle (SDLC) methodologies and flexible employee who can collaborate with key business users, stakeholders, and organizational levels to achieve goals.
* Organized team-player with passion in change management, project development, and process improvements and offers effective management skills combined with the vigorous ability to prioritize and influence business decisions positively.
* Forward-thinker mentor with robust skillset focused on strategic planning and implementation, project scoping and deployment, business modeling and system analysis, budget and cost administration, and scrum and agile methodologies.

Career Accomplishments

* Formed a team to secure timely deliverance of projects, which resulted in a productive cost-saving amounting to $350K+.
* Granted optimum services and outputs to clients consistently and surpassed expectations and performance standards.
* Hastened the credibility of the business by fulfilling project deadlines within the allotted timeframe and budget skillfully.

Core Competencies

Software Development Process | Technology Industry | Business Development | Resource Management | Security Architecture | Risk & Issue Management | Quality Assurance | Database Management | Software Requirement Specifications | Business Requirements Document | Use Case Specifications | Functional Specifications | Systems Design Specification | Requirement Traceability Matrix | Enterprise Applications | Enterprise Services | Cloud Technology | Customer Relations | Reports Generation & Presentations | Document Testing | Monitoring & Reporting | Sales & Marketing | Teamwork & Supervision | Cross-Functional Collaboration | Contract Negotiation | Decision-Making Skills | Problem-Solving Skills | Interpersonal Skills | Written/Verbal Communication Skills

Technical Skills

**Management Tools**: Rational Req Pro, Share Point, Visual Studio, JIRA, Confluence, Trello, Azure Devops

**Documentation Tools**: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Microsoft Visio, Microsoft Project

**Operating Systems**: Windows 98/XP/Vista/07/08, 10, UNIX/LINUX, Mac OS

**Programming Languages**: C, C++, C#, VB, ASP.NET, Java, PHP, SQL, XML

**RDBMS/Databases**: Microsoft Access, My SQL Server

**Testing Tools**: HP ALM, Rational ClearQuest, Selenium

**Web Technologies**: HTML, ASP, XML, DHTML, VB Script, Java Script, CSS, Bootstrap, XHTML, Vue js, Angular JS

**Project Methodologies**: Agile, Waterfall, Scrum, Kanban, XP

**Others:** SEO, SEM, Google Products, Native & Hybrid Mobile Applications, Social Media, API

**CMS:** Magento 2, Shopify, WordPress, Drupal, Woo-Commerce, October CMS

Professional Experience

Beer World, Middletown, NY Aug 2020 – Present

**Project Manager & Scrum Master**

*Carry out a leadership role in handling the information technology project of the business in accordance with regulatory policies.*

* Integrate the Loyalty mobile application with the point-of-sale system to enhance usability to users and elevate the marketing team's decision-making capacity to personalize the promotion campaigns based on the gathered data.
* Originate an omnichannel for the business to authorize customers to purchase products across the available channels.
* Enforce project and scrum management capacity to construct creative solutions per business objectives and needs.
* Safeguard the effectiveness of the mobile application and e-commerce platform to permit performance efficiency.

Fastrax Solutions, Rock hill, NY Jun 2018 – Aug 2020

**Project Manager & Scrum Master**

*Employed comprehensive knowledge of the retail and service industry and assured the effectiveness of the methods and systems.*

* Chaired the day-to-day operating aspect of the point-of-sale systems, custom developments, mobile applications, and e-commerce website in a simultaneous manner to guarantee optimum project success and holistic functionality.
* Governed multiple projects synchronously while transforming agile methodologies to scrum and Kanban framework.
* Accomplished project deliverables within the allotted timeframe and budget to stimulate consistent client satisfaction.
* Collaborated intensively with the stakeholders, end-users, and intercultural clients to discuss the related requirements while coordinating with the customer service team to prioritize the backlog alongside the customers' SLA.

Fastrax Infotech, Rock hill, NY Jun 2019 – Aug 2020

**Managing Director**

*Headed a service-oriented company on a daily basis from the ground up through industry knowledge and management skills.*

* Spearheaded the management of the business with 50+ employees across the world to ensure overall efficiency.
* Served as a direct contact to clients to procure requirement and distinguish the suitable technology and platform while commanding the day-to-day operation, budgeting, and employee management to attain all goals and vision.
* Boosted trusting relations with clients from Saudi Arabia, Dubai, and the United States to retain business productivity.
* Aptly completed end-to-end projects focused on custom development, e-commerce, mobile applications, and blockchain.

Lab Petroleum, Chesapeake, VA Mar 2013 – May 2018

**Systems Analyst**

*Liaised with the QA teams and service levels and operated an issue track log to address issues for troubleshooting and analysis.*

* Established business process solution to yield operational efficiency and cost-savings and exhibited dual maintenance on the security master file, which supported corporate actions such as acquisitions, liquidations, and fund additions.
* Played an integral role in conducting employee training, statistical tracking, data scrubbing, and other project work to streamline the daily operations while aiding the back office with transactions utilizing subject matter expertise.
* Obtained data requirements from stakeholders to conceptualize schemes for data profiling and validation and created stories for backlog while maximizing agile methods for developments, collaboration, and process optimizations.
* Instituted innovative processes and tasks to heighten operational performance and introduced the system requirements specifications consisting of the functional and non-functional standards while cultivating business flow diagrams.
* Pioneered UML models and data lineage maps with the primary goal to aid in the modeling of static and dynamic aspects of the wealth management portal and track pertinent information of the data elements for all phases of staging.
* Generated detail and summary reports such as line and pie charts, trend analysis data, and sub-reports per business objectives to present to the key management and assist in the transition of stakeholders to the analytical environment.
* Executed gap analysis of the existing system and internal software to acquire insight for continuous improvements and showcased in-depth knowledge of defining the system context by designing use cases to ascertain operations.
* Augmented plans to support the requirement verification at all levels and fulfill user expectations and business needs while rendering assistance in documenting user manual, captaining UATs, and providing follow-up concomitantly.

Education

**Bachelor of Business Administration in Information Technology Management** June 2013

SP University, Gujarat, IN

Certificates & Training

**Project Management Professional (PMP),** In Progress

**Scrum Master,** Scrum Alliance 2018

**Pega Certified Business Architect (PCBA),** Pega Academy 2018