

SOUMYA RAJ

(669)-281-9226 | San Jose, CA | soumya.rj6@gmail.com | [LinkEdIn](#)

Analytical and detail oriented information technology manager with 6 years of extensive expertise in project life cycles, project management, Agile methodologies, project scheduling/budgeting. Utilizes excellent communication skills to collaborate with internal/external partners, lead multi-location teams, and interface with end users. Excels at identifying and resolving problems, logging issues and regularly reporting status to key stakeholders. Proven aptitude for delivering solutions on time and on budget while achieving all technical requirements.

PROFESSIONAL EXPERIENCE:

McAfee - Client, Project Manager

Santa Clara, California

(July'19 - Feb'20)

Managed ITSD OSDB Upgrade project for McAfee Enterprise front office applications that was hosted on Windows 2008 and SQL Server 2008 to the latest and greatest versions of OS and DB as well as Miami DC migration from Miami to Las Vegas as part of DC consolidation effort.

- **Project Management:** Led overall project planning, delivery, taking ownership from end-to-end, including stakeholder management, requirements definition & documentation, planning, testing, UAT, roll-out, production support, maintenance.
- **Resource Management:** Worked with the Resource Managers to determine the project's human capital needs, forecasting weekly labour hours required per sprint/workstream and ensured a steady pace of project development.
- **Cross Functional Communication:** Partnered with cross-functional teams (Web development, Platform, DB, Infosec) to create strategic alignment and proactively generate relevant solutions to identify new opportunities and risks and ensure alignment with geographically diverse multi/cross-functional teams.
- **Incident Management:** Tracked production incidents and acted as Service Now liaison during the Major Incidents. Communicate with other management, engineers, product managers and support specialists on product issues.
- **Agile/Scrum methodologies:** Wrote User Stories based on the requirements gathered from all Stakeholders, Business Partners. Organized and facilitated Agile and Scrum meetings, which included Sprint Planning, Daily Scrums or Standups.
- **IT Newsletter Publication:** Designed the monthly ITSD Newsletter for Enterprise front office applications of McAfee .

Fourandhalf - Client, Project Analyst

Hayward, California

(April'19 - May'19)

Provided Project Management and data analysis for Mergers and Acquisition of Property Management client based projects.

- **Data Analysis:** Successfully created an automated report for the Rent Quality Analysis which involved the advanced excel skills such as vlookup, nested formulas, macros. Skilled at taking spontaneous decisions and managing emergencies that help to avert crisis.
- **Product Development:** Worked with leaders in developing, managing and/or promoting the optimization of products as well as analyzing industry and competitor trends. Enhanced the product development process including preparation for the Rent Fax process to build and bring new products to market.
- **Project Coordination:** Self-directed and independent. Responsible for the coordination and completion of projects. Oversees all aspects of projects. Sets deadlines, assigns responsibilities, and monitors and summarizes progress of projects.
- **Cross Functional Communication:** Partnered with cross-functional teams (Web development, Hardware, Marketing, Product development, Sales team) to create strategic alignment and proactively generate relevant solutions to identify new opportunities and risks.
- **Direct liaison to senior management:** Reported directly to the Director of Product Development. Worked with all levels of clients upto Director, COO, Board Members. Prepared meeting agendas and notes and shared with the Senior Management as well as Board Members.
- **Project Management:** Managed projects and tasks in ASANA. Assigned work to teammates with specific deadlines and communicated about tasks directly in ASANA.

Pontoon Solutions- Program Delivery Associate

San Jose, California

(Sep'18 - Jan'19)

Successfully delivered large-scale client MSP, xWS program focused on business growth, technology advancement and process improvement across value-chain activities such as communications, operations and service.

- **Program Management:** Provided project management for project scheduling, tracking, issue management and status reporting.
- **Program Coordination:** Coordinated all stages of the requisition activity through the use of Field glass and HRMS
- **Documentation/Reporting:** Maintain thorough and accurate documentation on any end user interactions. Generated daily reports to ensure program compliance reporting.

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IBM, India - ERP Consultant

(July'10 - Sep'14)

Led several SAP ECC (ABAP+JAVA), CRM, BI, EP, SCM implementation, upgrade, OS/DB (Oracle, DB2, SQL) migration, configuration and support projects of American as well as European clients. Proactively explored opportunities to meet the demands of clients to provide the highest level of customer service and quality on time and on budget.

- **Requirement gathering:** To understand WHO, the WHAT and the HOW of the project, conduct a requirement gathering session with stakeholders. Coordinated with an onsite team to discuss the requirement in detail.
- **Leadership:** Provided executive leadership to a large SAP CRM migration program covering migration from US (Lexington Data center) to India (Chennai Data center). Skilled at taking spontaneous decisions and managing emergencies that help to avert crisis and ensure steady pace of project development.
- **Project Coordination:** Managed relationships with other internal teams for cross-functional projects. Prepared weekly reports (spreadsheets reports) from the senior members, evaluated them and provided derived vital statistics to the head manager.
- **System Migration/Upgrade:** Project-managed large-scale initiatives involving the transition of programs to new platforms and the merger of disparate systems from acquired client companies.
- **Mentorship:** Provided technical guidance and coaching to technical consultants and conducted process review.
- **Document Publication:** Published several technical documentation on IBM wiki on SAP ERP Upgrade, Migrations and Implementations.
- **Accomplishments:** Received several accolades (IBM Orion Eminence and Excellence Award) from the entire management team for completing large IT implementation programs with quality and also achieving 100% business operational efficiency within weeks after GoLive.

CORE COMPETENCIES:

- **Business Analysis:** Requirement Analysis, Stakeholder Communication, Cross functional team leadership, Agile/Scrum methodologies, SDLC processes, ERP Implementation.
- **Project Management Tools:** MS Project, Microsoft Office suite (Word, PowerPoint, Excel), ASANA, SharePoint, Outlook, Spreadsheets, Google Suite, JIRA, Tableau.
- **Technology Skills:** SAP, CRM, ERP, BI, SCM, ABAP, JAVA.
- **Management Skills:** Stakeholder Management, Incident Management, Change Management, Budgeting/Scheduling, Resource Management, Customer Success.

SPECIALIZATION(CERTIFICATE) COURSES:

- Completed specialization course "**Data Visualization with Tableau**" from University of California, Davis at Coursera June 2019
- Pursuing "**Agile with Atlassian Jira**" course at Coursera.

LEADERSHIP AND SOCIAL INITIATIVES:

- **Volunteer Program Manager at Chemists without Borders:** Worked for a Non Profit health organization as a Program Manager volunteer to manage and oversee outreach program activities for international health issues.
- **Infographic designer volunteer at Sneha Karma Foundation Inc:** Designed fundraising campaigns for these service programs: Support-A-Girl program, Skills development program, Social Enterprise Program.
- **IBM event Club Captain:** Led IBM event activities, represented my team in various events such as debate, art and crafts competitions.
- **Mentoring:** Led an initiative of educating and training IBM India graduate hires team in the SAP Basis domain.

EDUCATION:

Bachelor's in Computer Engineering
Rajasthan Technical University (KOTA, India)

June 2010