

Hiren Patel

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SUMMARY

- 20 years of Experience in Program/Project & Release Management in various industries, 10 years in consulting
- Managed Large Programs at McKesson & Delta Dental.
- Had 14 PMs reporting at McKesson & 6 PMs reporting at Delta Dental
- Waterfall to Agile Conversion at Delta Dental for Health Care Reform Program
- Certified SCRUM Master, PMP & Six Sigma
- Excellent Communication Skills & able to interact with all levels of stakeholders. Ability to bridge communication gap between technical & Business teams
- PMO Process and Governance, supply chain
- Implemented various ERP systems end-to-end. Cisco's ERP system, SAP, Oracle 12i
- Worked in cross-functional teams
- Database: Oracle, SQL
- Enthusiastic individual with superior skills in working in both team-based and independent capacities. Bringing strong work ethic and excellent organizational skills to any setting. Excited to begin new challenge with successful team.

TRAINING/CERTIFICATIONS:

- ★ Scrum Master ★ PMI / PMP ★ Six Sigma Black Belt ★ Certified B2B, Intel
- ★ Top Academic Award "PROJECT MANAGEMENT & RESEARCH METHODS", Australia.

PROFESSIONAL EXPERIENCE

Cisco

2/2018 - Present

Sr. PROGRAM MANAGER – Application Centric Infrastructure

- Data Center Infrastructure, cloud computing, Operations
- Delivering project that meets or exceeds business expectations, client satisfaction; meets or is ahead of timeline, schedule and/or budget.
- Manage delivery of high complexity migration projects for multiple business functions

McKesson

10/2014 – 1/2018

Sr. DIRECTOR / PROGRAM MANAGER – Generics & Dist. Ops.

- Responsible and Managed Projects & Release for Generics & Dist. Ops.
- Conduct Weekly progress reports on savings/spend and metrics
- Work closely & coordinates with Delivery Team Leads to monitor and track project and release Risks and Issues. Improve Processes and governance
- Data analytic on projects, ranking, budgeting, forecasting.
- Facilitate process gaps, performance reviews and improvement solutions

Delta Dental

8/2013 – 9/2014

Sr. PROGRAM MANAGER – Health Care Reform

- Responsible and Managed several projects for Health Care Reform program HIPAA and having End to End (E2E) responsibility with Project Management Office (PMO) and Release Management.
- Managed the End to End (E2E) Release of Health Care Reform Projects in Data Exchange, Broker Portal, and Document Generate/Fulfillment in .NET framework
- Participated in Daily Advisory Project meeting and provided status on IT efforts for all Health Care Reform projects to senior management
- Managed and effectively collaborated with numerous IT Application teams to ensure that project is delivered on schedule and with quality.
- Engaged the Functional Testing (QA) teams in detail discussions/planning to ensure that for all projects phase milestone are delivered on time.
- Consistently followed the Agile methodology for all projects.
- Coordinate with all project managers that all Forecasts were timely entered into TeamTrack.
- Initiated and participated in project team discussions for all project phase ensuring deliverables are completed and timely approvals obtained.

Cisco

12/2011 – 7/2013

Sr. IT PROJECT & RELEASE MANAGER

Manage several IT Projects in different Groups: Performance Testing, Order Management, ERMO/Release Management/Database Operations/Infrastructure.

- ERMO Infra Release: Plan, Schedule, Resource Allocation, Escalation, Execution, and Support.
- Create and Deliver Final Performance Report and Release Delivery.

- Program support for Order Management in CE, OMLSS, SCLSS (supply chain), IOM, CCW.
- Risk Management & Mitigation Plan supporting PROPEL and JIRA.
- Document Control: Maintaining Project Documents and meeting slides.
- Track Milestones & Deliverables for ongoing project scope, impact assessment and Budget.
- Database Operations: Manage Infrastructure Quarterly and Monthly Releases.
- CR Implementation, Create and Maintain Wiki, Change request, Clarity
- Generate Quarter/Month/Year End Reports, Pivot Table, and Pie Charts for Management.

Integranova

9/2006 – 11/2011

IT PROGRAM/PROJECT MANAGER

Manage numerous IT Projects with Microsoft, Wells Fargo, and NASA.

- Managed full life cycle of software development and web applications and Release Management.
- In-house Modelling Tools and Report Writers were used to implement projects.
- Planned and executed all phases – Initiate, Analysis, Design, Build, Test and Implement - of the SDLC Project Management process.
- Collaborated with business systems analyst and interfaced with business partners to resolve all issues in gathering and documenting Functional and Non-Functional Requirements.
- Develop detailed project plans and tracked projects to defined budgets.

Kaiser

9/2004 – 8/2006

IT PROJECT MANAGER

PMO Office. Significant experience in clinical and management. Lead a team of MIDAS/Quality and Utilization.

- Managed shared resources in matrix environment.
- MIDAS+ Administrator.
- Implement Desktop rollouts of Hardware, Software and Networks with Health Connect.
- Track and Report Development Status (Schedule, Budget, Milestones, Metrics, Risks and Issues) to Management.
- Interface and Negotiating with Clients, Customers and Vendors.
- Create Custom reports in Crystal Reports on Ad-hoc basis.

Intel

2/2000 – 8/2004

IT PROJECT MANAGER

Managed and Lead team for e-commerce and Intel Library system projects.

- Developed/Lead applications for Intel Integrated Library System.
- Developed Medical procurement website, hosting web servers with B2B.
- Verify Defect tracking and create summary reports.
- Define Goals and Strategies, mentoring and training IT staff.
- Planned and executed all phases – Initiate, Analysis, Design, Build, Test and Implement - of the SDLC Project Management process.

Tej Technologies

6/1998 – 1/2000

IT PROJECT MANAGER

Developed web portal for GroceryWorks.com. Manage a team of developers.

- Managed and Implemented Phase 1 of web portal.
- Responsible for managing, analysis, requirements, design, development and implementation of e-commerce projects. Documentation and Repository setups.
- User interface testing, regression test and version compatibility testing.

Pennywise Peripherals

6/1996 – 6/1998

PROJECT LEAD

Developed Client-Server applications for financial loan processing projects. Managed client's issues, expectations for QA, test plan, automation process and deployment of project.

- Lead a team of programmers.
- Planned and executed all phases – Initiate, Analysis, Design, Build, Test and Implement - of the SDLC Project Management process. Develop budget forecasts and created graphs.

Standard Electronics

6/1994 – 5/1996

DESIGN & IMPLEMENTATION ENGINEER

Developed Integrated Financial/Loan processing interface to support client systems.

- Visual Basic, MS Access and C Programming
- Design, Build, Test and Implement client-server applications.

EDUCATION

- **MS**, Swinburne Univ. of Tech., Australia
- **MBA**, University of Bombay, India
- **BS**, University of Pune, India