

Technical leader with almost **12 years of experience in Technical Program Management and Business analysis**. Passionate about solving problems using technology solutions and delivering results in a fast paced cross-functional environment. Excel in **collaborating with people** & bringing engineering, product and business teams together to **deliver projects within scope, budget & timeline**. Managed projects for **building & enhancing software** tools and applications, implementing large scale distributed systems and creating reporting dashboards & Analytics solutions. Worked in various IT orgs – Business Applications, **Workplace Technology, Global Real Estate & Facility Services**

**NEXTROLL (Oct 2018- Current) | Sr. Technical Project Manager, Analytics**

- Work with **Head of Analytics to translate broad business requirements** and goals into technical projects
- Led various projects from **conception through implementation**, managed project timelines across multiple offices and time zones. **Develop project roadmaps** and lead planning meetings
- **Upgraded Tableau Server. Managed Tableau-** Cleaned-up unused Data source, Workbook, user groups, permissions, licenses and thus reduced AWS storage cost by 30K. Established Tableau Best Practices across teams
- Improved team productivity by 25% by introducing **Scrum methodology to four teams**, facilitated Sprint Planning, Daily Standups, Sprint Review & Retrospective. **Trained Team leads** to own their sprint processes.
- Managing a project to **migrate** Cubes, Pipelines, and Tableau extracts from **Jenkins to Airflow**
- **Leading an engineering-wide** project to improve **Monitoring** & alerting on all of Enterprise systems/applications

**FACEBOOK (Aug 2017- Oct 2018) | Technical Project Manager (Consultant)**

- Roadmap Project Manager for Global Real Estate and Workplace Services team to **build new and innovative software tools, improve existing tools** and streamline processes (For Asset Management and Real Estate Tools)
- **Collaborated with teams globally** in strategic planning, Finance, product, engineering, transaction management, and construction management to build for **Real Estate Portfolio Planning tool (Headcount vs. Capacity)**
- Delivered Construction Project management and **reporting tool** for **Global teams in AMERICAS, EMEA and APAC**. **Drove user adoption and** rolling out new **enhancements/features** each quarter based on **user feedback/impact**
- **Delivered new Transaction Management tool**. Presented to Director & other high profile stakeholders
- Managed the work of QA lead, technical writer & Data analyst for testing, data validation, user guide/wiki creation
- **Integrated** the real estate strategic planning tools saving 4500 man hours & improved project tracking & reporting
- **Lead** the project for making decision on **Build vs. Buy for Asset & work order management** (Facility maintenance)
- **Prioritized & launched features for new and existing products** during the year, delivering on the roadmap.
- Created & managed **project charters, project trackers, product backlog**, Risk /issue logs & requirement docs
- Brought order to chaos by creating and evolving a **comprehensive execution plan**, and **keeping teams focused** on delivering against that plan. **Align competing priorities** by linking **strategy to execution**
- **Understood KPI** and worked with **Analytics team manager** to drive the **creation of Tableau dashboards**

**CISCO (May 2017- Aug 2017) | Project Manager (Consultant)**

- Drove the **testing and execution of cross-functional projects** in **Cisco's Supply Chain Transformation PMO**
- Confirmed release readiness by ensuring successful **UAT testing & facilitated communication** across 15 teams

**STANFORD HEALTH CARE ( 2013 - 2016) | Project Manager/BSA (Palo Alto)**

- **Implemented large scale business systems -Managed the IT activities** to roll out **business applications** for new Stanford Emeryville Center, Stanford Neuroscience Center and Stanford Hospital.
- **Partnered with over 10 cross functional teams** including Vendors, business users & IT teams (Server team, Back up & Monitoring, Network team, Solution Architect, AD team, Field services, IT asset Mgt, & Security teams)
- **Implemented, upgraded & supported** enterprise systems that support **Business, Operations & HR** - Payroll Self Service, Time Tracking, Applicant tracking, Employee education, Training, Survey, Compliance, Contracts
- Reviewed vendor **quotes, SOW and SLA** . Monitored PO processing/ Approvals, **Procured** Hardware & Software
- **Reduced SEV** instances of system crash, downtime and slowness for several business application by upgrading.
- Gained experience in **Network** operations, **Infrastructure**, & AD/Single Sign-on, Compliance, PHI, HIPAA, PII
- Reduced Vehicle wait time by 50% by implementing a new Valet parking system **at Stanford Main Hospital**
- **Upgraded** Hospital's Request management system to new On-Premise servers (connected to IVR ,Paging). Crafted seamless transition with least downtime & made sure that 24 clients and >1000 users have **least impact**.
- Experienced in ITIL framework. Worked on **Change, Problem, Knowledge and Incident management**, RCA. Helped in transition to ServiceNow. Worked with Server team and network teams for CI/CD
- Updated **Configuration management Database (CMDB)** & worked with infrastructure teams on CI/CD for changes
- Proactively monitored project risks/issues and communicate to leadership .Deliver projects within scope, budget & schedule. **Introduced** various processes and templates, Faster onboarding of clinics, Downtime communication.

#### **INFOSYNC SERVICES ( 2011 - 2012) | Project Manager/Analyst (Wichita, KS)**

- **Successfully delivered** Payroll self- service Software solution (like ADP) for external customers to cut costs
- Practiced Agile for delivering projects to customers. Used **JIRA** for tracking activities and assignment tasks
- **Wore multiple hats-** Developed customized Financial, Sales, Operational reports for external clients using SQL server reporting Services. Wrote Ad-hoc SQL queries and Stored procedures to pull data on-demand for analysis
- **Built reporting dashboards** for deploying reports. Set up access , role based security and scheduling for users

#### **INFOGROUP (2006 - 2010) | Project Coordinator/Business Analyst (Omaha, NE)**

- Worked in Professional Services group to Deliver Ad-hoc projects/customized solutions to Million Dollar customers. Gathered requirements, defined activities/timelines, assigned resources & tracked deliverables
- Managed various **projects concurrently & led 3 person data processing team**. Sent timely high quality solutions
- Extensive experience with **consolidating business operations and streamlining processes** for efficiency
- **Led 1-year Business Process Reengineering (BPR)** project to analyze and improve over 20 business processes.
- Developed and implemented the Hours Reporting/Resource tracking software using SQL server and C# . NET
- SharePoint and Netsuite(ERP) administrator for various divisions-user access, security and content management

**Technologies:** Quip, MS Suite, Google Suite , ServiceNow, Salesforce, Infor, Wiki, Jira, Zendesk, Datadog

**Database/Programming:** MS SQL Server, T-SQL, SSRS, BIDS, C#.NET, Tableau, Github, Presto, Jenkins, Airflow

#### **EDUCATION**

University of Nebraska, Omaha, Master of Business Administration (2005-2007)

Mody University, India, Bachelor of Engineering in Computer Science (2000-2004)

Certifications- Project Management Professional- PMP (Nov 2014), Certified Scrum Master - CSM (Feb 2017)