**Summary:**

* Over 10 years of experience with Project Management Office (PMO); delivering ERP, Supply Chain, Infrastructure, Human Capital, Financial Planning & Analysis projects through coordination with senior stakeholders, IT, Business teams and external vendors
* Skilled in End to End solutions deployment, application software development, risk assessment, procurement and vendor management, training
* Competent in defining scope, laying out functionality/process, finalizing Application Program Interface, data conversion, Enterprise Data Warehouse and delivering ERP solutions
* Client-focused, result driven Business Analyst/Project Manager with diverse, progressive experience at prestigious organizations like UniFirst, the United Nations, Coca-Cola, Comcast, IBM and Arris Group (Motorola).

**Education Training and Continuous Learning:**

* Bachelor of Science in Economics, State University of New York at Buffalo, NY (USA)
* ERP Applications - ABSSolute – SAP FI/HCM/Materials Management (Pay to Procure) - Business Intelligence - Reporting
* MS 365 – Outlook – Visio – Project - Teams
* JIRA Align Platform – Backlog Management – MS Project – Outlook – Teams – Visio – MS 0365 - SharePoint 2013
* Six Sigma Yellow Belt – Agile Project Management - Comcast Corp (USA)
* PRINCE2 Foundation Certificate – Project Management, United Nations (Switzerland)
* Certified ScrumMaster (CSM) – Scrum Alliance (USA)

**Experience**

**UniFirst Corp. Nov 2018 – Jun 2020**

**PMO Project Manager – Enterprise Application Delivery**

* Built and supported a feasible portfolio aligned with corporate strategy, assigned projects to myself and other team members, provided support with templates/artifacts, optimized efficiency & quality, reduced risks and delivered on time within budget.
* Performed periodic audit to ensure the PMO mandated processes were followed by the team members. Standardized and introduced economies of repetition in the execution of similar projects.
* Determined ABSSolute ERP implementation requirements, collaborated with business teams, documented processes, discovered functional gaps during E2E testing, collaborated with vendor and in-house application development team for solution.
* Tracked Sprint milestones and deliverables, anticipated roadblocks, unblocked risks/issues, monitored dependencies and prepared/presented accurate on time execution summary and reports to stakeholders, IT management and project team members as required.
* Planned, designed, and laid out a robust implementation plan for three Pilot locations
* Led the User Acceptance Testing (UAT) phase, coordinated daily defect triage, liaised with IT, business, and stakeholders to monitor progress and mitigate issues.
* Teamed with the Supply Chain Management to convert Garment & Facilities Services Stockrooms for Pilot implementation, with hardware, network, shelves, rails as recommended by the facilities planning team. Worked with the Materials Management team to ensure the old data fed from the mainframe to the new application was valid.
* Collaborated with Human Resources team to feed PeopleSoft Employee data to the ABS HR module. Assisted the AR Finance/Tax teams to integrate Accounts Payable/Receivable, calculate Sales & Service Commissions and tax calculations
* Completed the Pilot Implementation Checklist items, presented to the Steering Committee, prepared and completed the Go Live with Nashua, Warwick and Portland plants successfully.
* Partnered with the Supply Chain Management Team with a step by step plan select a vendor for implementing the SCM solution currently in plan for 2021.

**Petrochem Group Nov 2017 – Oct 2018**

**Business Analyst/Consultant (Remote Project)**

* Designed, developed and implemented an environmentally sustainable project plan aligned with corporate strategy. Collaborated with manufacturers, suppliers, distributors, retail outlets and generated a robust business process across the organization.
* Built a Project Management Office (PMO) to plan, execute and deploy deliverables, solve issues for efficiency/cost savings
* Led the analysis of complex business problems, identified business and customer needs, identified operational requirements and launched a streamlined improved process within the organization.
* Implemented a plan for change and risk management. Continued to provide quality products and services by understanding, accepting, meeting and exceeding customer expectations.

**United Nations Environment Programme (UNEP), Geneva, Switzerland Mar 2015 – Oct 2017**

**Program Manager/SAP Deployment and Operations (Global Project)**

* Led the global implementation of SAP for the United Nations Environment Programme (UNEP) offices across Europe and Africa. Covered all aspects of deployment cycle, including requirements gathering, process layout, test, trial and site preparation. Coordinated with Program Managers in Asia and North America to synchronize progress, mitigate roadblocks and prepare for Go Live.
* Successfully completed the SAP FICO, Human Capital (HCM), Materials Management (MM) training with Accenture. Utilized Business Intelligence skills to run dashboard or detailed reports as required for Grants, Human Resource, Procurement or as requested by the stakeholders.
* Assisted in procurement management, authored Requests for Proposals (RFPs) and vendor selection process. Utilized Materials Management/Procure to Pay to make on time payment to external vendors
* Created several technical manuals and Standard Operating Procedures for end users. Negotiated deliverables with stakeholders and delivered Project and Resource Plan, Risk/Issues and Status reports. Conducted agile/scrum meetings and completed other project related activities in collaboration with the PMO. Developed training materials and provided training to end users.
* Worked with the HR Business Partner to document step by step processes on using simple Employee Self Service Portal, Contract Management, Leave Request to more complex HR functions.

**Comcast Corp, Philadelphia, PA Jun 2009 – Nov 2014**

**Senior Project Manager (Product Development and Deployment)**

* Developed global project and resource plan, managed budget, priorities, risks and issues to ensure project success. Negotiated deliverables and timing in a complex business environment and managed stakeholder’s expectations. Collaborated with suppliers, manufacturers, Engineering, distribution, sales, retail and eCommerce teams to forecast, plan, budget and launch new products in the market.
* Deployed advanced prototype digital video recorder in the cloud environment. Launched web based linear streaming live TV channels within Comcast footprint. Implemented end to end video availability and quality monitoring devices from source to hand-held devices (iPads, iPhones, Android).
* Determined engineering requirements, set standards within QA test environment, managed trials, fixed bugs and pushed new products in the pipeline. Implemented infrastructure, software development (SDLC) and other projects to provide existing customers better services, attract new customers and increase revenue for the company.
* Completed the SDLC and validation process for the Video Guide implementation project. Operated in an extremely agile environment adopting a robust scrum strategy. Faced with adversities, thought outside the box, provided solutions and re-aligned projects back on track toward completion. Faced with adversities, thought outside the box, provided solutions to roadblocks and re baselined projects toward completion.
* Built highly effective technical teams, key to successful deployment of solutions across the Comcast footprint. Resulted in the increase of 150,000 additional subscribers, with 7% increase in net revenue between 2013 and 2014.

**CommScope Corp (Former Motorola Networks and Mobility), Horsham, PA Feb 2008 – Jun 2009**

**Project Manager (Product Engineering)**

**Imaan Enterprise Limited, Dhaka, Bangladesh Mar 2007 – Jan 2008**

**Consultant**

**MPH Industries, Inc., Owensboro, KY Jun 2006 – Mar 2007**

**Product Manager**

**Integrian, Inc., Raleigh, NC Jan 2005 – Feb 2006**

**Technical Sales Manager**

**Consulting for IBM Corporation, Raleigh, NC Aug 2000 – Jan 2005**

**Technical Support Specialist/Hardware Test Engineer**

**The Coca-Cola Company, Atlanta, GA Jun 1997 – May 2000**

**Marketing & Promotions Officer**

**The Principal Financial Group, Buffalo, NY May 1995 – Dec 1996**

**Junior Market Analyst**