**Richa Yadav**

**Technical Program/Project Manager**

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 **Current Location:** San Jose**,** CA

**PROFESSIONAL SUMMARY:**

Result Driven, customer satisfaction oriented **Technical Program/Project Manager** with around 9 years of valuable experience in Program/Project Management, Release Management, Security Compliance, Quality Assurance and Risk Management throughout Software Development Lifecycle to ensure company success. Familiar and adept in working with Stakeholders, business partners, development teams, and Cross-functional Team projects. Accustomed to managing IT projects and various engineering departments throughout the Software Development Life Cycle. Bringing forth a motivated attitude and the ability to establish strong and productive relationships with other company members.

COMPETENCIES

* Project Management (Transition/Migration) – Project Strategy, Planning, Execution & Reporting
* SAFE Agile & Scrum Master Experience, Gaps analysis.
* Adept in working with engineering teams and business stakeholders.
* Release Management
* Risk Management – Risk Identification, Risk Assessment, Risk Response & Mitigation, Risk Control & Reporting.
* Demonstrated history of leading projects for upscaling Retails, Business Partnerships by delivering the best IT Platforms worldwide.
* Executive Leadership Reporting, Metrics Reporting.
* Comprehensive knowledge of software development life cycle (SDLC)
* Documentation Specialist for business, functional, technical documents.
* Strong leadership and management skills, independent thinking, strong organizational and planning abilities and excellent analytical and problem-solving skills.
* Accustomed to handling Software Development Life Cycle, managing IT projects, and supporting engineering departments with IT tools and applications.
* Certified Cisco Security Ninja Green Belt.
* Certified Cisco Security Ninja White Belt.

**EXPERIENCE:**

**Client: Cisco Systems, San Jose, CA**

**Role: Technical Program Manager Mar 2018 –Till Date**

Over the past 2.5 years, I have been working for Cisco Systems on MyCollab/ACE Toolbox which helps entire Cisco employees/Sales Team to thrive at the workplace with audio, video, conferencing products, and more for business and sales purposes.

* Created business requirements, technical and quality assurance specifications.
* Refine business requirements, prioritize, and break down requirements into user stories with specs, technical, and quality assurance specifications in order to start the development.
* Assembled, generated & analyzed a multitude of metrics/charts for peers & executives to assist with Software Development Life Cycle, code quality & test effectiveness.
* Faster resolution of issues with appropriate prioritization and active participation of business users with clear visibility on the current and old production issues to track the success of project.
* Manage/Create plans through the Software Development Life Cycle to assure successful releases.
* Increased customer satisfaction by creating solutions for product enhancement.
* Increased Team productivity by 40% and monitored procedures and documentation for further productivity.
* Identify and establish program & sub-projects that align with short- and long-term needs to analyze project term goals & objectives.
* Delivered Behavior Driven Development platform as best testing solution for the applications.
* Lead the demonstration of progress and delivered features to the client.
* Managed and lead entire shift of feature to bot.
* Managed and lead team to deliver booking meeting room system all over cisco for Sales Team.
* Helped sales customers by providing best solutions to increase the sales via an application.
* Delivered most effective solution for notification team to increase the efficiency.
* Help stakeholders to create new requirements based on gap analysis in existing platforms.
* Work collaboratively with client site project management team, project sponsors, project owners, stakeholders, and Email Exchange other campus-wide departments.
* Security and Roles-Based - Incorporated processes to align with project phase gates and quality assurance.
* Established and educated others on controls and protocols for projects.
* Manage client-vendor collaboration for multiple projects and programs.
* Lead end-users in software testing and training in the test environment.
* Led company projects and initiatives based on needs and goals.
* Led risk and resource management initiatives.
* Created and distributed written reports for program directors.
* Guide and motivate team to deliver most effective solution for the customer.
* Handle incidences related to platforms and prioritize them to be addressed and fixed.

**Client: General Electric, San Ramon, CA**

**Role: Project Manager/Scrum Master/UI Jan 2017-Feb 2018**

Managed and delivered Avitas Systems (GE Venture) application to offers inspection solutions for oil & gas, and power sectors through inspection predictive data analytic, robotics, and AI.

* Managed to increase safety and decrease inspection costs solution by providing state-of-the-art robotic-based autonomous and semi-autonomous inspection management system.
* Provided solutions, smart scheduling, and a cloud-based platform that analyzes and stores comprehensive inspection data.
* Provided advanced insights based on anticipated risk, boosting facility productivity.
* Managed multiple verticals on multiple projects i.e  Avitas Systems Application, Euclid, Digital Forms, Pilot UI.
* Collaborated with Robotics experts to provide prime solutions for the successful delivery of Avitas Systems Application.
* Performed gap analysts and created solutions to fill the gaps in platforms.
* Managed tight deadline projects and delivered them successfully.
* Coordinated project activities and ensure that all project phases are followed and documented properly.
* Point of contact for client leadership and technical teams to define project requirements and identify solutions consistent with defined terms, methodology, policy, and regulations.
* Worked on regular interaction with Venture clients to demonstrate the applications and take feedback.
* Trained interns for developments and project management throughout the Software Development Life Cycle (SDLC).
* Managed defect management system throughout SDLC.
* Delivered web and iPad compatible application user interface to perform successful inspection.
* Delivered user interface using Predix Platform for application team for asset inspection.
* Delivered custom features using Predix and Angular.
* Worked on digitizing the manual forms using Predix Components and Framework.
* Using agile methodology throughout the Software Development Life Cycle (SDLC).
* Hand on experience on XCode for mobile device testing and application distribution for IOS and Android devices.

**Client: Verizon, Tampa, FL**

**Role: Scrum Master/UI Apr 2016 - Dec 2016**

Worked on Fiber Inventory Management (FIM) project to develop tools to analyze, store, manipulate, capture, and manage all types of geographical and spatial data for geographical system (GIS)application.

* Incorporated a good relationship between the team and product owners.
* Formulated techniques for effective Product Backlog Management.
* Managed project contracts and schedules.
* Worked with Product Owners to break down features to small stories to be delivered using Jira.
* Worked on prioritizing the features to be delivered.
* Worked with Development team for story estimations using Jira.
* Developed processes and tools to align with project phase gates and quality assurance.
* Implemented several functionalities including Heatmap to the FIM project.
* Used extensive knowledge as subject matter expertise to create proof-of-concepts (POC) using technologies such as HTML5, CSS3, Javascript.
* Worked on making whole existing application responsive.
* Integrated Heat Map Implementation in the application
* Developed Login page with SSO integration for the application.
* Used agile methodology throughout SDLC.
* Worked on tools to analyze, store, manipulate, capture, and manage geographical and spatial data for geographical system (GIS) application.
* Helped to build and lead teams of problem-solvers and managers.
* Prepared proposals and cost estimates for projects.

**Client: Intel, Folsom, CA**

**Role: Programmer Analyst Oct 2015– Mar 2016**

* Worked on ERMfor defect management and tracking.
* Responsible for creating efficient design and developing User Interaction screens using HTML5, CSS3,Bootstrap, JavaScript, jQuery, Angularjs , AJAX , Rest Api and JSON.
* Used JavaScript, jQuery for user interactions in pages.
* Created a responsive website for Desktops and Laptops using Bootstrap and media queries.
* Created custom modules. Used WebStorm as Integrated Development Environment.
* Used Git for managing repositories.
* Used agile methodology throughout SDLC.
* Provided story estimations using Jira.
* Tested the website on multiple browsers with their old as well as the latest release.
* Used JSON for storing and exchanging information between browsers and servers.
* Used agile methodology for software development.
* Been an active team player, helped in fixing bugs, and also carried out troubleshooting.

**Client: JP Morgan Chase, New York**

**Role: Programmer Analyst Dec 2014 – July 2015**

* Created efficient Design and developed User Interaction screens using HTML5, CSS3, JavaScript, BlueJS.
* Worked on bower as a package manager,
* Used JavaScript, jQuery for user interactions in pages.
* Created a responsive website for smart devices using Bootstrap and media queries.
* Used Ajax for service calls on pages to interact with the server for information.
* Experience with Atlassian tools like JIRA, Confluence, Stash, and Bamboo.
* Used agile methodology for software development.
* Used Git for deploying code base and managing repositories.
* Used JSON for storing and exchanging information between browsers and servers.
* Been an active team player, helped in fixing bugs, and also carried out troubleshooting.
* Created a responsive website for Desktops and Laptops using Bootstrap and media queries.
* Used extensive knowledge as subject matter expertise to create proof-of-concepts (POC) using technologies such as HTML5, CSS3, JavaScript.
* Worked with cross-functional development team for multiple solutions.

**Accenture, Bengaluru, India**

**Role: Software Developer Apr 2011 – Jan 2013**

* Involved in the Analysis, System study and designing of the project.
* Acquired knowledge on Software Development Life Cycle and Software Test Life Cycle.
* Acquired knowledge on Various SDLC Models, Test Levels, Test Types and Test designTechniques.
* Tested front-end screens with automation tasting tools like QTP, QC etc. for insurance application.
* Participated in Code review and Quality Assurance.
* Responsibilities: Wrote Test Cases from the Test Plan and manually tested the application
* Manually performed Functional Testing of the application from the test cases Manually performed.
* Performed Backend Testing using SQL Queries to test Oracle Database Retrieved records from multiple tables from Oracle Database through SQL by using joins such as Inner Joins, Outer Joins using Oracle Manually.
* Conducted Positive Testing / Negative Testing.
* Participated in requirement walkthroughs and creation of test plan.
* Used Quality Center for bug reporting and issue tracking.
* Documented defects in Enterprise Quality Center and helped developers identify the modules and code sections to be fixed.
* Verified the application's functionality on different Configurations.
* Performed Regression Testing after bug fixes or system enhancement.
* Performed Integration testing and Configuration testing.
* Performed User Acceptance Testing (UAT) manually.

**Quicksoftpro, Mumbai, India**

**Role: Software Developer July 2010 – March 2011**

* Involved in the Analysis, System study and designing of the project.
* Developed front-end screens with HTML, DHTML, CSS, JavaScript.
* Extensively did client-side validations using JavaScript.
* As a developer, coordinated with onsite team and client in understanding the business process and requirement understanding.
* Developed stores procedures, triggers, functions and database tables in Oracle database.
* Worked on developing a suitable for requirements.
* Participated in daily meeting for enhancing the features for the portal.
* Participated in Code review and Quality Assurance.
* Tested front-end screens with automation tasting tools like QTP, QC etc. for insurance application.
* Used JDBC, application server provided transaction API for accessing data from the Oracle the using standard statements.
* Preparation and review of Unit Test Plan, Unit Testing, Test Results review and other quality related work.

**Tools**

Jira, ServiceNow, Confluence, Microsoft Office, Outlook, Visual Studio, Github etc