HIRAL JADEJA

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571-268-0798

**Summary**

• Experienced IT and Project Management professional, Certified Scrum Master (CSM & SAFe ) with ten years of experience in implementing and executing enterprise solutions.  
• Extensive experience working in various organizations within the private sector, healthcare industry and local and federal government environments.  
• Proven track record of designing and implementing effective technical approaches to drive process improvement and business goals.   
• Hands-on experience with both Agile/Scrum and Waterfall project methodologies including all aspects of project management: planning, estimating, budgeting, scheduling, execution, training, control, and risk management, change management and quality management.   
• Experience managing staff (on site and offshore), allocating resources, mentoring team members, and conducting performance reviews.  
• Extensive experience with requirements gathering, business analysis and implementing enterprise solutions  
• Experience with serving as an effective liaison between technical staff and business users.

**Education & Certification**

M.Sc. Environmental Conservation                        Greenwich University      2007-2009

M.Sc. Ecology                     Gujarat University            2005-2006

B.E.D in Math                   Saurashtra University       2004-2005

Science & & B.S.C with Distinction                       Saurashtra University       2001-2004

CSM Scrum Master Certification June 2019

SAFe 4.6 Scrum Master Certification April 2019

**Professional Experience**

**Freddie Mac             Mclean, VA**

**Senior Project Manager           Jan 2021 - Current**

**Enterprise Agile Transformation**

**Responsibilities**

* Facilitate Agile Product Delivery and Technology Enablement as part of Modern Delivery - An Enterprise Agile Transformation
* Facilitate Tech Fit Assessment, Toolchain Setup, Toolchain training, CI/CD Pipeline setup and Team Roster setup for the Product teams during the MD Onboarding journey.
* Facilitate the trainings for the Product teams on the MD Agile methodology, processes and controls
* Facilitate the project teams adheres to the MD Agile Project controls
* Review and support in analyzing the teams’ Metrics and survey data and provide recommendations for Continues Improvement and Best Practices.
* Understand the upcoming changes from the Change Management Group and provide the necessary support on behalf of SF BTO
* Provide support on behalf of SF BTO for the any changes and updates for MD Playbook, Role cards and Performance Management.
* Review and provide support/suggestions to Methodology and Controls Group for any upcoming Methodology and Controls changes
* Collaborate with Modern Delivery Metrics and Reporting Group and provide support/ feedback and inputs in behalf of SF BTO team
* Facilitate the trainings and support Product teams for OKR and BetterWorks
* Support SF MD Agile Product Teams for to maintain alignment and transparency
* Facilitate coaching and training for Product teams on Agile concepts and principles during MD on boarding
* Support Product teams for Agile and Modern Delivery standard methodologies effective adoption
* Facilitate SF MD Product teams for coaching, continues learning and feedback
* Facilitate and support to strengthen teams’ understanding of MD Agile Transformation
* Facilitate the creation of a self-organized, self-managed MD team that can identify and deliver the work that can be completed in a time-boxed Iteration
* Partner and support the communications to ensure accurate messaging and roll-out to various constituencies
* Responsible for maintaining effective communications and relationships across project stakeholders, business areas, vendors and executive management teams.

**Freddie Mac             Mclean, VA**

**Senior Project Manager / Scrum Master          July 2020 – Jan 2021**

**Project: Deal Pipeline Manager – DPM (Raw and Trusted Layer)**

**Deal Pipeline Management (DPM)** - the project was to replace the Lotus Notes platform of DPM to a new Big Data application which will add enhanced automated workflow and approvals, reporting, and search capabilities. My Team – Raw and Trusted layer was responsible for upstream integration with the manual intake process to load the data from upstream -Source to Raw layer and Raw to Trusted layer for the downstream interfaces. Transfer all Historical Data from its current location within DPM to a supported, secure storage location.

**Responsibilities**

* Gathering and updating project artifacts such as forecasting, impact assessment and status reports.
* Coordinating all scrum ceremonies including sprint planning, daily standups, backlog grooming, demos, release planning etc.
* Facilitate weekly sprints using JIRA and review prioritized backlog for sprints in JIRA.
* Liaising between development team and program/project stakeholders, fostering quality communication with upstream and downstream disciplines
* Participating and providing project status for the recurring status meetings with project and program team
* Providing a single point of contact for Raw and Trusted layer of the Project with clear interpersonal and effective interaction with internal management and external partners
* Managing the health of the team and guiding them through continual improvement
* Working with the product owner to define project scope and objectives
* Managing change requests, risk, issues, defects, scope change, schedule impacts
* Managing process and follow through on tasks with significant organizational and project/program management
* Providing impact assessment for current state of the project with BDAP and future state of implementing data warehouses in cloud native technologies – CNDL
* Working with Solution and Security Architecture team to finalize and get an architecture approval
* Facilitating the creation of key deliverables – SIT and UAT documentation, planning and change tickets
* Continuously supporting the team by helping them to remove impediments and managing key dependencies

**Ntiva                   Mclean, VA**

**Project Manager             October 2019 – June 2020**

**Responsibilities**

* Developed and maintained project plans for complex strategic projects
* Lead management of projects for existing and new client deployments, implementations, changes, onboardings and upgrades.
* Managed project time, resources and project plans in project tracking tool.
* Scoped potential projects for strategic benefits, then provided recommendations on approach to fulfill selected requests.
* Facilitate both internal and external project related meetings and communications to initiate, plan, design, execute, monitor and control, and close projects.
* Used clear, concise communication techniques to explain complex projects tailored to the appropriate audience.
* Work and communicate with all Professional Services, Sales and Support teams to drive the delivery of projects on-time and within identified budgets.
* Worked to gain an in-depth knowledge of currently utilized CRM tool and Knowledge Management tool. Provided and updated documentation as needed.
* Manage schedules of project resources to drive project closures per identified targets.
* Used data-driven methodologies to drive decision making.
* Conducted relevant business analyses for potential solutions; identified, evaluate, and recommend
* Collaborated across the organization to effectively leverage subject matter expertise.
* Demonstrated leadership in achieving team/individual results within and across functional areas.
* Demonstrated success in building strong relationships, at all levels within the enterprise and with clients, to drive initiatives and projects toward success

**Freddie Mac                       Mclean, VA**

**Project Coordinator           December 2018 – September2019**

**Responsibilities**

* Created Project Team Status Reports & meetings.
* Conducted weekly risk & issues meeting.
* Performed project quality checkpoints.
* Documented all program and project level meeting minutes.
* Supported the Business team in day-to-day operations and overall program oversight.
* Responsible for timely deliverables from Business perspective.
* Maintained Project Share point site.
* Managed Change Management Process.
* Managed risks and issues related to business/technology lead responsibilities escalating risks and issues to Project Sponsor as needed.
* Managed project planning and analysis, execution and closure phases. Ensured Program and Project Management Standards are applied to the project.
* Provided timely and accurate communication of program status and risks ad issues.
* Provided review of key deliverables to assure quality of deliverables.
* Facilitated transition process to Client Future State Team.
* Provide assistance to project and portfolio management across SFBTO
* Assist PMO and PMs to measure and evaluate project performance from a financial, operational, customer, and employee perspective
* Assist to analyze portfolio data to discover and interpret meaningful patterns
* Provide status reporting at the project, program, and portfolio levels that will drive meaningful actions and decisions
* Adept at applying Waterfall, Agile methodologies to SDLC with clear focus and timely delivery of the services to the business
* Coordinate and facilitate the PSR – Weekly Project Status Report Meeting with more than 150 members.
* Create the Agenda for the PSR meeting with the open demands, over/under report, resource allocation report and Walk on.
* Formatting the various reports for PSR meeting – PSR report, ORAD report, Shared Services report, Risk and Issue report
* Publish the Sigle Family slides for the Monthly Portfolio report for the senior leadership
* Publish the Bi-weekly Sigle Family Portfolio Status Report for the leadership
* Collect data on established metrics to feed reporting that supports Leadership
* Deliver a consistent portfolio and project level status report
* Develop reports that can show dependencies on milestones in other projects
* Prepare Integrated Release Calendar with deployments and Break fix
* Prepare Release Calendar with Release Id and change tickets
* Prepare Program level budget for Selling, Pricing and EDS portfolios
* Onboarding new Project Managers and Scrum Masters
* Submit the Mac Request on behalf of PMO team members
* Facilitate the Agile CoP and PM Cop bi-weekly meetings
* Update SFSS BTO PM CoP and Agile CoP Site with the most current information
* Provide support to all the PMs (40+) with the Planview allocation, Planview schedule, Planview Dashboard, people soft resource allocation, trainings.

**KNOVOS                   Fairfax, VA**

**Project Manager April 2018 – November 2018**

**Responsibilities**

* Analyzed business needs and helped create and develop new functional requirement document covering all scope items and aligning to Business Objective.
* Created and managed the project plans to ensure all the deadlines were met.
* Managed and tracked project risks and issues raised by the various teams working on the project
* Provided weekly project status to management covering issues, risks, accomplishments, and project health and mitigation strategy for any issue or risk.
* Scheduled and managed sessions to gather stakeholder requirements.
* Documented various SDLC deliverables like scope document, project management plan, requirements management plan, user acceptance testing plan
* Created resource plan.
* Tracked defects and managed the on going list of enhancements for future releases.
* Report weekly project health (Overall, Risk, Issue, Cost and Schedule).
* Worked with business users to coordinate planning, requirements, changes, and expectations.
* Acted as a liaison between business and systems analysts, developers and project management groups.
* Executed all required tasks for project based on instructions provided by either the client or a Project Manager.
* Lead liaison between Knovos and Law firms for daily task monitoring and risk management.
* Closely monitored project progress and collaborated with case team members to review and understand project scope, project goals and timelines.
* Prioritized project activities accordingly, actively report project statuses, and maintain positive customer relationships, ensuring accurate reporting, and timely invoicing.
* Supported all phases of the EDRM with a concentration on data processing, document review and production phases.
* Understand matter specific requirements and translates into technical solutions to be implemented by a team of technical analysts and engineers.
* Developed a functional knowledge on the intricacies and capabilities of different back-end systems and tools that support the Knovos application suite.
* Ensured adherence to quality assurance process for department activities.
* Responsible for regular maintenance of project related documentation.
* Captured client feedback and feature requests as well as actively coordinate with the Technical and Development teams regarding implementation, bugs, and new initiatives.

**2 Simple London, UK**

**Operation Manager March 2014 – Nov 2016**

**Responsibilities:**

* Conducted discovery sessions to create AS-IS business processes.
* Facilitated sessions to elicit business requirements from business users.
* Analyzed business processes and business user needs to create business requirements. .
* Created business requirements document, including business process modifications, data glossary.
* Provided input to system requirements reviews and design to ensure alignment with business requirements.
* Prepared and executed user acceptance test cases in alignment with business requirements.
* Conducted UAT and report UAT status.
* Created change request to business requirements in accordance to change management process.
* Identified and tracked documents project risks and issues.
* Co-managed the 2 year $6 Mil project across phases of installation and deployment.
* Responsible for overseeing inbound and outbound Tally Sales teams
* Lead liaison between 2Simple and vendors for daily task monitoring
* Ensure that the day-to-day operations of a business run smoothly.
* Management and oversight of the BA and technology side of an Educational project.
* Collaborated with sales team to achieve corporate goals
* Organized 350+ education show every year.
* Provided PMO support for migration and Go-Live activities
* Assisted with the tracking of SIT and UAT test cases status in conjunction with the Quality Assurance, Testing teams and end users
* Primary responsibilities include preparing project plans, monitor and tracking progress, preparing status reports, resolving issues, coordinating technology tasks and activities directed toward completing the project deliverables on schedule.
* Ensure smooth functioning of the delivery by managing multiple vendors of the client
* Responsible for enhancing the project schedule and based on that schedule reporting on technology progress through out development and testing
* Supported the team and assist the Directors with general administration.
* Organized meetings, workshops and exhibitions.

**Mantra Lingua Ltd                    London, UK**

**Project Coordinator/Business Analyst**  **Dec 2009- Jan 2014**

**Responsibilities:**

**Project Management**

* Responsible for reporting project status including weekly team and executive statuses.
* Responsible for managing Risk Register, Issues Log and Change Control Process.
* Worked closely with Program Management, Support & Accounting teams for contract implementation oversight including adherence to Service Level Agreement formulation, monitoring and reviews.
* Communication management across departments such as Business Management, Project Management and Project/Technology teams to facilitate project implementation
* Responsible for defining clear milestones and activities for ensuring that publication dates of special projects are met, managing multiple projects through the production processes.
* Brainstorming and Research for New Product Contents
* Liaison with consultants, product testers, translators, narrators, designers and printers.
  + Proofing and Testing of Dot Printing
  + Audio Production: Managing Audio Production of 52 Languages of more than 50 publications.
  + Translation – Studio Recordings – Editing – Authoring Software conversation – Proofing– Final Product Presentation

**Metrics / Data Analysis, Training and Reporting**

* Quality Center of Excellence Metrics review and follow-up with all projects for timely project execution details. Review metrics compliance across projects and with Organization standards
* Data collection, analysis and collation for all on-demand / ad-hoc needs for Project Management activities
* SQL queries to perform data validation and validate reports against the database.
* Validate the Transformation rule that applies to the attributes in the response XML.
* Reporting and Maintenance of client and Core-curriculum for associate training
* Sharing lessons learned and best practices across programs, building relationships with stakeholders and brokering relationships at all levels

**Supply Chain Management**

* Maintain relationship with Chinese Manufacturer of OID Technology for latest Firmware and modifications
* Quality control checks for Optical Device – Talking Pen and publications.
* Purchasing components through finding new suppliers.
* Product packaging design-production-logistic

**Evaluation of websites**

* Developed Amazon UK, Europe and USA store front of Company – More than 1000 Products lines
* Managed File uploads on “Free link” Software
* Created, compiled, edited and published content on the company’s UK & USA websites based on Xcart and Drupal.
* Performed data analytics and preparing draft report with Search Engine Optimisation (SEO) and Pay-Per-Click (PPC) strategies.
* Regular analysis of the sites, using Google Analytics and other online research information and of regional marketing activity to drive informed recommendations to improve marketing.

**Sales–Marketing and Customer care**

* Position involved quality customer service, operation of tills, cataloguing of stock and dealing tactfully with complaints
* Technical support for UK and Overseas Clients and Customer Care solutions.
* Exhibitions, Presentations and Product Launch
* Supported the Sales & Marketing team in implementation of online marketing and sales plans.
* Search Engine Optimization.
* Analysis of sales figures and understanding market needs
* Update Twitter, Facebook and Bird forums with team.

**TECHNOLOGY CAPABILITIES**

**Tools:** Project Planning Tools (Microsoft Project Plan, Planview, JIRA, Confluence, Kanban, Mural, Bitbucket, Collaboration Tools (Microsoft SharePoint),

**Software Expertise: Microsoft** Office Suite (Word, Outlook, Excel, Power Point)

**Certification Course**: CSM, SAFe 4.6

**Department Collaborations:**Technology, Operations, Business Units/Sales/Marketing, Accounting, Project Management Office, Account Team(s), Human Resources, Training and Quality Management