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Project manager/Business Analyst/Consultant – PMP, CSM, ITIL Certified

#### **PROFESSIONAL SYNOPSIS**

- Over all 8 years of experience in Wells Fargo and currently working as Project Manager/Business Analyst in Vendor Management. Assisting internal Wells Fargo Lines of Business with ordering, evaluating and supporting renewals/ maintenance schedule for Hardware Assets. Acts as a liaison between the Line of business, Vendors and Data Centers for completion of work. Utilize Agile methodologies and Scrum practices to help the team increase their velocity in daily operational tasks. Facilitate standup calls, collect user stories to make sure team is completing the sprints as planned in sprint timelines. Sends monthly, weekly reports of the ongoing activities and monitors the project activities and completion status using Project Plan as well.
- Worked as Infrastructure planner/Project coordinator in Infrastructure Technology - Corporate Service Delivery Team. Preparing 3 monthly decks, Sending weekly status reports on CVR Process, Guardium Process, Demand planning records and team operational activities Correspond with the impacted aligned Infrastructure Planner to confirm initiation/creation PEMS exception. Facilitate initiating decommissioning logical power down change request (LPD-CR) and submitting/creating CRs on business partner's request.
- Having 4+ years of experience as Financial Analyst with in Trigger Management team analyzing the loan documents, Financial Statements, rent rolls. Calculation of borrower's net worth, analysis on triggers based on loan documents. Identifying the risk controls associated with respective triggers as clearly defined in the loan documents. Training new associates on the process domain, taking timely refresher sessions for the process and being responsible for their performance and accuracy. Preparing Monthly team performance reports which includes teams and individual Pareto charts to analyze the loop holes and the area of development.
- Serving as treasurer and active member in Toastmasters club. Completed 2 levels in Innovative Planning path projects. Coordinate with multiple club members and receive the renewal payments. Work with the finance manager, make sure he allocate the funds and I reimburse the same to club members accordingly. Take care of all the financial activities of the club.

#### **TECHNICAL SKILLS/STRENGTHS**

- **Data Management Tools:**
  - ✓ Sound command over Excel Intermediate level, familiarity with reporting, pivot tables, VLOOK ups and Visio diagrams.
  - ✓ Well versed with MS Power point and MS word, having worked on them extensively in my current and past experiences.
- **Project Management Tools:**
  - ✓ **PAC 2000** for CR(WO)/Incidents /WR

- ✓ People Soft
- ✓ MS Project Plan
- ✓ JIRA
- ✓ ISP
- ✓ Tableau
- ✓ SharePoint

## ORGANISATIONAL EXPERIENCE

### **Wells Fargo India Solutions**

**May 2013 to till date**

Wells Fargo is 166 years old US bank. Wells Fargo started operations in India in 2006. Wells Fargo India Solutions (WFIS) is the fully owned subsidiary of Wells Fargo.

#### **Designation/Role:**

Working as Business Analyst/Project Manager under Vendor Operations for Hardware Assets.

#### **Job Responsibilities:-**

##### **❖ Technology Business Services Analyst**

- Collecting and dispositioning inbound requests for Hardware assets quotes, evaluations and license install research and remediation.
- Acting as a liaison between the Line of business, Vendors and Data Centers for completion of work by planning, conducting, facilitating the calls and directing the analysis of the situation.
- Work with various LOBs across Wells Fargo to understand the licensing models of complex vendors and provide guidance to meet the requirements.
- Maintaining ongoing contact with key Stakeholders, Product Managers, Installation Teams and have a resolution based approach to solving critical problems and needs.
- Drive report documentation activities in partnership with consultants against target timelines and escalate risks as needed.
- Hosting monthly team meetings and acting as a SPOC to conduct fun activities and team engagement activities to the entire portfolio.
- Facilitate standup calls, collect user stories to make sure team is completing the sprints as planned in sprint timelines. Sends monthly, weekly reports of the ongoing activities and monitors the project activities and completion status using Project Plan as well.

##### **❖ Infrastructure Planner/ Business System Consultant**

The Service delivery Teams serves as a single point of contact and strategic partner to LOB advocating on behalf of LOB's within technology infrastructure and serving as the face of technology infrastructure to LOB's.

- Update Optimal Touch (OT) RTDecomDate field to correct past due planned decommissioning date.
- Facilitate initiating decommissioning logical power down change request (LPD-CR) for approaching RTDecomDate Date without LPD-CR in-progress.
- Adjust RTDecomDate to within 120-Day target date.

- Facilitate initiating non-security Policy Exception Management System (PEMS) exception.
- Associate OT delay reason codes for blank delay reasons for deployed servers.
- Facilitate initiating exception extension request for expired PEMS exceptions.
- Facilitate LPD-CR for approaching PEMS expiration dates without decom LPD-CR requests in progress
- **Early Notification Process (PEMS)** - (EGS) Planners will engage their aligned U.S.-based Infrastructure Planner resources to initiate the “Early Notification Process” 60 days prior to the target 120-day CMP date. EGS Planners are an extension to U.S. ESD
  - Correspond with the impacted aligned Infrastructure Planner to confirm initiation of LPD-CR or a PEMS exception.
  - Monitor the LPD-CR and Exception to ensure they are Approved, Closed, or Completed.
  - Contact aligned Planners 30 days prior to the exception expiration to facilitate decommissioning LPD-CR.
- **Post-Decom CVR charge removal validation** is a process to monitor & validate that the CVR charges are dropped and the client is not unduly charged for backup storage.
- **Guardium Software Validation** – Ensuring Security Guardium Data Protection for Databases software is installed on every database servers running any of the following Database Management System (DBMS) software products: Oracle, SQL Server, DB2/LUW, Informix, MySQL, and Sybase.
- Sending weekly status reports regarding CVR process, Guardium process, Demand planning records and team activities.
- Preparing monthly Bubble Aging Report deck.
- Responsible for training new hired and peers on CVR, Inflight and guardium processes.

#### TRAININGS / ACHIEVEMENTS

- PMP Certified.
- Accomplished CSM (Certified Scrum Master)
- Certified in ITIL Foundation
- Cleared PM Lite (Project Management) in organization level.
- Completed Business Analysis course (online) in Google Plural sight.
- Certified in Campus Mortgage Banking Association level 1.
- Awarded with Wells Fargo champion Award (twice), Achieving Excellence 1, Riser and Star Performer on multiple occasions for good performance.
- Received multiple appreciations from LOB for a process enhancement, monthly Deck and weekly reports.
- Got elected and serving as Treasurer in Wells Fargo Toast Masters Club.
- Worked on 5 different process related to different commercial properties such as Retail, office, multifamily, lodging, self-storage, and mobile home parks.
- Actively worked on Ad-hoc projects and gave major contribution in completion of the projects.
- Appreciated by L.O.B's on all of my escalation reports prepared and sent by me.
- Accredited with the Team of the Month for consistent performing and streamlining the process.

### Worked ORG LEVEL ENGAGEMENTS

- Serving as treasurer and active member in Wells Fargo Stagecoach Toast Masters Club. Completed 2 levels in Innovative Planning project.
- Performed in Kshitij'20 cultural program.
- Winner in Anthakshari 2018 conducted by FACE team.
- Actively participated in cultural activities in the organizational events.
- Proactively participate in volunteering activities.
- Conducted charity events and fun at work activities.

### ACADEMICS

S. No	Course	Name of Institution	Certifying Body	Year of Passing	% of Marks Obtained
1.	B.Com (Computers)	Bhavan's Vivekananda College, Sainikpuri.	Osmania University	2013	75
2.	Intermediate	Bhavan's Sri Aurobindo Junior College, Sainikpuri.	BIE, AP	2010	77.6
3.	SSC	St. Martin's High School, Hyderabad.	APBSE	2008	80