# Srikanth Gojja Contact: +91-8886400345

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**Summary of Qualifications and Experience:**

Project Manager / Business Analyst with a verifiable track record of managing complex IT projects and exceeding expectations. Practiced in clarifying business requirements, performing gap analysis between goals and existing procedures/skill sets, and designing process and system improvements to increase productivity and reduce costs. Extensive experience in the implementation of US health care EHR and RCM applications. Strong interpersonal skills, highly adept at diplomatically facilitating discussions and negotiations with stakeholders. Recognized project management skills, consistently deliver complex, large-scale projects on time and within budget. Additional areas of expertise include:

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| --- | --- | --- |
| * Process Analysis & Redesign
* Management of Cross-Functional Teams
* Project & Delivery Methodologies
* User Acceptance Testing
 | * Project Management & Tracking
* System Solution Architectures
* Change Control Management
 | * Budgeting & Planning
* Cost & Resource Estimates
* Project Risk & Scope
* Business Drive Development
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**Project Management Methodologies:**

1. **Agile**
2. **Waterfall**
3. **Scrum**
4. **Kanban**

**Educational Qualification:**

* MCA

**Employment History**

**Streamlined Medical Solutions:**

* **Location: Hyderabad**
* **Duration:** June 2017
* **Role:** Prduct Manager
* Managed 3 different US healthcare software solutions.
* Acted as a liaison between non-technical and technical departments to understand, document, and communicate end-user IT product enhancements.
* Managed the full life cycle of software products from idea development, product conception, requirements gathering, product design, and release strategy followed by future enhancements.
* Consistently evaluated and completed Software Requirement Specifications (SRS) & Business Requirements Documents (BRD) detailing project scope and requirements for execution
* Manage product team, including IT business analyst, development lead, developers, and testing team.
* SOX audits responsibility
* Production Support Management - Develop a plan to move the development team from a development mode into production support
* Define project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility.
* Develop a detailed project plan to monitor and track progress
* Report and escalate to management as needed.
* Manage the relationship with the client and all stakeholders.
* Perform risk management to minimize project risks.
* Create and maintain comprehensive project documentation.
* Meet with clients to take detailed ordering briefs and clarify specific requirements of each project.
* TFS used for end to end development.

**Sutherland Global Services (earlier Apollo Health Street)**

* **Location: Hyderabad**
* **Duration:** February 2011 – June 2017
* **Role:** Business Analyst/Project Manager

**GARMS RCM:**

* Completed full systems, procedure review and documented recommendation for systems automation. Responsible for full implementation.
* Interviewed business units and users to write and translate business requirements into technical specifications for system development, upgrades, testing and deployment (full project lifecycle).
* Collaborated with business users and IT staff for information gathering. Generating requirements and full recommendation for systems automation and refinement.
* Handled diverse project. Quickly learned critical business needs with successful implementations.
* Created ad-hoc queries and reports using SQL and Excel to support business needs.
* Assisted in forecasting for project time usage using tool called clarity.
* Performed production support and monitoring system interfaces and key applications.
* Created system, functional documentation and system design specifications for system design and end user training purposes.
* TFS used for end to end development.

**Projects Details:** Allscripts Clients EEHR Upgrade Projects for MU1 and MU2 attestation

**Role Overview:**

* Directing and managing software upgrades, Configuration, and provide limited production support from initiation to closure.
* Plan and schedule project timelines and milestones using appropriate tools.
* Estimate the resources and participants needed to achieve project goals.
* Determine and assess need for additional staff and/or consultants and negotiate with other department managers for the acquisition of required personnel from within the company and make the appropriate recruitments if necessary during project cycle.
* Co-ordinate cross-functional teams in acquiring software and hardware resources wherever needed.
* Co-ordinate with external vendors and contractors.
* Track project milestones and deliverables.
* Proactively manage changes in project scope, identify potential roadblocks, and devise contingency plans.
* Hold regular internal meetings with team members to discuss project status and plan weekly tasks.
* Hold external meetings with project stakeholders on an on-going basis.

**Different Phases of Upgrade Project:**

* Kick Off
* Pre-Requisite Phase (Infrastructure Certification process and few software pre-requisite checks)
* Test Upgrade Phase
* Configuration Phase
* Testing Completion
* Go Live Event
* Project Debrief

**Team Size:** 8 / 12

**Project Management Tasks:** Project Planning, Forecasting, Issue Review, Issue Management, Weekly Status calls with client, Weekly reports to management, Go Live planning, ensuring sign offs from clients, Risk review and management,

**Skill Used:** Project Management, People Management, Risk Management

Operations Management Project Planning, I.T. Management, Incident Management, Quality Management

Change Management

**Project Management Tools:** MS-Office, Clarity, Sales force.

**COMPUTER ASSOCIATES: Sept 2006 – June 2008**

**Designation:** Senior Service Desk Analyst

**Roles and Responsibilities:**

* Provide first level technical support on basic operations [Including Laptops, Desktops & Email Clients] Procedures and available tools.
* Providing tech support for operating systems like Windows 98, Windows ME, Windows XP, Windows 2000 and Other Microsoft Applications.
* Provide all software related that includes mainframe and SAP related support pertaining to in house employees.
* Pushing required software’s to the employee machines through Software delivery.
* Providing access to software’s to all the employees depending on requirement.
* Creating Mainframe and SAP ID’s.

**NIPUNA SERVICES LIMITED (Satyam BPO Service): March 2004 – Aug 2006**

**Designation:** Sr. Tech Support Associate

**Roles and Responsibilities:**

* Answer calls and assess customer's technical support needs.
* Resolve customer issues or escalate when necessary.
* Follow up on issues and inform customer about the status.
* Log issues and all customers’ contacts into the customer data-base, translate end-user business needs into working solutions and provide technical resolutions for their issues that have been identified.
* Share best practices with the team.
* Support other team members on difficult calls & participate in process improvement initiatives.
* Any other duty as assigned by the reporting Team Lead / Manager.

**Team Management Responsibilities-**

* Assists the Team Leader to assure that section performance goals as defined in the operational plans are successfully achieved.
* Coordinate tasks of the team to keep workflow & productivity consistent.
* Conducting Team Huddles and on Quality updates and Process related updates.
* Maintaining the data of the team. For ex. AHT/AUX /CPATS /CSATS & CFT.

**DELL INTERNATIONAL SERVICES**: **Apr 2003 – Mar 2004**

**Designation:** Team Member/Customer Service Associate.

 **Roles and Responsibilities:**

* Answer calls and assess customer's technical support needs.
* Resolve customer issues or escalate when necessary.

**About Me**

Date of Birth : July 29

Nationality : Indian

Languages Known : English, Hindi and Telugu

**Address:**

Unique Lake View Apartments

Flat No. G4, Lakeview Colony,

Pragathi Nagar,

Opp. JNTU, KPHB,

Quthbullapur Mandal,

Hyderabad – 500 090.