**Abhineet Goyal, LSSGB, MBA**

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**Project Manager**

Strategic and Proactive IT Project Manager with **9+ years** of experience in general IT Sector with specialized knowledge in domains such as E-Commerce, Retail, Supply Chain, and Heavy-Engineering Manufacturing. Result-oriented, innovative, self-motivated individual, leveraging strong analytical skills, data driven approach, and attention to detail to make informed decisions using business metrics. Team-focused, collaborative leader with a proven record of taking initiative and ownership to drive results, mitigating risks, and communicating recommendations to complex, cross-functional, and geographically dispersed teams and key stakeholders. Passionate about working in intense working conditions with the ability to handle pressure and ambiguity to address challenging technical and business demands that suits stakeholders’ requirements.

***PROFESSIONAL SUMMARY***

* Spearheaded teams throughout the **Software development life cycle (SDLC)** in **CAPEX and OPEX** projects by following different methodologies like **Waterfall, Rational Unified Process (RUP), Agile (Scrum, Kanban, Scrum-ban), Scaled Agile Framework (SAFe), Waterfall-Scrum Hybrid**. Coached teams to fully transform from Waterfall to 100% Agile.
* Robust Project Management Experience with hands-on experience of creating strategic as well as functional documents and reports including **Project Charter, Project Plan, RACI matrix (Responsible, Accountable, Consulted, Informed), Work Breakdown Structure (WBS)** document using MS Project.
* Extensive experience working with Project Stakeholders such as Business Owners, Executives, Subject Matter Experts (SMEs), End-users, and staff to understand high-level business requirements and minute level specifications.
* Lead engagement consultant experienced in managing team through **full life cycle** (from ideation - brainstorming – scope development - process definition - program/project planning - execution - training - implementation - support - and CI).
* Completed project **budgeting and planning** using **Analogous, Bottom-up, and 3-Point estimation**.
* Capable of bringing overwhelming **enthusiasm** to projects, applying expert judgment to **remove impediments**, keeping teams focused, **resolving conflicts**, and delivering success in dynamic environments.
* Expertise in **Supply Chain** domain with a focus on Procurement, Resource Allocation, Demand Planning & Forecasting, Reverse Logistics, Warehouse Management System, and baseline change requirements & earned value methods.
* Experienced in **Capacity Planning, Cost Management, Stakeholder Management, Communication Management, Scope Management, Vendor Management, Operations Management, Procurement Management, and Scheduling**.
* Applied **Lean Six Sigma** - **DMAIC** Methodology, lean and project management tools and principles to solve problems, identify inefficiencies, and operational bottlenecks.
* Development of **specifications, budgets, and project schedules, P&L responsibility, strategic planning, business process reengineering, and full systems test plan development**. Integrated software systems specification and development.
* Accomplished in conducting **Market Research, Feasibility Studies, Gap Analysis (AS-IS and TO-BE), SWOT Analysis, Cost-benefit Analysis, Root Cause Analysis, Risk Identification, Risks Analysis, and Risk Management**.
* Proficient in creating **Business Process Modeling (BPM)** and defining **MVP (Minimum Viable Product), MMF (Minimum Marketable Feature), and/or MRF (Minimum Releasable Feature).**
* Expert in leveraging **Requirement Elicitation Techniques** like **Prototyping, Interviews, Focus Groups, Requirement workshops, Survey/Questionnaire, Document analysis, Brainstorming, and JAD sessions** to gather requirements.
* Co-authored important artifacts like **Business Requirement Document (BRD), Functional Requirement Document(FRD), System Requirement Specification (SRS), Change Management Plan, Risk Management Plan, and Test Plan**.
* Validated and created **Unified Modelling Language (UML)** diagrams such as Use Case Diagrams, Activity Diagrams, Class Diagrams, Sequence Diagram, and Data flow diagrams using tools such as MS Visio, Star UML, and Draw.io.
* Approved and delivered **high and low fidelity prototypes, wireframes, and mockup screens** to visualize Graphical User Interface (GUI) for both business users and technical teams using tools like Balsamiq, Moqups, and LucidChart.
* Strong experience in **Scrum Ceremonies** like **Backlog Refinement Meetings, Release Planning, Sprint Planning, Daily Standups, Sprint Reviews, Sprint Retrospectives, and SAFe Ceremonies like IP Sprints, PI Planning Workshops**.
* Proficient in working on criteria such as DEEP & DIVE for **Product Backlog**, INVEST for splitting EPICS into **User Stories**, and SMART for Tasks. Prepared Features, Epics, User Stories, Data Stories, User Acceptance Criteria, User Story Maps, Program Board, and formulated **Acceptance Criteria, Definition of Ready, and Definition of Done**.
* Engaged Scrum Team in **Prioritization** Techniques like **MOSCOW, KANO Model, 100 Point Method**; **Estimation** Techniques like **Planning Poker, T-Shirt Sizing, Relative Mass Valuation, DOT Voting**; and **Retrospective** techniques like **Silent Writing, Mad-Sad-Glad, KALM Model**.
* Co-created and validated **Conceptual & Logical Data Models**, Source-To-Target **Data Mapping Documents**, Data Normalization & De-Normalization, Dimension & Fact Tables, and **OLAP Operations**.
* Boosted the implementation of **Data Warehousing**, Business Intelligence, and Artificial Intelligence Projects, managed **ETL** (Extract, Transform, Load) and ELT Process, and validated Star and Snowflake schemas.
* Working knowledge of **SQL** (CRUD Operations) and conducted analysis and validations on **DBMS** by writing Complex Queries, Functions, Triggers, and Stored Procedures.
* Skillful in creating **Static and Dynamic Reports, Dashboards, Storyboards, and Visualizations** aligned to different business reporting, analysis, and data mining requirements for Business Intelligence and Predictive analytics projects.
* Handled projects of **multi-tier architecture** and Service-Oriented Architectures (SOA), and focused on **SOAP and REST APIs**, Web Services, XML, JSON, API upgrading, API documenting, and API testing.
* Exceptional skills in different approaches like **Test-Driven Development (TDD),** Behavior Driven Development (BDD), and Acceptance Test-Driven Development (ATDD), and working **in User Acceptance Tests, Test Plans, and Test cases**.
* Mastered different tools like **Jira, Confluence, Power BI, Tableau, Lucidchart, Balsamiq, Swagger, Informatica, MS Project, MS SharePoint, HP ALM, Selenium, SQL Server Reporting (SSRS), SQL Server Integration (SSIS)**.

***TECHNICAL SKILLS***

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| **Methodologies** | Agile-Scrum Waterfall, Waterfall-Scrum Hybrid, XP, V-Model, DMAIC, PDCA |
| **Frameworks** | Kanban, Kaizen, ScrumBan |
| **Database** | MS SQL server, Oracle 8/9/10, DB2, AWS, Informatica PowerCenter 9.6.1 |
| **BI and Reporting Tools** | Tableau, Power BI, MS Excel, SPSS, MATLAB, MiniTab |
| **Project Management Tools** | JIRA, Confluence, MS SharePoint, MS Project, MS Teams |
| **Cloud Technologies** | AWS, Salesforce, FiedEquip, SaaS, PaaS, IaaS, Mulesoft |
| **Requirement Management** | JIRA, HP ALM, Confluence, Selenium, Cucumber, MS SharePoint |
| **Web Services** | SOAP, REST, XML, JSON, Swagger, Postman |
| **ERP and CRM** | SAP, Oracle, Salesforce |
| **Quality Management** | Lean - Six Sigma, TPM, TQM, Cucumber |
| **Modelling Tools** | Balsamiq, Wireframe Pro, MS Visio |

***PROFESSIONAL EXPERIENCE***

***Amway, Ada, MI October 2019 – Present***

***Project Manager***

*The purpose of the project is to eliminate third-party middleware, integrate their Enterprise Resource Planning (ERP) Tool, Oracle, with a Customer Relationship Management (CRM) tool, Salesforce, and create a 360-degree reporting dashboard. The objective is to enable a faster error-processing capability and bring transparency and visibility to order processing workflows.*

* Identified and categorized all relevant key stakeholders involved in the project by performing Stakeholder Analysis, using **RACI matrix**, and creating **Importance-Influence Matrix**.
* Created **Product Strategy** and **Product Roadmap** and communicated them during **Project Kick-off Meeting**.
* Strong project management skills, with ability to do project planning and working across multiple **cross-functional teams** for **resolving conflicts**, **dependencies**, and **impediments**, if any.
* Engaged stakeholders to gather requirements by employing various elicitation techniques including **Gap Analysis,** **interviews**, **JAD sessions, and Interface Analysis**, and defined **MVP** and **MRF.**
* Acted as a Liaison between stakeholders, subject matter experts (SME), business owner, and development team to identify the business needs, business rules and business process specification.
* Conducted **Document Analysis** to closely study the AS-IS process and TO-BE for process vision and process flows.
* Performed Scope Analysis, **Feasibility Study**, **SWOT Analysis**, **Cost-Benefit Analysis**, **Effort Estimation**, **Impact Assessment**, and **Resource Analysis**. Established **KPIs** and reports to measure and track **success parameters**.
* Managed **Scope Creep** by conducting meetings with the stakeholders and creating a detailed **Project Management Plan**.
* **Mentored** Scrum Master in facilitating **Scrum Ceremonies** by providing constant support and constructive feedback.
* Participated in the **Backlog Grooming** sessions, breaking down EPICs into executable user stories, ensuring user stories are “ready” for development with defined acceptance criteria, and reducing complexity and size.
* Attended **Daily Stand-Ups** to understand the progress and impediments for assessing the possible risks and created a **risk register** to log potential issues. Consistently reprioritize the Product backlog for maximizing business value/ROI.
* Validated **UML Diagrams**, identified different data sources and participated in the **ETL** process using the Informatica PowerCenter, maintained **Scrum Board** on **JIRA**, and assisted the testing team in tracking bugs, issues, and defects.
* Explored SAP, Oracle, and Salesforce data fields, and reviewed and approved the **Data Modelling & Mapping Document**.
* Leverage knowledge of Batch Integration process by making **REST’s Bulk API** calls from the application to the API to upload the data and **Lightning Bolt** to fetch the data from Salesforce.
* Authored and reviewed API documentation, in **Swagger**, and communicated it with the developers to serve as a POC.
* Assisted QA in performing **Black Box Testing**, **end-to-end Integration Testing**, **Performance Testing**, and **Volume Testing**, and managed **UAT Testing** by reviewing some test cases.

**ENVIRONMENT** Agile Scrum, Kanban, JIRA 7.10.1, Confluence, MS SharePoint 2013, MS SQL server 2012, Salesforce, Tableau 10.5.14, Informatica PowerCenter 10.4.1, Web Services, Bulk API, REST, MS Office Suite (MS word, MS Excel, PowerPoint, MS Visio), Selenium, MuleSoft, Minitab.

***Meijer, Grand Rapids, MI October 2018 – September 2019***

***Project Manager***

***Summary:*** *The scope of the project was to move on-premises ERP system to cloud platform using Amazon Web Services (AWS). The objective was to enhance features in extended Warehouse Management System and RFID integrations to provide real-time insights for warehouse monitoring and have a unified communication with vendors, suppliers, and transportation systems.*

* Analyzed **RACI Matrix** and created **Power-Influence Matrix** to identify and categorize key stakeholders.
* Worked closely with the business stakeholders to create **product vision, roadmap, scope, and objective**.
* Helped business stakeholders with **Release Planning** by undertaking necessary research including **Market Analysis, SWOT Analysis, Competitive Analysis, and Document Analysis** (As-Is and To-Be).
* Created **Project Plan** and identified **MVP/MRF** by analyzing multiple data inputs from multiple warehouse processes and from reviewing various requirement **elicitation techniques** like Interviews, Questionnaire, JAD sessions, and Focus Group.
* Estimated project **budgeting and planning** using **Analogous, Bottom-up, and 3-Point estimation.**
* Maintained organization’s effectiveness and efficiency by defining, delivering, and supporting strategic plans.
* Created **Users, Roles, Public Groups** & implemented role hierarchies & record level permissions to manage sharing access among different users on marketing cloud of **SFDC**.
* Facilitated meetings with **Salesforce Admin, Developers and Architect** to determine the data that should be integrated into Salesforce platform, as it was used for powerful data integration of **OMS** and **IMS**.
* Formulated **Risk Register** to capture initial and ongoing risks by conducting **Risk Analysis** and **Risk Assessment**.
* Collaborated with **Scrum Master** and Development Team to decompose Epics into User Stories by employing **Prioritization and Estimation techniques** like **Planning Poker, T-shirt sizing, Relative Mass Valuation, and 100-point method**.
* Worked with Scrum Masters in using **Information Radiators** along with the Scrum tools like Jira.
* Coordinated with the Scrum Masters to effectively minimize the adverse effects of **impediments** and handled **cross-team dependencies** for efficient coordination and execution.
* Actively involved in creating and monitoring new tasks on the **Kanban board** in order to gain a better visualization of workflow as well as breaking those tasks into user stories.
* Facilitated **Sprint Review Meetings** to effectively capture the changes requested by the stakeholders and communicated them with the development team for the implementation of the changes identified.
* Updated **Requirement Traceability Matrix (RTM)** to trace it with the Use Cases and Defects.
* Involved in identification and documentation of **Salesforce APIs** like REST, SOAP, Bulk and Analytical APIs.
* Reviewed **Test case, Test data & Test Scenario** to make sure testing should perform properly.
* Created various Reports & Dashboard with **Tableau & Power BI** to assist managers to better utilize **Salesforce cloud** as a **Sales Cloud, Marketing Cloud, Service Cloud & Analytics Cloud**.
* Closely monitored & performed **Smoke tests, UAT Sessions**, worked on **defect lifecycle** using JIRA.
* Created various business reports using **Business Intelligence Reporting tools** transforming data into business insights, analyzed the data and presented the findings to C-Suite.
* Monitored ETL developer in developing tasks and workflows to perform Extract Transform Load operations **using Informatica Workflow Manager**. Also, monitored ETL logs.

**ENVIRONMENT:** Scrum, Agile, JIRA 7.2.1, Confluence, AWS, Tableau 10.5.7, Cucumber, Trello, Power BI, Salesforce, MS SharePoint 2013, Warehouse Management System, Cloud-storage, Data Mapping, and Data Integration.

***Salesforce, Indianapolis, IN December 2016 – July 2018***

***Sr. Business Analyst/Associate Project Manager***

***Summary:*** *The project is to build a customizable Field Service Management (FSM) product for the client to better capture the work done by the field technicians. The objective also included creating a central repository for training and maintenance processes, procedures, activities, and checklists to baseline them for knowledge transfer and training module. The implementation must be synchronized on Web portal and mobile based application, with a smooth single-sign on process.*

* Met with stakeholders including client groups and subject matter experts representing the different lines of business (LOB) to determine project scope and objective.
* Prepared **Value Stream Mapping** for the key business processes to identify the gaps in services and differentiate between value-added (VA), non-value-added (NVA), and non-value-added but required (NVAR) activities.
* Assisted Project Manager to manage project delivery teams from **Initiation phase to Closure phase** to ensure consistent, high-quality project management discipline for all technology related initiatives and endeavors.
* Supervised and assigned resources to manage and control the project within the assigned program portfolio related to the selection, acquisition, development, and implementation of information systems.
* Aided PM to manage **Triple Constraints** to track both **Program-wide and individual project costs** associated with internal labor, software infrastructure, and ongoing maintenance to define the actual cost for the project.
* Identified project **dependencies, issues, and risks**, and determined mitigation and action plans.
* Attended **meetings/interviews** and **JAD sessions** with stakeholders to collect business requirements. This information along with the vision document was used to transform these business requirements into System Requirements Specifications.
* Assisted Scrum Master in facilitating **Backlog Grooming Meeting** to prioritize features, decompose Epics into User Stories, prioritize User Stories, and calculate Velocity and Capacity, and developed a high-level release plan.
* Assisted architect in creating **prototypes**, had **Focus Group** sessions with users explaining data flow and sequence of events.
* Co-authored **use cases,** designed wireframes and workflow diagrams to supplement the business requirements, and mapped the use cases to corresponding business requirements in the **Requirement Traceability Matrix (RTM)**.
* Employed **Lean Principles** and designed solutions to eliminate bottlenecks in the internal supply chain by developing a customizable system.
* Derived **Functional Requirement Specifications (FRS)** based on User Requirements and prepared **Business Requirement Document (BRD)** for central shared search facility and usage metrics.
* Assisted with project administrative tasks, such as work plan administration, time tracking, and project schedule maintenance.
* Worked with Database Architect to define active, passive transformations such as Data type conversion, Constant, look-up, and data enrichment transformations using Informatica.
* Monitored ETL developer in developing tasks and workflows to perform Extract Transform Load operations using Informatica Workflow Manager. Also, monitored ETL logs.
* Assisted in preparing **test plans and test cases**, defining User Acceptance criteria, and tracking defects using HP ALM.
* Created and managed **project templates, use case project templates, requirement types** and **traceability relationships** in MS-Project.

**ENVIRONMENT:** Oil and Gas industry, Postal, ecommerce, and postal industry, Scrum, Agile, JIRA 7.2.1, Tableau 8.3.14, Cucumber, Trello, MS SharePoint 2013, OCR (Optical Character Recognition), Cloud-storage, Data Mapping, and Data Integration.

***Toyota Kirloskar Motor, Bengaluru, India March 2015 – October 2016***

***Business System Analyst***

***Summary:*** *The project was to revamp the Operations System of Toyota, GTOPAS software, with regards to Inventory Management, Outbound Management, Inbound Management, and Transportation. The Distribution Center was encountering a lot of inefficiencies and cost-curve was continuously increasing. The project enabled near real-time value updates and alerts for an efficient planning and provided route optimization capability for drivers.*

* Elicited the end-user requirements by conducting **Interviews, Surveys, and Questionnaires**, creating AS-IS workflow, and documenting the needs of the business, drafted the TO-BE process, and validated the **Gap Analysis**.
* Participated actively in the upfront planning and designing phase. Created artifacts such as **Business specification document (BRD), Functional requirements document (FRD), and Requirements Traceability Matrix (RTM).**
* Assisted Project Manager in creating **Project Charter, Project Scope, Vision Statement**, and **Project Management Plan**, and formulating **Work Breakdown Structure** by performing **Critical Path Analysis.**
* Developed **Inventory Threshold** to help maintain proper stock levels to improve cash flow by adjusting the order frequency.
* Participated in identifying efficient strategies for **Inbound and Outbound Management, and Route Optimization.**
* Acknowledged the Iterative and Incremental development process in order to adopt **Hybrid Agile framework**.
* Refined the Product **Backlog**, further slicing the **PBI's into User Story** and tasks to be included in the **Sprint Backlog**. Also, defined **Acceptance Criteria** for the user story to be included in the implementation.
* Created a **Release Planning Document** consisting of a high-level overview of all the requirements to be released in the upcoming sprint and assisted in creating a pre-defined release schedule.
* Actively took part in determining the cadence for the sprint based on the **Capacity** of the global team and participated in **Scrum Ceremonies** such as Sprint planning, Sprint review, Retrospective, and Daily Standup.
* Helped architect in creating the **Conceptual and Logical Data model** and created a **Data Mapping document**.
* Reviewed, documented, and maintained **functional test cases** and other **test artifacts** like test data, data validation, using **HP** **ALM**, and actively participated in **Defect Life Cycle Management** and assisted in creating **Issue logs**.
* Helped QA to execute **GUI Testing, User Acceptance Testing (UAT),** manual or automated test cases, and report test results.
* Created Review artifact for the corresponding **change request** and assisted in making the Review artifact signed off.
* Used Tableau for effective Ad hoc reporting and Business Intelligence (BI) to facilitate decision making using various matrices.

**ENVIRONMENT:** SAP, SQL, REST API, Scrum-Waterfall Hybrid, HTML, JIRA 2.2.1, SharePoint 10, Data Integration, Manhattan Tool, Tableau 8.0.18, Barcode Scanner, RFD, Warehouse Management System, Informatica PowerCenter 9.5.X, SOAP UI.

***Paytm, Gurugram, India November 2013 - February 2015***

***Business Analyst***

***Summary: The scope of the project was to implement a customer-centric engagement model, as a part of Digital Marketing Strategy, using Salesforce CRM and Cloud Solutions. The objective was to use the Salesforce Marketing Cloud for customer onboarding, tracking customer behavior, and generating customized recommendations.***

* **Responsible for defining the scope and implementing business rules of the project, gathering business requirements, and documentation by eliciting information from the business users and potential stakeholders.**
* **Organized and facilitated JAD sessions to elicit the requirements and document the client requirements for the customization of the devices and converted the requirements into Business Requirements Document (BRD) and Functional Requirements Documents (FRD) as per the client's requirements.**
* **Understanding the KPIs crucial for the stakeholders and made data suitable for analysis accordingly.**
* **Interviewed the stakeholders from different departments and created As-Is and To-Be process diagrams.**
* **Assisted PM to construct a Project Plan that included Project Schedules, Milestones, and Work Breakdown Structure.**
* **Created flow charts and process flow diagrams including Use Case Diagrams, Class Diagrams, Activity Diagrams, to show the interaction of the user with the system in an effective manner using Lucid Charts and BPMN.**
* **Designed and maintained the Requirements Traceability Matrix (RTM) for User Story Management using JIRA.**
* **Helped QA team in manually testing and executing the Web Services and in automating the REST Web Services Testing using Selenium tool. Assisted the Web Services team in documenting API's.**
* **Successfully maintained and updated SharePoint site with the project documentations based on the progress.**
* **Involved in System Integration Test Planning, Test Preparation, Test Execution, Defect Tracking, and Issue Resolution and Report Generation to assure that all aspects of a Project are following the Business rules.**
* **Facilitated the Pre UAT (User Acceptance Testing) and UAT; assisted in testing and maintaining quality procedures such as Black box and Regression testing; created all the relevant documents for appropriate users.**
* **Created User Manuals with detailed list of parameters and system responsive screen shots.**

**ENVIRONMENT:** Lucid Charts, MS Excel, Tableau 8.0.2, MATLAB 7.14, MS Power Point, Cost-Benefit Analysis, SPSS 21, MS SQL, MS Office 365 (SharePoint, Project, PowerPoint, Visio), Jira 5.10.5, Informatica PowerCenter 9.1.5

***IndiaMART, Noida, India July 2012 – October 2013***

***IT Data Analyst***

***Summary:*** *IndiaMART is India’s largest online B2B marketplace, connecting buyers with suppliers. The project was to revamp the website for seamless user navigation. The user could be an individual looking for any sort of company-related information, or an enterprise seeking product catalogue and contact information, or non-profit organizations looking to collaborate for CSR activities.*

* **Excellent written and oral communication skills, with a proven ability to distill complex business issues into easily understandable terms for a variety of audiences.**
* **Performed Data Cleansing, understood relationship between different entities within the dataset, and conducted statistical analysis using Minitab and MS Excel.**
* **Assisted Technical Lead to develop system implementation plans and processes, and oversee the development, integration, testing, and launch stages.**
* **Gathered, reviewed, analyzed, profiled, validated, and mapped system data into the data warehouse to meet reporting and analytical business needs.**
* **Identified operational bottlenecks and Opportunities for Improvement (OFI) by performing data analysis using MS Excel functions including Index-Match, Pivot Table, and Look Ups, among others, and implemented process improvement plans.**
* **Worked with ETL developers to test and validated data attributes and with other business analysts to assure data is integrated consistency regardless of the source system.**
* **Involved in creating Entity-Relationship diagrams for the design of database.**
* **Developed various visualizations such as Pie Charts, Scatter Charts, Histograms, Waterfall Charts, Bar Charts, Pivot Charts, Tree Maps, Heat Maps, Combo Charts to represent the Key Performance Indicators to the stakeholders.**

**ENVIRONMENT:** Waterfall, SharePoint 2010, **MS Excel, MS Word, MS PowerPoint, Tableau, Minitab, R, SQL Server 2008 R2**

**EDUCATION & CERTIFICATIONS:**

* Bachelor of Technology | Electrical Engineering | National Institute of Technology | India
* Master of Business Administration | Rice University | Houston, TX
* Management Excellence & Lean Six Sigma by Optness Institute