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|  | Vancouver, Wa 98664asisunny029@gmail.com |

 **IT Project Management | Strategic Planning | Solutions Manager**

**Sunny S. Asi**

*Versatile and hands-on Project Manager who leads teams to design and implement successful IT projects that align*

*business and IT objectives and deliver rapid results*

Energetic, driven, and Hardworking Project Management professional with years of progressive experience providing cradle-to-grave management with various industries (**Consulting, Telecommunications, Marketing and Healthcare**, **Trucking**).

Detail oriented self-starter with excellent interpretive, interpersonal, consultative and facilitation skills, excellent verbal and written communication skills. Work independently or in a team with strong relationship building skills.

lead all phases of diverse technology projects and delivered enterprise IT projects for cross-regional levels. Planned and delivered **small, mid-sized and multimillion-dollar projects (3-5 projects with varied complexities)** projects aligning business goals with technology solutions to drive process improvements, competitive advantage, bottom-line gains, and address regulatory points.

Offer outstanding talents in project planning and management, communication, vendor management, negotiation, problem identification and resolution, reporting, and analysis.

Adept developing, implementing, and integrating cost-saving business solutions and applications across multiple platforms and environments. Solutions driver who bridges the gap between business and technology while envisioning the bigger picture. Devises strategies to align multiple disciplines, coordinating efforts between business groups, and driving complex systems integration for robust, high-quality systems that solve business problems and provide results.

**SELECTED CAREER HIGHLIGHT**

* **Certified Scrum Master (CSM) – Scrum Alliance**
* **Led and implemented complex projects and Global teams—**mitigated risks, managed requirements, and worked with project stakeholders while managing expectations at the department and project levels.
* Managed all phases of the **software development lifecycle (SDLC)** for dozens of custom solutions.
* Knowledge of project management methodologies – **Scrum(Agile), Lean-Agile, Kanban(Agile), Waterfall, MS Project**
* **Trusted leader** known and respected for leading successful change in projects and building credibility with executive teams and staff. Possess excellent conflict resolution, coaching, communication, mentoring, and servant leadership skills
* **Multilingual Interpretive skills –** Fluent in 5 Languages (English, Hindi, Punjabi, Oriya and Bengali)

**CORE COMPETENCIES**

* Leadership & Performance
* Enhancement
* Testing/QA/Rollout/Support
* Strategic Planning & Tactical Execution
* ECommerse Management
* Stakeholder Management
* Agile Project Management
* System Migrations /Integrations
* Enterprisewide Implementations
* Budget Management & Cost Containment
* Risk Management & Mitigation
* IT Infrastructure & Standardization technology
* IT Network Infrastructure
* Strong Interpersonal and Analytical Problem Solving skills
* Team Collaboration, Coaching, & Motivation
* Scaled Agile Framework
* Change Agent

**Professional Experience**

**Consultant (Scrum Master / IT Agile PM)**

*Daimler Trucks North America* Mar 2021 – Apr 2021

* Coached 2 Dev Teams (1 for creating reports and the other for creating the upgrades for software functionality) for best practices to implement Scrum with Agile
* Coached the Product Owner on Scrum methodologies
* Attended Training sessions on creating reports in Excede to better understand the functionality upgrades needed to be implemented.
* Structured the Strategy and Iteration Planning meeting
* Presented how to implement proper risk management during scrum events and ceremonies to the team.
* Created RAID log of initial risks in confluence.
* Compiled Userstories and acceptance criterias and input them in Jira for scrum teams to have a better understanding of the product backlog

**Scrum Master / IT Project Manager** Jan 2018 – Sep 2020

*AT&T Inc. - Hollywood, FL*

* Organize and facilitate daily scrum, sprint reviews, retrospectives, sprint demos, sprint, and release planning
* Oversee multiple scrum teams (**2-3 teams with 7-9 team members each**) and effectively Interpreted and enforced scrum principles and best practices
* Coach team members to self-organize and empowered to create, innovate, and make decisions for themselves as one team
* Implemented Scrum with a Business Intelligence (BI) environment, provide data analytics, data warehouse management and business intelligence support across the company
* Collaborate closely with the product owner on backlog grooming to keep product backlog relevant and prioritized, ensuring acceptance criteria are agreed upon, and stories are ready for sizing
* Successfully executed and delivered project results, meeting constraints of Project Time, Cost and Quality and exceeding customer expectations
* Tracked Metrics (Velocity, burndown, burnup charts, qualitative metrics-self-assessments) for sprints outcomes
* Monitored and tracked project progress and performance through **PV, EV, AC, financial and data analysis**, reporting status to project stakeholders through structured communication
* Extrapulated historical data through Visio for proper up and down communication
* Identify gaps and risks, facilitate conversations between Product Owner, BSA’s and team to ensure the project goals are on track
* Guided and managed the **change management, vendor management, quality management, schedule management, risk management and process management teams** in execution of projects through the software development life cycle (SDLC) and smoothed out any areas of possible conflict.
* **Guided the team with SDLC best practices at an AT&T customer support center and Improved business process practices that focused on both process and product, increased efficiency to create a balance with prioritized and non-prioritized customer ticketing process, increased customer satisfaction by reducing the turnaround response and created an effective agile customer experience**
* Worked in a cross functional/matrix environment with geographically dispersed teams
* Created cross functional Business Intelligence team, continuously validated the quality of the data through test automation, Organized stakeholder-friendly sprint reviews
* Collaborated with IT and business experts through all phases of a project to ensure delivered solutions brought value to business and increase customer retention
* Coordinated testing effort for project and tracked internal and external project risks. Worked closely with deployment team to successfully promote hundreds of integrated modules for deploy

**Project Manager** Mar 2016 - Nov 2017

*Hi-Tech Solutions Mandeville, Louisiana*

* Developed persuasive executive-level presentations and other supporting materials to drive the identification, communication and implementation of project management improvement processes.
* **Lead Project manager for several medium sized IT projects; Client/ Server Network development and integration, (System life cycle) Data warehouse migration, SLA’s and contract negotiation, and data audit practices.**
* Support the Service Management team (SMT) with the operation and governance of ITIL processes.
* Engage with teams to promote best practices and processes for them to gain a good understanding of the ITIL framework.
* Assisted sr. project managers in performing financial analysis, statistical analysis, conducting assessments, integrating project forecasting and budgeting process, managing change, producing management reports and contract review.
* Identified, document and assess project risks and develop mitigation strategy in collaboration with sponsors, stakeholders and solution owners
* Executed and guided project operations through the use of systems development and project management methodologies accepted by the industry

**Implementation Manager** Feb 2013 - Nov 2015

*WSI Corporate - Etobicoke, ON*

* Revitalized existing business resources to streamline cross-departmental functionalities and strengthen overall proficiency of daily operations of across multiple departments.
* Negotiated with internal and external groups to set priorities and obtain required resources to ensure successful project completions.
* Responsible for the overall management of projects conforming to client System Life Cycle (SLC) procedures. Created project schedules and managed resource schedules, tasks, and budgetary expectations. Developed and facilitated presentations, meetings, project/story development, planning, and task burndown with Product Owners, Team Leaders, Developers, Testers, and training plans and materials.
* Initiated continual efforts to improve the implementation by identifying opportunities to streamline the process.
* Established and managed the change management and control process to track all changes in project scope during the implementation as well as any additional /ongoing requirements post-implementation

**Technical Program Manager** Jan 2010 - Oct 2012

*CVS Health - Scottsdale, AZ*

* Performed building operations and efficiency audits providing energy savings to clients.
* Led hardware and software design teams to implement new programs that will create products, applications, and other projects to benefit the company.
* Support system life cycle projects from design through coding, testing, implementation, documentation, and end-user training. Assist users and cross functional teams in testing and debugging programs, reports, and / or queries as needed.
* Kept projects on schedule and within budget; includes cutting costs as needed, delegating more staff to work on programs, and performing other tasks to maintain project parameters. Also reported program progress regularly to management executives.
* Developed, maintain, and distribute (as appropriate) standard project management deliverables using MS Project for the successful launch of new products and services, including implementation plan, project schedule, project budget and variances.
* Migrated Version controlled artifacts from Legacy version Control to Team foundation Server.
* Leading the initiative for enhancing the overall quality of the offerings using MS Test Manager (MTM) and Team Foundation Server (TFS).

**Business Analyst Apr 2007 – Dec 2009**

*Eckerd Corporation Largo, FL*

* Prioritized project work for the business units and moved assigned projects through the first two stages of the PMO process, which included defining business cases and high-level requirements, establishing milestones, and securing resources using MS Project.
* Identified market opportunities, develops, implements, and manages solutions, and provides subject matter expertise in complex situations
* Worked with the Project Managers to ensure Associate career goals are met within a project and to develop project team training opportunities
* Established strategic, tactical, and risk-mitigation plans; assign and track work; lead project teams to deliver stated business objectives/goals.

**TECHNICAL SKILLS**

**Project Management Tools**: Smartsheet, Jira, Confluence, Azure DevOps, PeopleSoft CRM, Sharepoint

**Business Intelligence tools**: Tableau, Looker, Visio

**Microsoft Office Suite –** Proficient in the use of Excel, Word, PowerPoint, SharePoint and Outlook.

**Hardware & Infastructure :** Microsoft Access, Visio, Project/NetServer Family of Products AS/400 Server Onyx CRM / SFA Disaster Recovery/Business Recovery Siebel CRM / SFA Intranet/Internet MAC OSX

**Education**

**Bachelors of computer science ( IT Management-2003)** Louisiana State University - Baton Rouge, Louisiana.

**Certified Scrum Master ID# 001208543** Scrum Alliance