Sasika Nanayakkara, PMP

SNANAYAKKA@AOL.COM | www.linkedin.com/in/SasikaNanayakkara

Seeking the position of Project/ Program/ System Delivery/ Product/ Business Management (Technology Management) or Generalist / Lead in NYC (or Remote)

GLOBAL PRODUCT/ PROJECT/ PROGRAM MANAGEMENT | STRATEGIC PLANNING & EXECUTION | CRITICAL & STRATEGIC DECISION MAKING | BUDGETING/FORECASTING | VENDOR MANAGEMENT | RISK, ISSUE & CHANGE MANAGEMENT

SUMMARY

- A senior level visionary, Innovative IT leader and a strategic thinker with a clear view of the business impact with 10+ years' experience in the design, development, and delivery of technology-enabled applications, products, and services as well as, scaling and managing highly productive teams in both mature and start-up organizations
- I have multi-industry expertise as a Project/ Product/ Program/ Implementation/ Delivery Manager (including but, not limited to, 7+ years' experience in Capital Market and Front-Office Trading System Implementation (Bank Of New York and Prudential Financial); 6+ years in B2B2C/ Digital Marketing (Taproot, TIAA, Morgan Stanley, Aetna, Liberty Travel & Prudential); 3+ years in Healthcare (Aetna and Emblem Health); 2+ years in Legal & Compliance (TIAA, Deutsche Bank, NYL & Prudential); 1+ years in Property and Casualty Insurance (Ironshore Insurance); 1+ years in Travel & Hospitality (Liberty Travel)
- Able to achieve results through ownership of responsibilities, team motivation, and ability to gain buy-in and commitment from others not directly reporting to Program/ Project Management
- Implemented end-to-end solutions with cross-functional impact and exposure to CMMI, Six Sigma, Waterfall, Agile and Hybrid methodologies
- Provided direction for the development and use of metrics and web analytics to evaluate Customer Experience performance and project success
- Expert level skills in project management and collaboration tools such as ActiveCollab, Asana, Clarity, G-Suite, HP Quality Center (QC), HP Project & Portfolio Management Tool (HP PPM), Jira, MS Project, MS Project Central, Primavera, SharePoint, Borland StarTeam, Team Foundation Server (TFS), Slack, Trello
- I'm excited and available to interview and start immediately

EDUCATION:

- **Lock Haven University of Pennsylvania, Lock Haven, PA** - B.S. Computer Information Science
- **Massachusetts Institute of Technology (MIT) Sloan School of Management (currently pursuing)** – MIT Sloan Executive Certificate

ACCREDITION:

- **PMP** (Project Management Professional Certification, PMI)
- **SFC** (Scrum Fundamentals Certified)

EMPLOYMENT HISTORY:

Taproot Foundation, NY   **Oct 2018 – Present**
In Transition and Pro Bono Consulting: Digital/ E-Commerce & Salesforce Project Manager

- Responsible for leading WordPress website redesign and maintenance, digital content executions, SEO (Search Engine Optimization) and Salesforce Android App implementation efforts by collaborating with diverse teams of Product Owners, Salesforce architects, UI/ UX Designers, Copywriters, Strategists, Business/ QA Analysist, Developers, Graphics Analysts, etc. to ensure that digital touchpoints in general are aligned with brand and current communication strategy
- The Salesforce School Manager Android App is a reliable way to track each student's academic performance by selecting one of the five subjects used for the GPA calculation by Haiti's Ministry of Education and entering the score for the term, the app generates GPAs and reports.
- Facilitate stand-ups, reviews, retrospectives, sprint planning, and demos. Actively contributing to team's transition to Agile

TIAA, Retail Financial Services MIM PMO, NY   **Jan 2017 – May 2017**
Sr. Project/ Program Manager (Management and Strategy Consulting)

- Money In Motion (MIM) PMO program/ project lead for Stay Smart For Generation (B2B2C marketing End-To-End Beneficiary Engagement) initiative to develop a scalable, integrated solution consistent with the Consumer Journey
- Ensure it is in line with the integrated campaigns process by unifying business processors, improving beneficiary data and improving Omni-channel Marketing framework (included digital, frontline and field teams) to drive an integrated customer experience resulting in both retention and growth.
- Was responsible for product integration management, strategy, roadmap development, project and program charter development, monitor and control program.

Deutsche Bank, Group Data Management COO Office, NY   **May 2015 – Jan 2016**
eDiscovery Product/ Program Manager (Management and Strategy Consulting)

Responsible for leading/ delivering complex, cross-functional regional (US, UK and Germany) Electronic Communication (eDiscovery)/ Archiving project portfolio across a wide range of business lines

New York Life Insurance Company, NY   **Aug 2013 – Dec 2014**
Sr. Project Manager (Management and Strategy Consulting)
Responsible for managing large, complex Marketing, Legal and Compliance concurrent projects involving multiple vendors, consultants, leading edge technologies, substantial risks to the business, and broad implications for the IT architecture.

Ironshore Insurance Ltd, NY   **Feb 2012 - Jul 2013**
Sr. Program Manager/ MFX Application/ Platform Owner (Consulting)
- Part of the Genpact transition management team to transform and run end-to-end business processes and technology for Ironshore Insurance Ltd. As the MFX Application owner, I was responsible for managing day-to-day IT operations, software development and infrastructure management
- Administered identity and security access across multiple systems and applications. This included on-boarding/ off-boarding, incident/problem management associated with access entitlements and terminations as well as emergency & privileged identity access management

Morgan Stanley, Enterprise Infrastructure, NY   **May 2010 – Feb 2012**
Sr. Project Manager, M&A / IT Consolidation (Management and Strategy Consulting)
Responsible for working with technical leads, engineering and operations teams to implement messaging solutions for MSSB joint venture, as well as expand Project Management Office for the program.

EmblemHealth (HIP & GHI), Enterprise Project Management Office/ QA, NY   **2009**
Sr. Project Manager (Management and Strategy Consulting)
- Led QA activities for multiple concurrent Healthcare Cost Containment initiatives (HCCI) Coordination of Benefits (COB) projects relating to mainframe claims processing and/or claims payment.
- Developed new processes, tools, and procedures for the Enterprise Project Management Office. Responsible for sharing best practices while accelerating process improvement for HP's Project and Portfolio Management (HP PPM) Center re-launch.

Aetna, Information Technology, NY   **2006 – 2007**
Director, Network Services/Distributed Support Manager/ PMO/ Program Manager
- Designed and implemented project management disciplines and best practices
- Successfully managed one of Aetna's largest projects in 2006 & 2007 using Agile methodology with a team of over 400 members.
- Developed internal processes that were used to maintain and support the efforts of a large Maintenance Center including production support, service level agreements, helpdesk, customer satisfaction, and metrics to monitor the support initiative.

Morgan Stanley, Enterprise Infrastructure, NY   **2005**
Technical Product/ Project (Management and Strategy Consulting)
- Led efforts to introduce standardized Project Management procedures globally to give executives transparency into project progress, issues, financial status, and resource usage.
- Provided overall project management for development and deployment of Remote Computing product initiatives (over 40 concurrent projects).

Bank Of New York, Trade Support Systems Group, New York, NY   **2004-2005**
Assistant Vice President / Sr. Technical Project Manager
Responsible for managing and coordinating integrated project plans, including implementation schedules and resource estimates for the Broker Master and Cross Reference Database projects. Was responsible for managing development of a new trade support system that will receive trades from the investment managers or their delegates and enrich the trade details as well as confirm the trade with the broker.

Liberty Travel, Ramsey, NJ   **2002-2003**
Project/ Program Manager, PMO
Led efforts to build standards for developing and distributing an effective project management methodology which was adopted as model to manage several key initiatives to reduce agent sales life cycle.

Prudential Financial, New York, NY   **1995-2002**
Starting in 1995, I was with Prudential Securities until it was acquired by Wachovia Securities in 2002.
> **Sr. Project Manager/ Development Manager – Information Systems Group, EDG (2000 - 2002):** I was responsible for planning and managing the technical design, development & delivery of technologies.

- Pioneered enterprise level corporate web solution implementations including, but not limited to business portals, and seamless integration of third-party infrastructure (real-time quotes, market data, financial news, etc.) for 15 different Prudential business divisions.
- Was responsible for managing Streaming Media and Marketing Metrics initiatives for enterprise content management platform (Vignette), including Prudential.com, which received 20 million+ unique visitors annually.

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Programmer – Information Systems Group (1995 – 2000): I was responsible for developing and maintaining back-office applications for client and branch services' business units.
- Developed/ Maintained/ Managed Retirement (401k, IRAs, annuities) and Tax Withholding Reporting System Implementations

KEY PROJECTS: Led 800+ business critical initiatives to timely and positive conclusions. Developed internal processes to support production support, service level agreements, helpdesk, customer satisfaction, and metrics to monitor the initiative. A few examples:
- **Multiple Organizations:** iOS and Android/ Web/ Digital/ eCommerce; enterprise transformations; analytics & business intelligence; application enablement & end user application deployments; ERP and CRM implementations
- **TIAA (Strategy/ Process improvement)**: Led the effort to create a scalable integrated B2B2C marketing end-to-end customer experience strategy to engage & retain multi-trillion-dollar asserts
- **TIAA (Data Science)**: A significant effort was needed to determine beneficiary data after account holder passes. Led data analysis efforts to determine beneficiary behavior and changes needed during account setup to improve efficiency
- **Deutsche Bank (Audit and Risk Mitigation):** Led eDiscovery/ Archiving technology & process improvements to address audit findings in 2014 and reduce risk and cost of eDiscovery
- **Deutsche Bank & Ironshore Insurance (IAM):** Championed the improvement of identity and access management processes, controls and communications related to Roles across stakeholder groups
- **New York Life (Legal & Compliance):** Led Legal and Compliance Portfolios. One example is, managing the selection, implementation and testing of 3rd Party OFAC (Office of Foreign Asset Control) software solution that assists in identifying and preventing money laundering and/or the financing of terrorist organizations. FinScan is a third-party software system used to scan client records against persons and entities on lists compiled by government/private agencies.
- **New York Life (EOL):** Led Windows 7 Operating System End of Life Initiatives
- **Ironshore Insurance (Software/ Platform Owner & IT Operations):** Policy Administration, Claims Processing, General Ledger/ Billing, Reinsurance, Business Intelligence/ BI/Analytics, Vendor Management, Release Management, Incident Management, Reference Data Analytics and Updates, Month-End Data Corrections and Production Support
- **Ironshore Insurance (Production Support):** Was responsible for monitoring daily activities to ensure that batch production runs smoothly and service level agreements are met, I provided first-level troubleshooting support to the business, scheduled and managed any emergency fixes as well as month-end data fixes.
- **Morgan Stanley:** M&A (Mergers & Acquisition) transition/ IT Consolidation, VoIP Implementation, Exchange migration, Server Migrations, Data Center Consolidation, Active Directory Consolidation, and Network Transformation
- **Aetna/ Active Health Management (New Product Development):** Electronic Health Record (EHR) initiative which I led using agile methodology with a team of 200+ members, Data Analytics & Business Intelligence & Office Moves and Buildouts
- **Prudential Financial & BNY Mellon:** Led capital market & front-office trading implementations
- **Prudential Financial:** Seamless Integration of Third-Party Solutions (Real-time Quotes, Market Data, Financial News, etc.), Streaming Media & Marketing/Metric/ Analytics Portfolios

SKILLS: Account Management ~ Application Development ~ Aptitude and Passion for Learning ~ Avaya ~ Banking & Finance~ Bachelor's ~ Broadcast & Media Solutions ~ Budget/ Financial Management/ General Ledger ~ Cadence ~ Client Services~ Collaboration~ Content Management ~ Contract Negotiation/ Management ~ Critical Thinking ~ Customer Experience ~ Cyber Security, Data Protection ~ Desktop Administration ~ Diversity Outreach ~ Fundraising & Events Management ~ Distributed Team Management~ ERP ~ Fiber ~ Firebase ~ Google Suite ~ Integration ~ Investment Management/ Annual Planning ~ IT Management ~ IT Strategy ~ Leadership ~ Mergers & Acquisition ~ Microsoft Office (Word, PowerPoint, Outlook, Excel, Access, Visio) ~ Multichannel Marketing ~ Multitasking ~ Negotiation ~ Operations ~ Organizational Skills ~ PMO ~ Problem Solving/ Analysis ~ Project Team ~ Public Speaking ~ Quality Control ~ Risk Management ~ SDLC/ PLC ~ Shopify ~ SOW ~ Software Deployment ~ Status Reports ~ Streaming Media ~ Supervision ~ Technical & Business Project/Program/Portfolio Management/ System Delivery ~ Technical Platform Owner ~ Telecommunications ~ Time Management ~ Troubleshooting ~ Wireless

Industry Expertise	Education	Compensation	Preferred Location:	Willingness To Travel:	Willingness To Relocate:
Program/ Project Management	4 Year College Degree	W2 Only	NYC	0-1%	No
Information Technology	PMP (Project Management Professional Certification, PMI)	No C2C or			Relocation
Management	SFC (Scrum Fundamentals Certified)	1099			

COVER LETTER

Dear Hiring Manager, I hope all is well with you! I feel that my skills and experience are a great fit for this position. **Enclosed is a copy of my resume for your consideration.**

Please email me (snanayakka@aol.com) position details (job description, end-client name (if applicable), work location (zip code), and salary range (w2)) so that we can schedule a date/time to speak. Thank you for your time. I look forward to learning more about this opportunity.

Kind Regards,
Sasika Nanayakkara, PMP
The best way to reach me is via email: snanayakka@aol.com
https://www.linkedin.com/in/SasikaNanayakkara - PLEASE REFER TO ATTACHED RESUME FOR COMPLETE HISTORY
Please find my calendar link to select a time that works best for you to speak: https://calendly.com/sasika/30min.