**Vik Wadhawan**8025 Fairfield Road North, Brooklyn Park, MN 55444 | **C:** 612-504-9853 | **E:** vikwadhawan68@gmail.com



**PROFESSIONAL SUMMARY**

Detail-oriented Project Manager/Business Analyst with 20 plus years’ experience in delivery of strategic IT projects to assist organizations in defining system overhaul, application delivery, conversion, and budget planning. Industry knowledge in Retail, financial services, center management, customer service and technology to bridge IT service deployment models.

Fluent in both Waterfall and Agile methodologies with responsibilities for end to end project delivery which include application development, organizational change management, governance, policies/process and IT support knowledge, requirements documentation/development and UAT documentation/testing.

**WORK HISTORY**

10/2018 to Present |Business Analyst/PMO Consultant | DOLLAR TREE, Minneapolis, Minnesota

This position delivers project management\ technical implementation support for all Aptos\Epicor Store Systems encompassing POS, CRM, Sales Audit, Connected Retailer Merchandising, Returns Management, Promotional Events and others as needed to support Retail Systems requirements. Projects managed using Agile and Waterfall SDLC methodologies. Position responsibilities include:

* Project Manager for the implementation of enhancements to Store Systems.
* Provide technical input during the selection, design, development and testing of POS hardware and software.
* Manage and participate in the installation and implementation (plan, design, develop, test, document and train) of all new in-store system solutions, interfaces and upgrades.
* Proactively seek ways to enhance Store Systems performance by identifying strengths/weaknesses and suggesting areas of improvement.
* Deliver (design, develop, test) poll able executable for deployment to Store Systems upgrades\enhancements.
* Define and\or modify procedures to solve complex issues taking into consideration equipment capacity\limitations, operating time and desired results.
* Maintain outstanding relationships with the retail business community, third party vendors and Retail IT team members.

03/2011 to 10/2018 | Business Analyst | CROIX OIL COMPANY, Stillwater, Minnesota

Consultant at Croix Oil Co., planning\managing\implementing several key projects using Agile \ Waterfall SDLC:

* Connected Retailer Merchandising Upgrade: Implementation Project Manager and Subject Matter Expert for pricing\inventory work with vendor resources to track\resolve issues, validate\troubleshoot data issues, and report results to senior management.
* Promo Events Manager Implementation: Co-ordinate internal IT resources and Epicor resources to gather server requirements, plan database initialization, application installation, initial data load. Test, troubleshoot and problem determination. End user training and rollout.
* Implementation Manager for Mobility Project: Phase 1 Item Lookup and Phase 2 Inventory Management - database initialization, application installation, initial data load via SQL.
* Develop field deployment packages for both Phases of the project. Test, troubleshoot and problem determination.
* Combo Store Proof of Concept: Manage and participate in evaluating and configuring Retail Store system to handle both brands at POS and identifying gaps in Sales Audit, Returns Management, Inventory Management, CRM. Track and report to senior management

02/1999 to 03/2011 **|** Retail Project Manager/Business Analyst | HOLIDAY STATIONSTORES, Bloomington, Minnesota

* Managed day to day operations for in person retail and online business sales.
* Developed and managed marketing requirements boosting sales online and in person.
* Managed overall retail purchases and logistics.
* Defined training strategy, material and execution for internal employees’ customer communication.
* Managed the workforce management project implementation. Created and maintained retail project plans. Monitored project tasks and appropriately distributed projects among team members.
* Developed training materials, delivered presentation and implemented new processes.

92/1996 | Managing Director | GOODFOLD FINANCIAL SERVICES, New Delhi, India

* Full service online broker trades, equity research and analysis. Launched day trade news publication
* On market trends, actively involved in IPO issuance, started company from ground up

**SKILLS**

* Project Management – Software Implementations
* Software Development Life Cycle
* Business Analysis
* Quality Assurance Leadership
* Technical Sales Support
* Training Design and Delivery
* Banking and Finance
* Polished leadership skills, with ability to coordinate all phases of project based efforts while managing, motivating and guiding teams
* Possess a track record of developing long-term relationships with clients, internal departments, external vendors and senior management

**ACCOMPLISHMENTS**

* 16 time “Retail Excellence Quarterly Award” (2011-2015)
* 3 time “Lead Training DM Award” (2012-2014)
* 3 time “Pinnacle Club Inductee” for Excelling in all Areas of Business – 2007, 2009, 2010
* Ranked Top 5% in the Nation out of 400 Districts (2012-2015)
* Ranked #1 in Controlling Labor Costs and Turnover (2011-2015)
* Increased Sales by 18% YTD (2015)
* Increased YOY Sales by 16% (2014), 17% (2013) and 12% (2012)
* Reduced Shrink from 1.75% to 0.5% (2012)
* Maintained high level of Customer Service and Mystery Shop Score of 98.4% (2012-2015)
* District Revenue increased 10-12% every year since 2011
* District Retail Scorecard Rank Top of Company – 2012, 2013, 2014
* Regional Shrink has been less than .05 percent (Gross Revenue) in four years (2011-2015)
* Opened 8 large format convenience stores in 3 years (2012-2015)
* Negotiated successfully take-over of 6 large Car Washes from competitor (2012-2015)
* Spearheaded the conversion to “Circle k” Brand in Minneapolis

**EDUCATION**

* + A.A.S in accounting technology from North Hennepin Community College
	Bachelor’s in Science with Computer Science as Major (University of New Delhi)
	+ Graduated with 4.0 GPA
	+ Certified in Microsoft office package
	+ Certified in small business development
	+ Certified in small business and personal taxes