

## SUMMARY

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- Accomplished Project Manager with 14+ years of professional experience leading complex projects in Infrastructure, Information Systems and Operations management and implementation both in business and educational sectors
- PMP, Disciplined Agile, SCRUM Master & ITIL certified professional with experience in implementing operational optimization and infrastructure improvement projects.
- Voluntarily worked with Chicagoland universities in designing curriculum for graduate level project management programs and courses. Taught project management principles to many high school kids as a life skill and mentored graduate students in building career options in project management.
- Excellent facilitation, presentation, and communication skills with internal and external stakeholders and vendors at various levels and in diverse settings. Effective planning, organizing, interpersonal and supervisory skills, critical thinking skills along with strong knowledge of Software Development Life Cycle (SDLC), Project Management Life Cycle and experience in Waterfall, Agile methodologies working in a global delivery model.

## EDUCATION

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**Master of Science in Management Information Systems** at Northern Illinois University | August 2016 to May 2018

**Master of Business Administration** at Northern Illinois University | August 2019 to April 2021

## SKILLS

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- *Computer:* Software deployment, SCCM, Application packaging, MSI & Windows Installer Technology, Microsoft Office, SQL, SAP, C#, ASP.NET, Power BI, MS Project Online, Tableau
- *Functional:* Business Analysis, Requirement gathering, Stakeholder analysis, Problem and Root Cause Analysis, Process and Workflow design, Disaster Recovery planning, Test scope specification and planning, SDLC, Knowledge Management, Governance modeling and Policy documentation, Use case modeling
- *Certifications:*
  - PMP certified (Certification Number: 2151761)
  - Disciplined Agile Scrum Master (Certification Number: 3131565)
  - Certified Scrum Master
  - ITIL Foundation Certificate in IT Service Management
  - ITIL Intermediate Certificate in IT Service Strategy
  - Microsoft Specialist certification for Windows 7 Desktop Admin and Desktop Support
  - Microsoft Certified Professional
  - Certified in Power BI

## EXPERIENCE

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**Northern Illinois University** | May 2018 – Current

**Project Manager** | PMO, Division of Information Technology | DeKalb, IL, USA | May 2018 – Current

- Leading and managing multiple system upgrade and process automation initiatives by liaising with key operational leaders in IT, Human Resource, Financial and other University departments to identify and achieve priorities, strategic goals and objectives for each initiative following Project Management methodologies and body of knowledge
- Improved travel voucher process by about 50% by implementing electronic travel voucher workflow and moving away from paper and email based process
- Provided leadership in development of electronic signatures strategy and policy by working directly with key campus stakeholders and following applicable state and federal regulations, which set a baseline for migration

- of existing forms and processes into electronic flow across university
- Implemented improved and stricter Staff Account Lifecycle rules for Human Resources which enhanced data and accounts security in coordination with Information Security team
- Designed and implemented enhanced Wi-Fi across campus which helped in better security of the network and provide improved experience for staff, students and visitors
- Mentored and supervised group of interns in project management and business analysis
- Implemented and administering Project Online for PMO which improved the project tracking capabilities and provide live project portfolio updates to campus and also help educate the campus about project and process management competence
- Learned, implemented and leading department wide data analysis and visualization track using Power BI which significantly increased department's transparency and efficiency in its operation
- Implemented ERP PeopleSoft student system upgrade which improved the student experience significantly with a modern interface
- Managed implementation of print management project, which reduced personal printers drastically and created estimated annual savings of \$1.05M per year
- Led multiple successful university wide communication campaigns for project rollouts

## **Infosys Limited** | July 2007 – July 2016

### **Project Manager** | Client: EON Business Services GmbH | Düsseldorf, Germany | January 2015 – July 2016

- Analyzed existing monitoring solutions against requirements and recommended better monitoring solution
- Slashed incident alerting time by 70%, by implementing new monitoring solution which matches the actual requirement and changed the solution from reactive monitoring to pro-active monitoring
- Performed organization wide asset classification on all business-critical trading applications which helped in being audit compliant
- Created and enforced business process for completing asset reclassification annually to keep it audit complaint automatically

### **Technology Lead** | Client: EON Business Services GmbH | Hyderabad, India | January 2014 – December 2014

- Delivered a service improvement of 90% reduction in turnaround time by implementing improved BPM (Business Process Management) tool
- Supervised a team of 6 working from both onshore and offshore delivering client service order requests

### **Technology Analyst** | Client: EON Business Services GmbH | Düsseldorf, Germany | December 2011 – December 2013

- Analyzed architecture of critical business applications using business process analysis and suggested optimizations following ITIL standards to improve performance and stability
- Suggested to implement performance monitoring and alerting system on applications for improved support
- Increased offshoring capability and productivity at least by 30% by implementing VDI (Virtual Desktop Infrastructure) across multiple vendors of the client

### **Track Lead** | Client: EON Business Services GmbH | Düsseldorf, Germany | May 2009 – Nov 2011

- Supervised a team of 4 system engineers to test the application readiness of 600+ applications on new operating system environment (Windows 7)
- Successfully rationalized 3500+ applications with no version control across the organization and reduced them to 600+ applications without impact to regular business and tested them for compatibility

### **Systems Engineer** | Infosys Limited | Hyderabad, India | July 2007 – April 2009

- Packaged applications for SCCM based on client requirements
- Carefully Implemented huge NAS server migrations and data checks of sensitive data