Bhavana
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Professional Summary:

PMP Certified Project Management Professional with over 12-years of experience delivering product and program management, technology implementation, communication and change management for enterprise technology initiatives for clients including a New York City Government agency.

- Expertise managing the implementation of government technology projects with budgets up to $440 million including the implementation and creation of **implementation road map** for executing Affordable Care Act related product and service offerings, impacting over 300K members across 11 states.
- Skilled in migrating data to new **ServiceNow tool** using multiple data sources with responsibility for managing the enhancement and upgrade of IT Service Management tool **ServiceNow.**
- Expertise creating and adopting **Change Management Communication Strategies** and **processes.**
- In-depth experience in **end-to-end project management** for complex multifaceted projects including **planning, resource management, cost management**, and quality management.
- Well-developed communication skills and ability to interface with all levels of staff and management, stakeholders including business sponsors, technical leads, and product owners.
- Extensive experience creating project documentation including program plans, detailed project plans, runbooks, program and project budgets, implementation and release plans.
- Skilled in characterization, defining, designing, implementing, testing and analyzing software modules for complicated systems.
- Proficient in RTOS, Embedded Real Time Systems using Linux, VxWorks, Integrity, Windows and communication networks (Wired, Wireless), applications, low level device drivers and infrastructure software development and engineering, video, and Object-Oriented Programming.

Programming Languages	Java, Data Analytics, COBOL, PL/I, CICS, JCL, DMS, REXX, C, C++, SQL
Operating Environments	Microsoft, MVS/OS390, Z/OS, VM Machines
Project Management Tools	MS Project, RTC, IPWC
Database Skills	DB2, VSAM
Tools and Utilities	RTC, IDCAMS, SORT Utilities, File Aid, Endeavor, SPUFI, SAS, SCLM, Expeditor, LMF, QMF, MQ
Other Tools and Skills	**ServiceNow**, SDLC, Data Migration, Data Warehousing, GIS, Linux, VxWorks, JIRA, MS Visio 2013, MS SharePoint 2007, Agile, MS Excel, MS Access, Aladdin, MS PowerPoint, MS Project, UML, SQL Server, Erwin, Business Objects, MS Outlook, MS Office 2007, AFS, MS Word, SQL, IBM Rational ClearQuest, Test Director, Oracle 9i/11i, Oracle R12, MfgPro, JD Edwards, PRMS, PeopleSoft, IBM Rational Rose, IBM Rational Requisite Pro, Windows XP, ETL, UAT

Education/Certifications:

- Master of Computer Applications, Punjab Technical University (PTU), Kapurthala, India
- Bachelor of Science in Computer Science, Punjab Technical University (PTU), Kapurthala, India

- **Project Management Professional (PMP)**
- **Certified Scrum Master (CSM)**

Professional Experience:

Client: Port Authority of New York and New Jersey (PANYNJ) through UNIVERSAL Technologies, Jersey City, NJ   **Dec 2019 – Present** Title: Service Transition Manager/ Project Manager

Responsibilities:
- Liaised and communicated with **key stakeholders**, business owners, project managers, **design teams, operations teams**, and our partners and suppliers to ensure the smooth and successful implementation of new services including the implementation of the **ServiceNow IT service management tool.**
- Ensured **Service Management procedures** and run books were established, documented, and aligned with ITILv3 best practice.
- Provided the capability to measure and maintain performance of the service post launch to promote **continual improvement**.
- Served as a key part of the Service Operations function which was responsible for end to end **Service Management processes** in collaboration with partners and suppliers across disciplines including **Network and IT Operations.**
- Liaised with internal **technical subject matter experts** and business owners of key platforms and processes to ensure end to end requirements are met.
- Participated a detailed due diligence on the **scope of work** and specific areas to be transitioned.
- Established the interfaces and protocols for dependencies on other service providers.

Client: New York City Department of Building (DOB), New York, NY   **Dec 2017 – Dec 2019** Title: Sr. Technical Project Manager

Responsibilities:
- Responsible for **DOB's largest integration project** from their **Legacy system to DOB NOW**.
- Created Business Requirement and Functional Requirement for data integration from BIS to DOB NOW.
- Created Epics in JIRA for each phase and release.
- Created mock-ups and dashboards for reporting and collaborated with the development team to design.
- Created project plan for each release with detail form aspects including communications, planning, testing, reporting, and support.
- Drafted Service Notice and distributed it 60 days before the change was implemented.
- Formulated the cutover plan including backlog of paper filings, Black out period, Data Migration, and E-Filing Impact.
- **Partnered with Stakeholders** to understand their requirements and add them in requirements.
- Partnered with the testing team to create test plans.
- Determined the intelligence and geospatial information contained in imagery with advanced GIS techniques including evaluation of tools, and creation of customized methodologies and products to address a variety of geospatial intelligence challenges.
- Created and oversaw the **creation of runbooks** that contain step by step instructions used by the team to launch, manage and close out Review Lifecycle.
- Responsible for **on-going enhancement** and maintenance of the **ServiceNow platform.**
- Designed a training program to promote awareness about the ESRI Suite of Programs and Enterprise GIS Applications.
- Created and maintained comprehensive documentation including As-Is and To-Be swim lane diagrams, **technical design documentation, management status updates**, and **operational runbooks.**

- Created Initial Draft of training material with step by step guide for industrial training and internal Training.
- Identified SMEs and other related teams that would be impacted from the upcoming release.
- Prepared for the first, second and third quality assurance reviews.
- Finalized the Training Schedule.
- Led change management activities across strategic transformation initiatives.
- Created an online go-to meeting link for **training sessions** for remote team members.
- Created and setup a CRM user with group and dashboard assignments.
- Created and setup CRM access (Read only) for CPE/ACPE/PF staff.
- Created wireframe diagrams and business process models using MS Visio 2013.
- Maintained the Business Document for future releases.
- Created a Data Dictionary with attributes, details, and definitions.
- Documented test cases, performed testing, and documented test findings.
- Completed Database level Update for any changes to domain values used in SQL Rules.
- Added new attributes and created mapping documents.
- Created mock-ups as per requirements for **MS SharePoint implementation.**
- Updated epics in JIRA as part of MS SharePoint implementation.
- Created tasks and tickets under each mock-up in JIRA.
- Utilized management tools including MS SharePoint 2007 to understand client business.
- Created and modified Service Catalogs and Requested **Workflow Design** and Configuration.
- Ensured **Change Management methodologies and frameworks** were embedded within programs.
- **Developed and implemented Change Management communication strategies**.
- Sent "Release Day One" Communication to each release group.
- Responsible for scale business intelligence and data warehousing systems.
- Followed Agile Development methodologies.

Client: Tory Burch, New York, NY	Dec 2016 – Dec 2017
Title: Sr. Project Manager	

Responsibilities:
- Created Business Requirement and Functional Requirement for data integration from DW Database to Aptos and Micro Strategy.
- Managed Budget and Resource Planning including Developing and **managing ServiceNow project plans** using Whirlpool Delivery Methodology tools.
- Created Epics in JIRA for each Phase of Tulip.
- Created mock-ups and Dashboards for reporting and collaborated with the development team to design.
- Communicated with Stakeholders to understand their requirements and added those needs into the requirements.
- Partnered with the Testing team to create test plans.
- Provided Training for Store Associates to understand the Report and its calculations.
- Created wireframe diagrams and business process models using MS Visio 2013.
- Maintained the Business Document by adding new Stores and Tory Sport lines.
- Created a Data Dictionary with Attribute details and definitions.
- **Maintained the integrity of ServiceNow** across production and non-production environments.
- Documented test cases, performed testing, and documented test findings.
- Completed Database level Update for changes to Domain values used in SQL Rules.
- Added New Attributes and created mapping documents.
- Understood change management principles, methodologies, models and tools.
- Created mock-ups as per requirements for MS SharePoint implementation.
- Updated epics in JIRA as part of MS SharePoint implementation.
- Created tasks and tickets under each mock-up in JIRA.
- Utilized management tools including MS SharePoint 2007 to understand the business.
- Created and modified Service Catalogs and Request **Workflow Design and Configuration.**

- Prepared Business Requirement Documents to present to the functional teams to assure effective implementation of projects.
- Acted as the point of contact for the process and design of the Auto Integrate (AI) implementation.
- Responsible for scale business intelligence and data warehousing systems.
- Followed **Agile Development methodologies.**
- Responsible for SAP (CAR) to check the updated transaction form APTOS (POS system) to SAP (CAR).
- Responsible for SAP Customer Activity Repository (CAR) to check the updated transaction form APTOS (POS system) to SAP (CAR).
- Responsible for SAP (S4) to track the Inventory across all the Retail full price stores (From Fiori app to SAP (S4).

Client: PVH Corporation (Calvin Klein, Tommy Hilfiger, Michael Kors, Van Heusen), New York, NY Apr 2016 – Dec 2016
Title: Project Manager

Responsibilities:
- Created Business Requirement and Functional Requirement for data integration from JDA System to XPC system for Multi-Brands.
- Generated Daily report for the Style Attribute for Multi-Brand and analyzed the report to identify if all the required fields were populated, and if not, analyze why fields were missing and determine root cause.
- Created Weekly Data Quality Reports for Multi-Brands which included Data Extraction, Business Rules Generation, Compilation and report Building, and **Troubleshooting Issues.**
- Maintained the Business Document with new season and new Style Attributes.
- Created Data Dictionary with the Attributes, details, and definitions.
- Created price files and **mapping documents**.
- Documented test cases, performed testing, and documented test findings.
- Completed a Database level Update for changes to Domain values used in SQL Rules.
- Added New Attributes and created mapping documents.
- Understood data and data relationships and identified data gaps across multiple Brands.
- Responsible for scale business intelligence and data warehousing systems.
- Followed **Agile Development methodologies.**
- Utilized JDA and XPC systems.
- Performed data analysis and utilized strong SQL, MS Excel, and MS Access skills.
- Documented the complete process flow to describe program development, logic, testing, implementation, application integration, and coding.

Client: NYU Langone Medical Center, New York City, NY   Mar 2015 – Apr 2016
Title: Sr. Technical Project Manager

Responsibilities:
- Planned and executed **Kronos (My Time) management system for employees at NYU Medical Center** resulting in a more accurate time reporting system.
- Led the upgrade of Oracle 9.2 PeopleSoft Financial application and implemented customization of modules.
- Managed the OBIEE reporting project for senior leadership.
- **Managed and led implementation of the application built for internal and external users.**
- Led and managed **Interface development** between internal and vendor management system.
- Managed an **enterprise digital transformation** initiative.
- Implemented Clinical POE for new technology.
- Developed home grown applications and integration of vendor products to enhance patient experience.
- Responsible for big Data, Data warehouse, reports and historical data.
- Managed a digital transformation initiative.

- Designed a digital strategy for products.
- Implemented new products for improved patient experience.
- Managed vendor relationships which included end to end vendor selection.

Client: Stryker, Portage, MI	**Aug 2014 – Feb 2015**
Title: Sr. Technical Project Manager	

Responsibilities:
- Collaborated with a **diverse IT community** to identify project data requirements and detailed data requirements needed to source data for the project.
- **Managed teams implementing 16 source systems projects** with budgets up to $440 million.
- Sourced Orders and Sales data in a staging area for 16 Selling Divisions, from 15 disparate global source systems, originating from 5 ERP Systems (Oracle 11i, Oracle R12, MfgPro, JD Edwards, and PRMS).
- Secured source data from over 15 disparate sources, identified and communicated data gaps or inconsistencies.
- Tested to verify data accuracy in staging area and delivered extracts to the downstream application team.
- Ensured clear communication between all IT Teams.
- Understood business intelligence and data warehousing.
- Elicited detailed data requirements from other IT Teams.
- Translated project data requirements into detailed extract specifications in order to source the data needed to provide the requested data.
- Collaborated with lead Data Warehouse developers to evaluate impact on current implementation and redesign of all ETL logic.
- Understood data and data relationships and identified data gaps across sources.
- Documented test cases, performed testing, and documented test findings.
- **Maintained clear communication channels with IT and business stakeholders.**
- Navigated complex interpersonal and political issues.
- Responsible for scale business intelligence and data warehousing systems.
- Followed **Agile Development methodologies**.
- Documented Order and Sales data.
- Utilized Oracle EBS, MfgPro, JDE, and PRM ERP systems.

Client: Blue Cross Blue Shield of Western New York, Buffalo, NY	**Mar 2013 – Jul 2014**
Title: Technical Project Manager	

Responsibilities:
- Created the **road map of the project** as per requirements.
- Managed budgeting and Resource allocation.
- **Managed the entire project lifecycle from** product and project definition through **implementation.**
- Responsible for meeting agreed upon scope, cost, schedule and quality measures.
- Developed **project plans** and drove project milestones.
- Performed product analysis and **managed sprints** and **onshore and offshore teams.**
- Established communication plan with project team members and key stakeholders.
- Provided day-to-day direction to project resources and ensured the project teams were provided the resources and support to reach their defined objectives.
- Ensured effective change management throughout the course of the project.
- Utilized data analysis techniques to validate business rules and identify low quality or missing data in the existing Amgen enterprise data warehouse (EDW).

Client: United Healthcare, Iselin, NJ	**Mar 2012 – Mar 2013**
Title: Technical Project Manager	

Responsibilities:

- Managed two projects at the same time related to **product** and **services.**
- Collaborated with teams for Mergers and integration and managed the initiative of ICD9 to ICD10 migration for three programs resulting in improved compliance metrics.
- Created an **implementation road map** for executing Affordable Care Act related product and service offerings, which impacted over 300K members across 11 states.
- Led the expansion of existing consumer and provider portal offerings to include products and services for new exchange memberships.
- Coordinated the **technical implementation of state exchange programs** resulting in new 150K new customers.
- Identified cost saving opportunities within eligibility systems and **proposed a solution to downsize overlapping systems** resulting in significant cost savings.
- Partnered with **merger integration PMO teams** to develop a strategic roadmap for future integration activities to improve efficiency in execution.
- **Created process improvement methods** in Enterprise PMO.
- Managed the initiative of ICD9 to ICD10 **migration for three programs** resulting in improved compliance metrics.
- Performed data analysis on the existing data warehouse.
- Collaborated with the main frame team on daily basis and led data warehouse developers to evaluate impact on current implementation.
- **Implemented hardware upgrade projects** resulting in improved customer experience.
- Managed portfolio reporting for high level executives.
- **Led development of in-house software tool** for a staff of 400 employees to improve reporting.

Client: Deutsche Bank, New York, NY	**Jun 2011 – Mar 2012**
Title: Technical Project Manager	

Responsibilities:

- Collaborated with the European team and the US team to implement Aladdin system.
- Established business analysis methodology using **Agile dynamic systems development process**.
- Followed Agile, RUP, and Waterfall system development lifecycles.
- Interacted with Portfolio Managers and Traders to resolve trading issues and/or violations.
- Led conference calls with the global team and other levels of management to discuss progress and to ensure that daily issues were addressed.
- Validated BlackRock portfolio holdings and positions against Charles River equivalents.
- Partnered with Blackrock to develop a platform to support order creation, trade execution and portfolio management.
- Followed Agile **methodology** for elicitation and representation of requirements based on interaction with the business process owner, SME's and the development team.
- Ensured that all portfolio rules falling out of Compliance were investigated and corrected by external vendor with regards to coding and were followed through on for final resolution.
- Monitored and lifted flags for real time trades wrongly deemed out of Compliance.
- Developed relevant test scenarios, system regression Test Plans, and scripts and ensured the test results correspond to the business expectations.
- Collaborated with the Quality Assurance team to test Compliance rules associated with transitioning from Charles River Trading Platform to Aladdin Investments Software.
- Investigated and reported validity of any discrepancies resulting from side by side testing.
- Collaborated with Project Managers to review Client Investment Guidelines and reconcile against Charles River rule descriptions.
- Rewrote Compliance rule descriptions for BlackRock programming based on Client Investment Guidelines.
- Communicated the DQM (Data Quality Maintenance) and Benchmark team to resolve data and benchmark issues.
- Interacted with the Vice-President of AWM on PM final sign offs and related testing of the new and revised rules.

- Ran test trades in addition of compliance rules to ensure response viability.
- Created testing procedures and directed the team to achieve desired goals by implementing those procedures.

Client: Bank of America, NC	**Jan 2010 – Jun 2011**
Title: Project Manager/Business System Analyst	

Responsibilities:
- **Gathered requirements** from remotely based business users and defined and elaborated the requirements by holding meetings with the users.
- Analyzed the historical documentation, supporting documentation, screen prints, and e-mail conversations, wrote the business requirements document, received approval from stakeholders.
- Wrote the test cases and technical requirements and got them approved.
- Created new reports based on requirements.
- Utilized methods including MS PowerPoint presentations while conducting walkthroughs with the stakeholders.
- Conducted GAP analysis to analyze the variance between the system capabilities and business requirements.
- Interacted with teams in AFS, ACBS and InfoLease to extract information for the reports.
- Defined the source to target data mappings, business rules, business and data definitions.
- Created Report-Models for ad-hoc reporting and analysis.
- Designed data mapping, filtering, consolidation, cleansing, integration, ETL, and customization of data mart.
- Provided **24/7 problem management support** to the development team.
- Documented Data Quality mapping document.
- Performed enhancements including data cleansing and data quality.
- Performed data analysis on the existing data warehouse.
- Collaborated with the mainframe team on daily basis and led data warehouse developers to evaluate impact on current **implementation.**
- Communicated with the third-party vendor to complete programming.
- Upgraded the current application by adding new functionalities and adding new reports.
- Wrote regression test cases and performed smoke testing with users.
- Coordinated with business users, database administrator, mainframe team and testing team for production testing.
- Conducted User Acceptance testing (UAT) and worked with users and vendor who built the system.

Environment:
MS Office 2007, MS Visio 2013, Windows XP, AFS, MS Excel, SharePoint 2007, MS PowerPoint, MS Project, UML, SQL Server, Erwin, Business Objects, MS Outlook

Client: CME Group, Houston, TX	**Jun 2008 – Jan 2010**
Title: Project Manager/Business System Analyst	

Responsibilities:
- Determined performance bond and initial risk margin utilizing the CME Group's proprietary margin system called SPAN (Standard Portfolio Analysis of Risk).
- Monitored market activity with the SPAN system including large and concentrated positions and managed risk through multi-lateral netting.
- Interviewed SMEs and recorded requirements.
- Coordinated and prioritized outstanding risks and enhancement requests based on business requirements to ensure timely delivery.
- Designed and developed business requirement collection approach based on the project scope, SDLC Methodology and the client environment.
- Analyzed and documented system requirements and supplementary requirements including compliance with industry standards (ISDA CFTC (Commodity Futures Trading Commission) and NFA (National Futures Association)).

Client: PNC Bank, Philadelphia, PA	May 2007 – Jun 2008
Title: Business/Data Analyst	

Responsibilities:
- **Gathered business requirements** from end users and management.
- **Analyzed requirements** and created Use Cases, Use Case diagrams, and sequence diagrams using IBM Rational Rose.
- Utilized IBM Rational Requisite Pro for managing and configuring the requirement analysis effort.
- Extracted the business requirements for E-commerce platform through sessions with business leads, maintained them using IBM Rational Requisite Pro, and traced them all the way to the system artifacts.
- **Planned, coordinated**, and **monitored project levels of performance** and activities to ensure timely project completion.
- Prioritized requirements to be developed according to **Agile methodology**.
- Performed extensive **requirement analysis** and GAP analysis.
- Facilitated (JAD) Joint Application Development sessions to identify business rules and requirements and documented them in a format that could be reviewed and understood by both business and technical team members.
- Used sessions, workforce for running and loading the data from source to target data warehouse
- Followed established formats and procedures, created new formats, and researched, created, and edited technical and business data documents.
- **Utilized SQL** to access and manipulating database systems.
- Conducted design walk-throughs with SMEs.
- Collaborated with the QA team and developers to clarify and understand functionality, resolve issues and provide feedback to fix bugs.
- Implemented defect management process using IBM Rational ClearQuest.
- Maintained a close and strong working relationship with teammates and management staff to achieve expected results for the project.
- Wrote manual test cases and test scripts to check and review the application.
- Partnered with the database modelers to prepare the logical and physical data models and ascertain that requirements were met.
- Developed functional specifications and testing requirements using Test Director to conform to user needs.
- Performed UAT testing.
- Prepared user training manuals and conducted user training sessions.

Environment:
Windows XP, IBM Rational Rose, MS Visio 2013, IBM Rational Requisite Pro, UML, MS Project, MS Office, UML, MS Word, SQL, IBM Rational ClearQuest, Test Director, Oracle 9i/11i, Oracle R12, MfgPro, JD Edwards, PRMS, PeopleSoft