

## SUMMARY OF QUALIFICATIONS

- **Computer Science background project management professional** having track record in coordinating complex and large-scale IT implementation projects with on-time, within-scope and on-budget transformation in IT Service Delivery, Change Management, Operations and Migration
- 8+ years of experience as Project Manager using **Software Delivery Lifecycle (Waterfall)**
- 3+ years of Scrum experience in delivering projects using **Agile** methodologies (**Scrum, Kanban**)
- Recognized as [Member of the Month July 2020](#) by Project Management Institute - Toronto Chapter.
- Consistently rated as a **top performer among 15% of IBM employees** for 9 years

## PROFESSIONAL EXPERIENCE

### Project Lead, Newcomer Entrepreneurship Hub Skills for Change

06/2018 - Current

- Lead delivery of the federally funded program with a budget exceeding **\$250K**
- **Increased program KPIs by 75%** over a period of 2 years through continuous process improvement
- Monitored and measured performance using Customer Relationship Management - **Salesforce**
- Lead and coordinated project activities with resources and ensured flawless execution of projects
- Defined objectives in collaboration with stakeholders and developed detailed project plan
- Developed, tracked and maintained project documentation and report project progress status updates
- Followed internal standards and procedures for managing projects, reporting and documentation
- Met project objectives, performed risk management, and maintained comprehensive documentation
- Tracked project milestones to analyze completion of short term and long-term goals and
- Communicated regularly with management and reported escalation on in a timely manner

### Project Manager (B2B Enterprise Integration) IBM

03/2015 - 02/2018

- Digitally integrated USD billion-dollar business partners into **IBM's payment gateway - Sterling Commerce, a cloud-based SaaS solution** for various lines of business, facilitating digital transaction for order and invoice management with overall program budget exceeding **\$8 million**
- **Managed team of 12** comprising of EDI developers and life cycle management operations support specialists and facilitated collaboration with **distributed scrum teams** in a matrix organization
- Lead **Agile Project Management** delivery through **Jira, Atlassian, MS Project, Trello** and **Slack**
- Functionally lead onboarding of new customers in **Sterling** through several third parties and electronic **procurement vendors** like Ariba, Tungsten, BProcess, Coupa, Oracle Supplier Network
- **Increased project deliverables by 60%** through Agile practices of social contract, daily standups, sprint planning, backlog refinement, sprint review, retrospective meetings and managing team mood
- Lead IBM Global Privacy Assessments for **27 B2B applications** ensuring IBM assets comply with EU General Data Protection Regulation (GDPR)
- Develop project plans, work breakdown structure, defined project schedules and coordinate resources
- Identified issues and risk tracking, monitored and managed scope and fostered client relations
- Delivered project readiness and prepared support procedures with documentation

**Project Manager (Change Management)**  
**IBM**

**02/2009 - 03/2015**

- Managed a secure environment within the enterprise through change management **targeting 380,000 employees** across **IBM worldwide locations** with overall program budget exceeding **\$750K**
- Managed Modern Browsers project which **eliminated 99% of the legacy browsers** in IBM ensuring malware eradication and information security of the enterprise
- Executed delivery using **IBM Rational Tool Concert** management tool for different communication channels to drive the adoption of latest version of product releases across the enterprise
- Lead **change management projects** for voice infrastructure, end (E2E) print/copy/fax, system outages, site-shutdown and notes architecture upgrade
- Drive **100% compliance** and end-user adoption through EZUpdate Rules
- Generated metrics for data analysis and reporting with **Hyperion** and **DB2** database

**UI Developer**  
**Symphony Services**

**05/2008 - 02/2009**

- Designed interactive, user-friendly interface that enables users to explore and visualize data using **Adobe Flex, ActionScript coding** and **MXML**
- Created style guide functional user interfaces, ensuring browser compatibility performance

**Senior Programmer**  
**Icus India Pvt Ltd**

**03/2005 - 05/2008**

- Developed coding functionality using **ActionScript** and **Learning Management System (LMS)**
- Developed e-learning modules to be compliant with **Section 508 - Accessibility** governance policy

**VOLUNTEER EXPERIENCE**

**St Bede's Anglican Church - Treasurer**

**02/2020 - Current**

- Develop annual budget on assets, liabilities, revenue, expenses using **Quickbooks**

**Project Management Institute - Toronto Chapter**

**03/2019 - Current**

- Consulting lead for communications program through **MailChimp**, targeting more than **5,600** registered members and using of **Adobe Creative Suite** of products, **Trello** and **Asana**.

**EDUCATION**

- Post Graduate Diploma in Business Administration PGDBA, Symbiosis 2013
- Master of Computer Applications, Loyola College 2005
- Bachelor of Science, Bishop Heber College 2002

**PROFESSIONAL DEVELOPMENT**

- Project Management Professional Prep (Pursuing PMP) 2020
- Kanban Systems Design (KMP 1), Kanban University (Berteig Consulting) 2020
- IBM Agile Explorer 2019
- ITIL v3 (Service Management) 2018
- Technical Leader in You, IBM 2017
- Certified Scrum Master, Scrum Alliance 2016