**Nikhila V**

**Sr. Project Manager**

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**My Profile**

* **Sr. Project Manager / Delivery Manager, CSM Certified Scrum Master,** Information Technology professional with overall **10+years of IT experience** which includes extensive **Project Management & Scrum Master** expertise.
* Domain experience includes **Banking/Finance, Mortgage, Health Care, Insurance, Logistics, and Transportation** sector projects using **.Net, Java, PhP, CRM, Sharepoint, Ms-Sql, MySql, PAM and IAM** technologies over dedicated servers / Cloud Computing thru VPN / other secured networks.

**Expertise in**

* Agile & Waterfall software development and release management in delivering enterprise applications through multiple release cycles.
* Microsoft technologies extensively in managing Windows & Web Applications, Projects, Products, Apps, CRM, e-Commerce portals & Business Intelligence tools.
* Define & executing Project plan, Requirements documentation, WBS, Scope Baseline, Schedule Baseline, Resource planning, Risk assessment, Quality planning-analysis-management, Project performance management & reporting, Change Management & reporting and finally Delivery or Transition.
* Budgeted and managed Project over $8 million. Provided professional management for projects and enhancements of both product and process on time and within budget results.
* Technically leading development teams across globe to ensure quality and timely execution. Experience of working in large team (60+) and mentoring developers, Business Analysts, Testers and Managers.
* Creates and executes project work plans / sprints and revises them as appropriate to meet changing needs and requirements thereby minimizing risks using JIRA, Rally, Confluence and Microsoft Office Project.
* Well Experienced in organizing and facilitating scrum meetings, sprint retrospective, sprint and release planning.
* Setting up daily stand up meeting, retrospectives, sprint reviews & sprint planning sessions. Defining resource burnout charts & taking Product owner acceptance w.r.t product stories and sprint backlogs.
* Maintains Artifacts & Product backlog items and monitors sprint release planning.
* Facilitating weekly/monthly Status reports, Project Progress reports, Resource utilization & productivity reports.
* Excellent Written, Verbal, Communication & Interpersonal Skills
* Proactively controls Client changes, Team Conflicts, Risks and with mitigation strategies.
* Have strong experience in managing multiple .NET and Share Point projects in Development, Migration and Maintenance in cloud environments along with Complete Life Cycle (SDLC).
* Knowledge of deployment architectures with horizontal and vertical scaling alternatives at Web Application, Client and Database layers, Security Layers with authenticated access privileges.
* Skilled in development of main project components like n-tier architectures like Business Layer, Data Layer, Common Classes, etc, Common Function dll’s, Master Pages, Web Config settings, etc
* Sound Knowledge in Database Design and relationships. Good perception of Object Oriented Programming (OOP) concepts.
* Having experience in pure development project and maintenance/support project. Handled support project using ITIL process on L2/L3 support.
* Experienced in Project Size Estimation techniques like Size and Complexity Estimation and IFPUG Function Point size estimation.
* Have Successfully Developed Practices and Competency in various Domains and technology like Share Point, Knowledge Management and Estimation Model.
* Active Involvement working with Proposal Delivery team responsible for preparing response to RFP and involved in preparing response to RFP for multiple vendors.
* Certified in Microsoft Share Point Technical Certification and Microsoft Project Management Plan.

**Skill Summary**

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| **Primary Project Management Skills** | |
| **Delivery Management** | Project management, team development, customer engagement, process roll-out, quality, metrics, operations support, revenue tracking & utilization, knowledge management within the account, pre-sales support, etc. |
| **Project Management** | All areas of project management for development & maintenance projects including estimation, planning, initiation, staffing, scheduling, tracking, scope & change management, risk management, SLA management, revenue tracking, productivity, team management, etc. |
| **Estimation** | Size and Complexity; Use Case Point |
| **Process Methodology** | Waterfall, Iterative, Agile, Scrum |
| **Project Management Tools** | JIRA, MS-Project 2013, 2016, All Microsoft Office Applications |
| **Primary Technical skills** | |
| **Languages and Tools** | NET, C#, MOSS, Share Point 2003, 2007,2010,2013, 2016, Office 365, Java, PHP, Python, C, C++, HTML, JavaScript, JSP, Servlet 3.0, JSTL, jQuery, CSS, XML, JSON, CyberArk, BeyondTrust, OIM, Saviynt |
| **Databases** | MS SQL Server, MySQL |
| **OS** | Windows R2 2012, 2008 / NT / XP / 2000, Linux, Unix |
| **Other Tools** | Office Applications, SVN repository, Team Foundataion Server, Performance Point Server, Idera, Source Control (CVS, SVN, VSS, ClearCase, GIT), Continuous Integration (Hudson, Jenkins, Bamboo), JRebel, Code Analyser (Sonar, FindBugs, CheckStyle,Crucible), |
| **App Servers** | Microsoft IIS, Sharepoint Server, Apache |
| **Design** | Visio and StarUML |

**Primary Project Management Responsibilities**

I have the responsibility of managing .NET, PAM, IAM and Office 365, CRM Client Server projects as a **Project Manager** and responsible for Creating Statement of Work, Kick Of Meeting, Preparing RAID, Risk Management, providing **project estimation** using **Work Breakdown Structure (WBS)**, managing the project team. Have the **complete ownership of the project** from collecting business requirements to deploying the projects at customer environment and providing support to the project till warranty exists.

* Understanding business requirements and mapping them to system requirements specifications; **preparing project charters**.
* **Identifying the Project Execution/Development Model** and Preparing the Project Charter based on the model identified.
* **Developing project management plan**, executing formal review, receiving approval from both customer and senior management.
* Project activity Identification, activity assignment, monitoring and tracking.
* Responsible as Scrum Master, Review User Story, Define Sprint Cycle. Maintain Sprint Back Log in Agreement with Product Owner.
* Participating in **High Level Technical Design** discussion on **.NET, Java and PAM projects**. Working closely with Technical Architects to **arrive at the appropriate architecture/design** for the projects.
* **Conducting process and system studies, planning workshops** and leading project team members for system design & integration and application maintenance.
* Conducting regular follow-ups of the project, reporting to key stakeholders and suggesting further actions; executing workshops, requirements gathering sessions and risks management sessions.
* Reviewing key deliverables and assisting business owners in managing requirements.
* Delivering & implementing project as scheduled within budget & ensuring compliance to quality standards.
* Managing the application support projects, ensuring SLA are met, assisting in improvement of processes to reduce the incident resolution time.
* Verifying change requests and defects; reviewing test plans, and unresolved problems; reviewing test reports, identifying corrective actions and preventive actions.
* Overseeing the smooth implementation and testing as well as provide post-implementation, enhancement and maintenance support to client.

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| **Client: Santander Bank, Boston, MA** | **Job Title: Sr. Project Manager** | **Aug 2020 - Present** |

* Working as Project Manager supporting client base, facilitating all client business to align with IT Security needs.
* Communicating with stakeholders and cross functional groups, gathering requirements for developers and making documentation changes based on the audience.
* Creating Business Requirement Documents from proposal, scope of work, use cases, flow diagrams, project deliverables, Project plan, SDLC, Risk Analysis, Impact analysis and continuous support post-implementation.
* Interpreting systems requirements, collaborating with network architect to design server infrastructure to support vendors globally, business sponsors and project members.
* Reviewing and revising processes to align auditing, governance risk, and compliance processes of on and off boarding accounts.
* Drive necessary tasks to enhance reporting capability using EVD to automate the export of vault data in a scheduled basis into SQL database.
* Managing CyberArk Endpoint privilege manager by enforcing security policies to gain least privilege access to the endpoint systems and also reducing the risks of being violated.
* Engaging with Splunk team to create interactive dashboards to monitor admin activities, account lockouts, and detect anomalies.
* Developing use cases, representing the interaction of users with the system using Behavioral Diagrams, involved in unit and regression testing and documenting test cases and bugs.
* Experience in working with CI/CD tools such as JIRA, Bit Bucket, Dashworks and Bamboo from managing the projects to application deployments.

**BeyondTrust**

* Involved in setting up server infrastructure to support vendors in different geographic locations and provide a seamless connection to the end points.
* Creating detailed business analysis, validating the requirements, outlining project plan, identifying potential risks, performing acceptance testing, Debugging issues reported by Vendors and document the process.
* Assist during the process of setting up Integration Client and parse the session and recordings data from appliance into SQL server and generate reports specific to each team with addition to the chat occurred during the session.
* Assist in implementing and configuring BeyondTrust Endpoint Privilege management, replicating existing groups, policies, creating new work styles and integrate with ServiceNow to create a SREQ ticket using powershell script and also automatically add the applications to the specific work style in BI after approvals.
* Engaging with Splunk team to create dashboard in order to gain more visibility over admin and end user activities and alert security team in case of abnormalities.

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| **Client: Charles Schwab –**  **Austin, TX** | **Job Title: Sr. Project Manager, Business Applications Delivery** | **Jan 2019 – July 2020** |
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* Gathering information of all windows machines that communicate using SMBV1 from different data sources.
* Import the data from VIAVI, QUALYS, SCCM and ServiceNow into PowerBI desktop application and create a dashboard by matching the IP address with the machine names and creating a trend analysis every week to make sure machine count is depleting.
* Finalizing the list to create change requests and disable the phase 1 target machines running on SMBV1.
* Communicating with Application Teams to get approvals around application service shutdown during the disabling process.
* Coordinating with different teams to generate weekly reports from the data sources, setting up weekly meetings to discuss project progress and updating meeting notes into confluence.

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| **Client: Walgreens –**  **Chicago, IL** | **Job Title: Project Manager** | **October 2017 – December 2018** |

* Working as Project Manager to replace the existing backend system from OIM to Saviynt.
* Worked on Dashworks tool from on boarding the project to driving the aspects of migration and also the asset readiness by having everything at once centralized location and produce more effective project status reports.
* Requirements gathering of current OIM business practices, this is about 50 percent of business globally to discover processes.
* Aligning current provisioning processes to ensure entity can be stood up on Saviynt without interruption to entitlement systems at their business unit.
* Finding Point of Contacts on processes, procedures and pain points.
* Communicating with stakeholders, understanding and analyzing requirements, managing expectations around timelines for project deliverables.

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| **Client: US Bank –**  **Minneapolis, MN** | **Job Title: Project Manager, Insurance and Mortgage Application Project Manager** | **June 2016 – September 2017** |

* Interacting from business unit and attaining familiarity of applications.
* Carrying out the Requirement Gap Analysis, handling planning, coding, designing, test planning and execution.
* Provided insight of the project/product action items (backlog), ownership, scope creep, performed risk assessments, and problem resolution.
* Provided effective management reporting and key strategic recommendations to senior management on a regular basis as an articulate communicator, performing analytical analysis of results, utilizing Microsoft Project, Word, Visio, Excel, PowerPoint, Charts, and Schedules.
* Directed the upgrade and environment migrations of Enterprise software and the integration of Various Lenders and banking system into One Application.

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| **Client: State Farm Insurance**  **Bloomington, IL** | **Job Title: Technical Project Manager** | **Dates: June. 2015 to May. 2016** |

* End to End responsibility as Project Manager, All Phases of Software Development Lifecycle. As Project Manager I was involved 3 different set of Activities - End to End Development, Patch Management and SLA Management.
* For Development Activities responsible for Initiation, Detail Planning and Execution in using Microsoft Office Project.
* Managed budget of $8M and cross-functional teams of up to 24 developers, analysts, network specialists and Testers.
* Mitigated risk factors through careful analysis of financial and statistical data.
* Anticipated and managed change in various iterations of the Project.
* Handled and Driven incident management driven as defined in the SLA contract.
* Responsible in managing and tracking Time, Quality and Productivity Metrics in the project.
* Responsible for Unisys Intranet Portal in Share Point Migration from 2007 to 2010 to 2013.
* Developed Unisys Portfolio Center as part of Knowledge Management Initiative.

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| **Client: Bank of America –Charlotte, NC** | **Job Title: Business Analyst / Project Manager / Scrum Master** | **Dates: May. 2014 to May. 2015** |

* Worked with Product Control to reengineer the Market data capture and PnL reporting processes.
* Documented current / target state process, isolated gaps and prepared requirements for the development team.
* Engaged with Subject Matter Experts to perform deep dive analysis and define requirements / user stories.
* Organized working group meetings to review requirements, IT development and testing.
* Constructed and maintained all project artifacts including Business Process Flows (BPFs), project charter, sprint plans, data dictionary, RAID log, functional / technical requirements, and status reports.
* Facilitate: Daily scrum (stand-up), release and sprint planning sessions, Sprint review (demo) and Sprint Retrospective-Ensure all participants understand the ceremony's purpose and keep to the time-box.
* Assess the Scrum Maturity of the team and organization and mentor the team to higher levels of maturity.
* Products: Derivative foreign exchange, interest rate and commodity products.

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| **Client: Cognizant India Pvt Ltd – Hyderabad , India** | **Job Title: Software Engineer** | **Dates: August 2013 to April 2014** |

•Involved in gathering business requirements and translating them into functional specifications.

• Developed ASP. NET website using C#, HTML, JavaScript, ASP. Net and ADO. Net

• Involved in developing the Business Layer and Web User Custom Controls in C#. NET

• Created Web and HTML Controls to develop web pages and user controls.

• Worked on Web applications using Visual studio 2010, ASP. Net, AJAX, XML, CSS, Bootstrap and Object-oriented techniques.

• Involved in creating customizing share point web parts using c sharp, ASP. NET for object model of web pages.

• Used [ASP.NET](https://www.google.com/url?q=http://ASP.NET&sa=D&source=hangouts&ust=1615677919078000&usg=AFQjCNGG5ycPdUMfjuM_Y5sWdUepxtgJWg) MVC framework to support the use of Dependency Injection to inject objects into a class, instead of relying on the class to create the object itself.  
• Incorporated REST Web API based endpoint on the Web Role and exposed bi-directional POST methods.  
• Involved in designing user interface using [ASP.Net](https://www.google.com/url?q=http://ASP.Net&sa=D&source=hangouts&ust=1615677919078000&usg=AFQjCNEkde6tqtyrY5PY4huasrx2rVawjw) controls.  
• Created Weekly and Monthly reports in SQL Server Reporting Service (SSRS)  
• Used JavaScript and JQuery to perform client side validations.

• Extensively worked on SOA using WCF for client request and response.

• Designed all necessary database connection classes

• Extensively worked on ADO. NET to connect to the SQL database

• Designed and develop all necessary Web Forms with. NET framework.

• Designed and developed screens for User Interface & Interaction, also developed various Search Screens for different strategies

• Developed triggers & stored procedures for automatic insertion & retrieval of Data

• Used ADO. Net to access the data from back-end SQL Server database

• Performed Unit and Tiered testing of the application.

• Used GitHub for version control and to track check-ins and rollback code.

• Developed user documentation and program maintenance documentation

• Worked on performance tuning of the application especially on SQL Server Stored Procedures.

• Developed screens for user registration and authentication. Used ASP. NET validation controls for validating user data input

##### Academia & Certifications

* **Babson College, MBA, Wellesley, MA, USA**
* **Vellore Institute of Technology, Information Technology, Tamilnadu, INDIA**

**Bachelor’s degree in information technology.**

* MCTS (Microsoft Certified Professional Developer) – Designing and Developing ASP.NET Applications
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* SCRUM Master