SHAREQ Q

Richmond, VA

# Professional Summary

Seasoned Technical Project Manager with over 15 years of experience managing complex technical projects across telecommunications, software, and healthcare industries. Demonstrated ability to lead cross-functional teams, drive project execution, and ensure successful delivery within scope, budget, and timeline. Expertise in implementing Agile methodologies, managing stakeholders, and overseeing the integration of cutting-edge technologies to meet business and technical requirements. Adept at managing multiple projects simultaneously, optimizing processes, and delivering high-quality solutions that align with organizational goals.

# Key Achievements

- Successfully managed the integration of Availity’s health information network at Elevance Health (Anthem), streamlining claims processing and enhancing provider-payer communication.
- Led a project at Capital One that reduced project timelines by 15% through the adoption of Agile methodologies, improving collaboration across technical teams.
- Drove the development and deployment of CRM and telephony integration projects at Tenfold, enhancing customer onboarding processes and reducing time-to-market for new features.

# Core Competencies

Project Management:
- Project Planning & Execution
- Risk Management & Mitigation
- Budget Management & Resource Allocation
- Quality Assurance & Regulatory Compliance

Technical Expertise:
- CRM Systems & Integration (Salesforce, ServiceNow)
- Cloud Platforms (AWS, Azure)
- Data Analytics & Visualization
- Agile & Scrum Methodologies

Leadership:
- Cross-functional Team Leadership
- Stakeholder Engagement & Communication
- Strategic Planning & Execution
- Change Management

# Professional Experience

Elevance Health (Anthem) | Senior Technical Project Manager
September 2022 - Present
- Led the planning and execution of technical projects within the healthcare sector, ensuring alignment with business objectives and regulatory requirements.
- Managed cross-functional teams, including engineering, design, and operations, to deliver high-quality technical solutions on time and within budget.
- Oversaw the integration of Availity’s platform, optimizing claims processing and provider data management to improve operational efficiency.
- Conducted in-depth technical analysis and collaborated with stakeholders to define project requirements and deliver solutions that meet organizational goals.

Capital One | Senior Technical Project Manager
April 2020 – August 2022
- Directed technical projects focused on data visualization and business intelligence, driving the development of interactive dashboards and data governance tools.
- Led the migration of data sources to Snowflake, ensuring seamless integration and access across the organization.
- Provided strategic guidance to senior leadership, translating technical requirements into actionable project plans and deliverables.

Tenfold – Bank of America, Disney | Technical Project Manager
August 2019 – April 2020
- Managed technical projects involving CRM and telephony integrations, improving customer onboarding processes and enhancing technical capabilities.
- Led cross-functional teams in the adoption of Agile methodologies, resulting in streamlined project delivery and enhanced technical solutions.

AMC Technology | Lead Solutions Engineer / Senior Technical Project Manager
October 2012 – July 2019
- Directed large-scale technical projects, including the transition from Waterfall to Agile methodologies, improving project efficiency and delivery outcomes.
- Managed the development and deployment of a client portal, integrating complex technical features to meet strategic business objectives.

Farmers Insurance Group | Technical Project Manager / Software Engineer
January 2009 – September 2012
- Managed technical projects focused on CRM application development, overseeing all phases from requirements gathering to deployment.
- Integrated Genesys telephony solutions with Siebel CRM, enhancing customer service capabilities and streamlining call center operations.

# Education

- Master’s in Computer Science & Engineering | Pace University, New York
- B.E. in Computer Science & Engineering | Dr. Babasaheb Ambedkar Marathwada University

# Certifications

- Project Management | Indian School of Business (ISB)
- Twilio Flex Developer Certified
- Agile Certified Practitioner (ACP)

# Technical Proficiencies

- CRM: Salesforce, ServiceNow, Oracle Siebel, MS Dynamics, SAP CRM
- Cloud Platforms: AWS, Azure, Twilio
- Data Tools: Snowflake, Tableau, Python, SQL
- Agile Tools: JIRA, Confluence
- Web Technologies: HTML, CSS, JavaScript, React.js

# Professional Affiliations

- Member, Project Management Institute
- Member, Healthcare Information and Management Systems Society (HIMSS)