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**SUMMARY**

A Project management professional (PMP) and Professional scrum master (PSM) with 11 years of experience in software application development, implementation, digital, ecommerce, mobile and infrastructure project management. Proficiently managed and delivered projects in Ecommerce, digital, finance, automotive, entertainment and healthcare. A delivery expert in agile, waterfall and hybrid project framework.

**Experience**

Technical Project Manager, Faraday Future, Gardena, CA — 2017 - Present

Driving, implementing and supporting complex cross functional technical programs prioritizing requirements, scope management, budgeting, scheduling, risk management and reporting.

***Ecommerce:*** Delivered paid car reservation system for US and China markets, cross functional liaison with IT, marketing, CRM, SAP and finance. Conducted and implemented gap analysis, google analytics, AB testing and analyzed outcomes. Translated requirements into prioritized user stories. Ensured delivery in 4 sprints. Provided smooth technical support, triaging escalations. Increased conversion rate to 58% for online paid car reservation managing 3 scrum teams. Developed companywide internal ecommerce website for car merchandise on shopify platform.

***Global Website development, design, management:*** Collaborated with designers, developers, strategist for best user experience for web, mobile, applications, digital production from concept to creation. Established marketing KPI’s track, analyze campaign performance, reported insights and optimization. Timely communicated overall health, analyzed and mitigated identified risks. Redesigned website, improved user experience, increased page reviews by 78%; bounce rate reduced from 64% to 42%; improved average user time on pages from 32% to 71%; Received AMW **best designed website award.** Monitored and supported site speed and optimization.

***Content management system development, digital marketing content management:*** Developed, shipped in 5 iterations customized CMS system for digital content management. Performed agile estimation & planning. Secured technical documentation, managed front end and backend development teams for china and US. Collaborated with onshore and offshore stakeholders. Used React and Node JS platforms. Supported post implementation operations; AWS Cloud infrastructure, Mongo DB was used. Delivered cloud asset management system. Reduced cost by 87% by removing heavy dependency on development teams for content management.

***Lean processes optimization: Hands on scrum master, coach***; ensured 100% participation in agile sprint ceremonies. Practiced lean processes like test driven development, build time reduction, continuous deployment, code refactoring, regression and unit test automation. Achieved 92% code coverage. Moved to DevOps model resulting in one team developing, testing and providing production support for incidents. This resulted in 77% less bugs in production. Managed releases by CI/CD; coached team to automate, communicate and collaborate.

***Cloud Infrastructure/IT portfolio migration*** Contained infrastructure sprawl for China and US sites by migrating IT portfolios to the cloud; saved 55% cost. Planning, execution, validation and post implementation monitoring were completed in 3 iterations with 100% back up data and 0% downtime.

**Sr. Agile Project Manager, Experian; Costa Mesa, California (consultant) 2016 - 2017**

Successfully delivered ***credit and financial applications for bank and finance institutions.*** ***Completed small to large budget projects (up to $20 million). Managed, developed, deployed and delivered SAAS and PAAS implementations.*** Facilitated smooth agile ceremonies, resolved conflicts, Maintained focus on product backlog and project timeline. Collaborated, communicated with internal and external stakeholders. Anticipated and mitigated risk, provided post implementation support. ***Managed production and operation support*** for ECS credit score website. Reduced defects by 92% by automated regression testing and code refactoring. Coached and mentored 4 agile teams. Implemented continuous process improvements. Prioritized and refined larger requirements into epics and user stories.

Technical Project Manager, Directv, El Segundo, Los Angeles, California (consultant) 2015

Lead key initiatives for live/recorded video content platform. Help and guide software development teams to fulfill technical, operational and business requirements by forecasting and managing the effort needed. Planned, created, negotiated software release schedules. Created SOW’s and RFP helped in scoping and planning project, Engaged stakeholders, communicated release details, commitments and schedules to internal stakeholders and external vendors. Managed budget, resource capacity, RACI, Cost expenditure CAPEX and operations cost estimate.

Project Manager, Ways and means technology, Los Angeles, California 2012 - 2015

Delivered software solutions for W&M clients ***Digital content applications Web, mobile (ios /android)*** ensured resource allocation, collaborated with off-shore dev teams, agile iteration shipping, resolved scheduling, prioritized conflicts, managed dependencies, communicated risks and status. Successfully delivered and launched at app stores. ***Enterprise resource planning implementation:*** directed ERP rollout and coached teams to deliver on schedule and in budget, anticipated risks were mitigated. ***ERP system migration;*** in time and in budget, no unscheduled downtime, seamless migration***. Fleet tracking application for web and mobile:*** Developed and managed project schedules, resources, deliverables, risks, issues and timelines throughout the project with stakeholders input.Development, QA, drove UAT process, bugs and regressions, ***Health social sharing web, mobile application*** accountable for project plan, data analysis, architecture, design and execution.

**Sempra Energy SoCal Gas Project Coordinator, Los Angeles, CA June 2011 – April 2012**

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**EDUCATION and CERTIFICATIONs**

Project Management Professional **(PMP)** —Project Management Institute - March 2005

Professional Scrum Master **(PSM)**—Scrum.org - October 2016

**Ph.D**. in Geographic information system University of Rajasthan, India: July 2005- Oct 2007

**Post Baccalaureate Certificate in Geographic Information System**— California State University, Long Beach, CA: January 2009; GPA-3.88

**M.Phil**: University of Rajasthan, Jaipur, India: July 2002 - April - 2005; Gold Medalist

**M.A** (Major: Geography) University of Rajasthan, Jaipur, India: July 2000 - April 2002 University rank 3rd or Top 1%

**B.A** (Major: Statistics, Geography) University of Rajasthan, Jaipur, India : July 1997 - April 2000 University rank 2nd or Top 1%

**Skills**

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| **Development:** Software/application end to end development, Scrum, Kanban,RAD, XP, Pair Programming, critical thinking.  ***B2B:*** *digital,healthcare,Finance/banking applications,* ***Customer facing B2C****, applications,websites, content management.mobile applications.****New products*** *(MVP) operations, support* | **Project management:** Estimate and planning, requirement analysis,architecture,design,maintenexecution,support/operations,testing deployment, closing.**Schedule management**, Critical Path, **Risk management**, RACI **Costing, Budgeting**, EVP  *Microsoft suite, excel, pwer point, MS project, evernote,visio* | **Digital:** Ecommerce,Web designWebsite,Google analytics, Google Tag manager, CMS, Content management, Digital, SEO, Digital marketing, Ecommerce.Contenet management system, front end development, web project management, optimization,Marketing,digital ,Email marketing. |
| **Platforms**:ios/SWIFT/JAVA and JAVA framework, JAVA script, Android, HTML/CSS Web,frontend and Backend development best practices. NODE, React, PHP, SQL  **Ecommerce:** Shopify, Magento, wordpress | **Release management**, Continous delivery, Continous deployment, Test driven development, Continous integration. Devops, Launch plans, Automation, Bugs,defect regression/integration. integrations,Testing/QA/UAT. | **Soft skills**:Crossfunctional liasion Coach,mentoring,servant leadership, Risk management, Negotiation, capacity planning. Problem solving skills, conflict management, negotiation. |
| **Implementations**:Enterprise wide CRM, Salesforce, CMS,Website, SAP modules **Migrations** Data,Cloud infrastructure AWS, Azure, Google | **AGILE:** Planning, Estimation, Sprint planning, grooming, userstories, release planning, daily stand –ups, product backlog, retrospectives,sprint demo, continous improvement. | **Reporting:**Status report,issue tracking, dashboard, information radiators, Communication technical and business , *JIRA, Confluence, sharepoint, MS project, Rally, trello, G suite.*  **Technical Documentation**-wireframes, Visio flows, diagram,navigation |