

# NAV DHANDA MBA, PMP

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A dynamic and influential Project Manager with a proven 15 year track record of success managing SaaS DevOps implementations / migrations across North America and leading organizational change. A natural leader and career coach with a passion for enabling relentlessly customer-focused Working Teams, I consistently develop high-performing teams who are empathic and proactively co-own accountability.

Richly experienced migrating Enterprise-level customers through the On-Prem to Cloud journey, I have overseen and led deployments by leveraging Agile development best practices and principles. An accomplished go-getter, I have a history of success exceeding aggressive operational and functional goals for Cloud migration projects regardless of challenging conditions.

The unique confluence of my technical aptitude, cross-functional experience, and intangible personal qualities are further augmented with my Masters' level education in Quantitative Analytics and PMP Certification in the field of Project Management. These core foundational qualities combined with my determination to deliver high-value products on-time and within-budget drives my passion for success.

## EXPERIENCE

**2019 – PRESENT**

### **SENIOR IT PROJECT MANAGER, WHOLE FOODS MARKET (WFM); AUSTIN, TX**

Currently own management and oversight of cloud-enabled Procore Implementation, a mission-critical SaaS migration away from an obsolete on-premise system. Led Business team through introductions of Scaled Agile methodology, Discovery and completion of signature artifacts such as Project Charter and Business Requirements Documentation, and closure of Initiation and Design phases. Phases 0 and 1 of this 5-year implementation are currently on-track for Q2 2021 and Q4 2021 deployments respectively.

Owned sole responsibility or management of Food Transformations Program. Conducted weekly status updates, regularly recurring stakeholder Working Sessions, and monthly executive Steering Committees. Led organizational pivot to Menu Planning product through user journey mapping with an estimated savings to Global Buyers of \$7.2M and drove top-line sales by an estimated \$1.2M. Drove solutioning with Amazon's Agile development teams on quarterly feature release cadence to maximize adoption.

Managed Design, Build, Testing, and Deployment of Food Production Planning Tool for WFM Global Culinary Teams. Drove 26% improvement in Production Planning tool overrides through facilitating end user feedback sessions and initiating feature re-prioritization working sessions. Planned 5-year program roadmap complete with milestones for iterative data, software and infrastructure Migrations.

**2017 – 2019**

### **SENIOR PROJECT MANAGER, ADVANCED UTILITY SYSTEMS; TORONTO, ON & DES MOINES, IA**

Responsible for the successful planning and management of multiple concurrent CIS / ERP system implementations across Midwestern and Northeastern United States with budgets ranging from \$3M - \$8.25M. Preserved order through frequently evolving goals and risks, leveraging strong critical thinking skills, monitoring and control of Scope, Quality and Risks, with primary focus of on-time and in-budget.

**2016 – 2017**

**DIRECTOR, QMC SUBMETERING SOLUTIONS; TORONTO, ON**

Responsible for leading the development and implementation of project management practices, policies and procedures, in order to ensure consistent results in the delivery of IT quality solutions and systems. Participated in cross-departmental corporate activities, initiatives and forums. Served as the lead for project resourcing, project prioritization and ongoing portfolio management.

**2011 – 2016**

**SENIOR IT PROJECT MANAGER – STRATEGIC, DUN & BRADSTREET; TORONTO, ON & MONTREAL, QC**

Managed ERP, CRM and data migrations / implementations for Finance and Insurance verticals. Led cross-functional teams within a matrix environment to ensure adherence to timelines and committed SLAs. Saved \$3M in customer operational costs through process improvements, yielding 25% ROI growth. Created project plans, resourcing schedules, scope templates and proactively managed risks, issues and conflicts. Implemented conflict mitigation processes to enable C-level stakeholder feedback, thereby mitigating potential risks, overseeing adoption of best practices and maintaining goal-oriented focus.

**2007 – 2010**

**IT PROJECT MANAGER, GOVERNMENT OF ONTARIO; TORONTO, ON**

Accountable for the development and implementation of ServiceOntario from inception to rollout. Ultimate responsibility for successful accomplishment Government mandate to enshrine ServiceOntario as a seamless, cost-effective portal for all Ontarians and stakeholders to access Provincial services. Replacement of legacy systems throughout the Province with functional vendor case management systems resulted in 15% reduction of operational costs and inbound stakeholder time effort.

**2006 – 2007**

**PROJECT MANAGER, BC HYDRO; VANCOUVER, BC**

Managed the planning, implementation and execution of the \$3.5 million Team Power Smart campaign. Leveraging technical expertise with statistical marketing analytics ensured strategic stakeholders alignment with corporate initiatives. Responsible for 2500% growth in project adoption within 6 months.

**2002 – 2006**

**CUSTOMS OFFICER, CANADA BORDER SERVICES AGENCY; TORONTO, ON**

Examining hundreds of non-Canadians daily on the basis of their claims using Sound Judgment and discretion to determine admissibility and accordingly facilitate entry into Canada, I effectively utilized authority and critical decision-making skills responsibly, professionally and with integrity in accordance with CBSA policies. Entrusted with Top Secret government clearance.

## **EDUCATION**

**2020 – 2023**

**PROJECT MANAGEMENT PROFESSIONAL (PMP); PROJECT MANAGEMENT INSTITUTE; PMP NUMBER 2934140**

**2010 – 2011**

**MASTER OF BUSINESS ADMINISTRATION (MBA), SPECIALIZATION IN QUANTITATIVE ANALYTICS**

**WAYNE STATE UNIVERSITY, MIKE ILLITCH SCHOOL OF BUSINESS; DETROIT, MI**

**2002 – 2006**

**BACHELOR OF ARTS, BUSINESS ADMINISTRATION & POLITICAL SCIENCE; YORK UNIVERSITY - GLENDON CAMPUS;**