Vijaya Kesari

PROJECT MANAGER/ BUSINESS ANALYST

VK

INFO

Phone

949-315-9280

E-mail

Vijaya21R@gmail.com

VijayaKesari

CSPO CERTIFIED

PROFESSIONAL SUMMARY

- 10+ Years of IT and Business management experience with specialization in Project management, Product management, Agile coach/Scrum master and Software quality assurance testing.

- Versatile Industry experience in Banking, Healthcare, Retail, Supply chain management, Payroll and HR, Entertainment, Airlines, Marketing, Financial and Mortgage Services.

- Experienced Liaison between core business and technical areas to achieve on-time business targets.

- Demonstrated ability to manage projects to business KPI's.

CORE COMPETENCES

- Directed and implemented process improvements to resolve complex company challenges by cutting cost from 45-52% and improving quality by 38-40%.Executed projects worth 2Mil ~ 11Mil USD. Managed coordinated complex projects involving implementation and enhancements.
- Managed domestic and offshore resources (India, Mexico) for rapid product development and system integrations across a variety of system products including internal, external with global clients from UK, Australia, Asia.
- Expertise in defining business solutions, create exceptional business/functional requirement documents using cases and test plans
- Strong listening and interpersonal skills for facilitating and understanding of issues ad solution designs. Dispute resolution skills, able to address conflicting requirements.
- Strong knowledge in Software Development Life Cycle (SDLC). Expertise in Agile and Waterfall methodologies.

WORK EXPERIENCE

📍 Irvine, CA

2018- March 2019

Johnson & Johnson

Business Analyst/PM (Medical Devices)

- Worked as BA and PM in dual role, Implemented Customer Relationship Management Application for Neurology devices on Salesforce Platform for both web and mobile devices.

- Gathered requirements, facilitated meetings with stakeholders, business owners and third party service providers.

- Documented Project plan, Compliance Analysis, Risk Assessment, provided timelines, Project status reports.

- Took ownership of projects from inception to launch and provided guidance and wrote user stories, maintained backlog, took in charge of SIT testing and UAT testing and mobile testing. Successfully implemented both web and mobile applications.

- Provided weekly project status and progress to executive management
- Managed both onshore and offshore teams.

2017- 2018 (Contract)

Irvine Company

📍 Irvine, CA

Business Analyst/PM (Real Estate)

- Played a key role in implementing Final account Statement application for Irvine Apartments group where all the complex calculations were automated by introducing several calculators within the web and mobile application which potentially will save millions of dollars for the company. Placed emphasis on quality, efficiency, on-time delivery and user engagement while managing stakeholder expectations.
- Led and managed product development teams and helped business by meeting their requirements.
- Applied agile methodology, led scrums and sprint planning including retrospectives, JAD sessions .Spearheaded requirement gathering, documentation, writing user stories and translating them to technical teams.
- Defined, measure and monitor project KPI including CRM and reported status to

Project Planning

Requirement Analysis

Budgeting

Process Modeling

Change Modeling

Issue and Risk Management

Object Oriented Analysis

Business Process Reengineering

Data Modeling

EDUCATION

*Doctorate

Loma Linda University, CA

•Masters

Loma Linda University, CA

•Bachelors of Science

Mangalore University, India

CERTIFICATIONS

Certified Scrum Product Owner

Java Certification – UCI

Agile Coach

Professional Management and

System Development Courses

 2016- 2017(Contract)
Experian Consumer Services (Client: Wells Fargo),
Business Analyst (Banking/Financial)

- Managed and led development of Identity theft protection and Enhanced identity theft protection applications incl. ETL and Cognos extracts for Wells Fargo web applications and mobile websites.
- Led and managed product development teams (Team Size: 12) for cradle to grave projects.
- Coached and conducted agile sessions, scrums and sprint planning including retrospectives, JAD sessions to ensure lessons learned are fed back into design and process. Spearheaded requirement gathering, documentation, writing user stories and translating them to technical teams.
- Defined, measure and monitor project KPI including CRM and reported status to executive management.

2014-2016 (Contract)   Irvine, CA

PICS AUDITING (Supply chain Management)
Project Manager/Business Analyst

- Lead liaison for Customer Relationship Management (CRM) (Salesforce.com)
- Implemented and integrated external accounting, billing, Revenue recognition reporting and payment gateway tools (Zuora, NetSuite, Avalara and Cyber Source).
- Successfully led data migration, analytics, and modification to mapping.
- Managed ageing financial reports to support monthly budget goals
- Implemented agile software development and project application process. Managed WBS, risk to project goals and organization objectives
- Managed projects from RFQ to sourcing and complete implementation with proven track of high success ratio.

2012 – 2014 (Fulltime)   Orange, CA

Word and Brown (Healthcare)
Business Analyst

- Defined functional business requirements and modeled workflow processes for the leading health benefits application, CHOICE ADMINISTRATOR.
- Prime focus is to work with the technical and business team to manage the application health compare which works with brokers and carriers to help individuals and families easily research, compare, buy, and enroll in the right health insurance plan at the right price.
- Applied agile software development to project timing to ensure deliveries
- Managed functional and technical teams onshore (Development and Analysis) and offshore. Drove impressive improvements across the business as a result of IT implementations. Identified resources requirement, assigned responsibilities and coordinated project staff to ensure successful completion of the project.
- Generated, updated and improved project strategies and methodologies while implementing a Project Management Office.
- Resolved, traced and escalated critical issues to minimize project risk factors. Collaborated with project team to determine and finalize time estimates and delivery dates.

2011– 2012 (Contract)   ◉Irvine, CA
Capital Groups (Financial)
Lead Business Analyst

- Worked as a Lead Business Analyst on the implementation of CRM(Salesforce.) and managed multiple applications (7) simultaneously overseeing a team of 20 resources onshore and offshore which were direct reports and provided guidance and direction to the team.
- Core member of the Interactive Technology team that helped refined the Project management framework and applied agile software development.
- Generated, updated and improved project strategies and methodologies while implementing a Project Management Office. Resolved, traced and escalated critical issues to minimize project risk factors.
- Excelled in guiding the work of the IT analytical and technical teams.
- Articulated project goals and scope, translated business needs into technical terms, prepared detailed work breakdown structures (WBS) and instilled shared accountability for achieving project milestones.
- Worked with cross functional teams to resolve numerous project issues including staffing shortages, tactical matters, scope creep and divergent business and user needs.

2010-2011(Contract)   ◉Newport, CA
Empower
Business Analyst/PM (Payroll/HR)

- Implemented Workforce Management module for Payroll system using ERP. Worked closely with Subject Matter Experts to effectively gather user requirements and supplemental information to create design specifications.
- Efficiently and effectively provided and explained technological solutions to business client and ensure business requirements are met. Analyzed, created, and documented Business Requirements Document, testing scenarios, test plans and training steps/documents.
- Managing both Functional and Automation Teams, Team of 7.
- Responsible for writing customer release notes for every release by communicating with developers, technical writers, QA team members and finally deploying it to professional services team. Clients included DELTA AIRLINES, HOME DEPOT.

TECHNICAL SKILLS:

Project Management Tools: Microsoft project, Smart sheet, SharePoint, Excel, Visual studio, Google Docs, Visio

Testing Tools   : Quality Center, Quick Test Pro, TFS, Microsoft Test Manager, Jira, Rally, Test Director

Bug Tracking Tools   : TFS Visual Studio 2010, Redmine, Bugzilla, Clear Quest, Quality Center, MS Test manager, Rally, Jira.

Languages   : ASP.Net, VBScript, JavaScript, PL/SQL and Visual, ETL, Cognos, NetSuite, Salesforce, CRM, Basic, Java, C & C++, SAP

RDBMS   : SQL Server 2008, Oracle 8, 9 and 10i, MYSQL, ERP

Operating System   : Windows 2000 Prof. / XP / 2000, UNIX.

Others   : HTML, XML, I.E. 8.0 & Netscape 7.0, J2EE.