**Mihir Oza,** PMP, PSM

**Program Manager /Product Owner | Strategy & Operations**

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**PRODUCTIVITY | BUSINESS STRATEGY & GROWTH | IMPLEMENTATION**

Accomplished senior project and program management leader with over 12 years of experience driving business solutions and growth through leading cross-functional teams, enhancing productivity, and implementing data-driven approaches for technology implementation. Ability to lead teams through complex multi-faceted projects using strategic communication and analytical skills alongside expertise in implementing Agile, Waterfall, and Kanban methodologies. Known for steering innovative best practices, driving process improvements, and elevating technology operations with a focus on simplification and innovation.

Cross-Functional Leadership ▪ Strategic Thinking & Planning ▪ Business Acumen ▪ Relationship Management ▪ Compliance ▪ Productivity & Process Improvement ▪ Data Structure ▪ Operations Management ▪ Solution-Driven ▪ Prioritization ▪ Communication ▪ Simplification

Diligent Precision ▪ Goal Oriented ▪ Ownership & Action ▪ Innovator

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**CERTIFICATIONS:** Project Management Professional (PMP), Professional Scrum Master (PSM)

**TECH SYSTEMS:** Microsoft Access, Active Directory, Amazon Chime, Asana, Azure Cloud, Outlook, BMC Helix, PowerPoint, Project, Excel, GRC 10.0, RSA Archer, Jira, Salesforce, Remedy, SharePoint, Aha!, Postman, SSMS, Remote Desktop Server, Azure DevOps (ADO), VSTS, Amazon Chime, Fenergo, ITAM, .NET Framework, ServiceNow, Oracle EBS, SalesForce, SSMS, SQL Server, Smartsheets, Tableau

**PROFESSIONAL EXPERIENCE**

INTERPUBLIC GROUP OF COMPANIES |CONTRACT | Jersey City, NJ **Feb 2023 – Mar 2024**

**SENIOR PROJECT MANAGER – CORPORATE APPS (PMO GROUP)** *(Products: Chargeback Automation, BMC Helix Migration)*

* Managed 3-5 simultaneous application development projects, including COTS and in-house solutions, ensuring vendor compliance with version upgrades, installations, configurations, and custom developments.
* Led projects adhering to Secure System Development Life Cycle (SSDLC), ensuring secure and compliant project execution.
* Developed and maintained detailed project schedules using Microsoft Project, tracking progress and variances against baselines in both Waterfall, Agile, and Hybrid methodologies.
* Presented schedule and status updates to executive leadership and client stakeholders, facilitating clear communication on project progress.
* Created comprehensive project budgets and maintained control over resource allocation, ensuring project costs were kept within predefined limits.
* Spearheaded project scope management, including writing detailed scope documents, managing deliverables, and overseeing the change request process.
* Oversaw end-to-end UAT and defect management processes, ensuring that all issues were resolved before final deployment.
* Directed and enforced quality assurance standards, ensuring adherence to both internal and external quality metrics throughout the project lifecycle.
* Collaborated with vendors to ensure expeditious and thorough version upgrades, incident resolution, and customization while maintaining system security.
* Led triage and troubleshooting efforts, addressing technical issues quickly to minimize downtime and impact on system performance.
* Managed communication plans, ensuring consistent and transparent communication among cross-functional teams, clients, and stakeholders.
* Directed multi-phased projects with a focus on delivering high-quality solutions for the public sector and commercial clients.
* Led teams through the project management lifecycle, from initiation to closeout, ensuring alignment with project goals and timelines.
* Tracked project KPIs and metrics, ensuring timely and accurate reporting of project performance to stakeholders.
* Managed end-to-end system testing and quality control to ensure seamless product delivery and compliance with business requirements.
* Facilitated regular scrum sessions and status meetings with team members to address risks and adjust project plans as needed.
* Collaborated with external vendors to ensure compliance with all secure system development standards and project timelines.
* Managed high-visibility projects and communicated regularly with senior government IT executives and agency leadership.
* Utilized a combination of Waterfall, Agile, and Hybrid methodologies to ensure project agility while maintaining delivery timelines.
* Delivered consistent project outcomes through effective leadership and detailed risk mitigation strategies.

HCL AMERICA | CONTRACT | Franklin Lakes, NJ **Apr 2021 – Jan 2023**

**SENIOR PROGRAM MANAGER – GOVERNANCE OFFICER (PMO)** *Clients: Becton Dickison, Bristol-Myers Squibb*

* Managed high-visibility government IT projects within State and Federal agencies, ensuring alignment with criminal justice projects and Correctional and Community Supervision Services.
* Directed multi-phased projects, focusing on high-compliance Secure System Development Life Cycle (SSDLC) standards, particularly in criminal justice systems.
* Developed and maintained formal project schedules in Microsoft Project, tracking progress and reporting on key variances.
* Led business process re-engineering and organizational change management projects, aligning operations with new technologies and processes.
* Managed project execution and created detailed status reports, tracking the project lifecycle from initiation to closeout.
* Created and managed comprehensive project budgets, ensuring alignment with financial constraints and project objectives.
* Spearheaded the development and management of project scope documents, handling deliverable acceptance and overseeing the change management process.
* Directed quality assurance initiatives, ensuring comprehensive system testing and UAT to maintain high project standards.
* Worked directly with senior government IT executives, presenting status reports, schedules, and updates regularly to ensure clear communication on progress.
* Led cross-functional teams through project execution, ensuring alignment with security, compliance, and organizational goals.
* Collaborated with vendors to ensure prompt resolution of issues and the effective management of custom development projects.
* Conducted risk assessments and mitigation strategies, ensuring that potential roadblocks were addressed proactively.
* Tracked project KPIs and produced metrics reports, facilitating data-driven decision-making throughout the project lifecycle.
* Led scrum sessions and status updates to ensure continuous alignment with project goals and timelines.
* Managed end-to-end quality control processes, including defect tracking, user acceptance testing (UAT), and client feedback integration.
* Supervised the implementation of high-security systems and ensured that projects were delivered in compliance with criminal justice and state/federal guidelines.
* Directed and maintained a project management plan with defined roles, responsibilities, and resources across all project phases.
* Led change management efforts, ensuring smooth transitions to new systems and processes for users and stakeholders.
* Utilized Agile, Waterfall, and Hybrid methodologies to manage project schedules and deliverables effectively, ensuring consistent project outcomes.
* Managed vendor relationships, ensuring the timely and efficient delivery of COTS solutions and in-house customizations.

MILLENIUM SYSTEM INTERNATIONAL | Parsippany, NJ **Nov 2019 – Oct 2020**

**SR PROJECT MANAGER & SCRUM MASTER – Software Development Team;** *Implementation & Enhancement Workstream*

* Achieved a 90% completion of Product user stories (100/quarter), allowed organization to win contracts from key counterparts.
* Chaired a $50M/year budget committee to oversee system developments and solutions for high-tier business partners.
* Drove a 45% increase in productivity within the software development department by optimizing SDLC processes through the implementation of Azure DevOps tools.
* Strategically reduced development costs by 30% by reorganizing software development products into streamlined categories.
* Served as Scrum Master and lead architect for software development solutions, overseeing 3 releases and 4 service packs annually.
* Spearheaded the grooming of user stories with the Product Owner’s office, leading t-shirt sizing meetings and presenting completed stories quarterly.

SOCIÉTÉ GÉNÉRALE | CONTRACT | New York, NY **Sept 2017 – Oct 2019**

**SENIOR PROGRAM MANAGER (PMO) – Risk Control Automation;** *Global Enterprise Risk Program*

* Delivered federal-mandated reports quarterly, exceeding previous submission timelines by six weeks, all within a budget of $1.5M.
* Contributed to CAP meetings to address risk automation deficiencies within the data architecture and reconcile deliverables.
* Refined outsourcing strategy, scaling offshore headcount from 6 to 55 employees, resulting in savings of $800K.
* Streamlined the bank’s quarterly submissions by implementing Archer, formulating a centralized, automated database.
* Directed the ERM implementation of third-party systems, set new timelines, and consulted with LOB’s portfolio managers.
* Translated business and functional requirements, worked with front office teams, and oversaw SIT, functional, and UAT testing for successful deployment.

MIZUHO BANK LTD. |CONTRACT | Jersey City, NJ **Jan 2016 - Aug 2017**

**SENIOR PROGRAM MANAGER (PMO) – Regulatory Transformation;** *Implementation & Automation Function*

* Orchestrated the CCAR committee’s $50M allocated to automate quarterly Dodd-Frank-mandated 14A and 9C submissions.
* Promoted to program manager within 6 months due to strong performance and organizational impact (9 months ahead of schedule.)
* Active participant in weekly CAP meetings and regularly met with auditors to ensure reconciliation of federally mandated reports
* Led the end-to-end implementation of the PMLC framework, from conception and planning to launch, control, and closure, defining project plan design and documentation.
* Steered kickoff meetings to outline project scope, milestone mapping, resource allocation, and forecasted budgets
* Presented status reports to Regulatory division on monthly basis using KPIs, milestone and burndown charts, and project scope,

L’OREAL USA |CONTRACT | Berkeley Heights, NJ **Feb 2015 - Dec 2015**

**PROGRAM MANAGER & SENIOR PROJECT MANAGER – System Transformation;** *Enhancement for Military Pricing*

* Strategized a $35 million budget allocation to optimize L’Oréal’s everyday products pricing strategy across 100+ military bases.
* Authored RICEF documentation for Hybris, facilitating the transition from a 3rd-party front-end tool to bridge transaction data.
* Facilitated workshops with end-users on Fiori to enable intuitive functionalities for a vendor solution in warehouse management.
* Proficient in SAP returns, consignment, and order entry, ensuring efficient management of inventory, sales, and pricing attributes.

**ADDITIONAL WORK EXPERIENCES**

**Senior Business Analyst – Lending & Commercial Real Estate Function**, Investors Bank | Short Hills, NJ **2013 – 2015**

**Project Manager – Chapter Program Coordinator**, Financial Executive International | Morristown, NJ  **2011 - 2013**

**EDUCATION**

DREXEL UNIVERSITY| Philadelphia, PA

**Bachelor of Science, Business Administration Marketing**