**Paramjit Singh**

**(PMP, CSM, SAFe6.0)**

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**Contact no. – 510-634-9384**

Dedicated Project and Program Manager with 15 years of IT & Telecom project planning & implementation experience seeking a position to fully utilize strong Agile and PMI methodologies

**SUMMARY:**

* Proven expertise in data collection, extraction, and transformation using Informatica, Microsoft server & SQL Developer
* Skilled in implementing Agile, Scrum, and PMI Waterfall Project Methodologies
* Extensive experience in managing ETL architecture, design and development
* Demonstrated ability to decrease delivery time by 30% through the implementation of SDLC-based project management processes
* Proficient in collaborating with cross-functional teams, stakeholders, and vendors, utilizing precise communication plans across multiple technologies
* Experienced in working with tools like JIRA, ServiceNow, MS Project, Microsoft Dynamics, HP ALM, and Microsoft Office Suite
* Strong track record of project and program management, handling projects and programs worth $50K to $100M with diverse team sizes, including offshore coordination
* Skilled in test data analytics with Python and creating dashboards using Excel & Tableau
* Ability to establish technical vision and analyze trade-offs between usability and performance needs in collaboration with developers and subject matter experts
* Proficient in writing and supervising SQL queries for data validation and back-end testing Performed exit interviews, updated historical records, Company documents, governance structure and policies at the closing phase
* Experienced in performing scrum meetings, sprints, retrospectives, and monitoring progress with KPIs and burnout charts
* Proven ability to spearhead process improvement projects, resulting in a 45% reduction in test times

**EXPERIENCE:**

**Kaizen Data Consulting,** New York, New York

09/23-Present Sr. IT Program Manager

* Define estimates, delivery time, budgets & resources required for the successful completion of projects
* Work directly with internal customers on implementing IoT devices and Data Governance to meet business need
* Successfully integrated a wide range of IoT devices and sensors into the Cisco IoT platform, ensuring seamless data ingestion and communication
* Implemented robust security measures for IoT deployments, including device authentication, data encryption, and network segmentation, to protect against potential threats
* Responsible for maintaining the integrity of the SQL database and communicating issues to SQL Server database architect
* Working knowledge of designing/deploying reports through dashboard, specifically with Dynamics CRM entities
* Prioritized, scopes, estimates, and managed team(s) responsible for the development and implementation of data and other applications transformed to Azure cloud
* Streamline the process of data issue resolution, data quality management, and data validation, allowing data stewards to efficiently manage and govern data with Collibra
* Working with Teams to configure MDM hubs, Identify and implement IDQ Operations
* Integrating MDM with Big Data management tools like Hadoop
* Introduced Collibra to help define and assign data stewardship roles and responsibilities within an organization. Implemented a framework for stewardship activities, such as data profiling, data lineage analysis & classification, empowering data stewards to fulfil their responsibilities effectively
* Facilitated design for reporting and analytical features that allow data stewards to track and measure key metrics related to data governance and stewardship

03/22 to **Citibank,** Tampa, Florida

05/23 Program Manager

* Identified data concerns by analysing initial severity, understanding data quality, and planning remediation
* Collaborated with stakeholders to strategically de-scope non-essential features while ensuring core functionalities were maintained. Resulted in on-time delivery and reduced resource strain
* Extracted, sliced, and reported data concerns for Correctional Action Plan by mining DQ results from the Final Assessment phase
* Migrated data to Azure cloud with Azure Database Migration Service
* Guided project teams to digitally transform Artefacts and requirements to the team site with Cosmo DB/Azure
* Utilized VLOOKUP and Pivot to segregate aging data concerns for Investment Capital Markets
* Facilitated key initiatives within the Department of Global Data Risk and Controls (DRC), including collection, review, reporting, documentation, and analyzing requirements Coordinated across various lines of businesses, technology, and functional stakeholders to conduct reviews and challenges on the designation of Authoritative Data Source and Certification
* Implemented comprehensive reviews, validated artifacts, and evidence against criteria per Client Data Governance Policy
* Led cross-functional teams to remediate compliance gaps, including data breaches or privacy incidents, with a focus on root cause analysis to align with consent order
* Developed and maintained a data inventory and mapping system to track data flows and dependencies for compliance purposes
* Demonstrated advanced understanding of processes, procedures, and policies for aligned business tools like OFM and Architecture Board
* Provided Reports with Tableau, highlighting issues on ADS Vertical's CSI, data concepts & offerings
* Linked multiple processes of the Data Operating Model (DOM) such as Data Concern, Data Consumer Requirements, Metadata, Data and System Lineage, and Data Quality Framework with teams on JIRA
* Communicated effectively with senior management, data owners, and stewards to manage Banking data governance

07/21 to **NAVY FEDERAL CREDIT UNION**, Vienna, Virginia

02/22 Sr. IT Project Manager

* Managed Two Cybersecurity projects, supported portfolio activities for the PMO on the infrastructure of the Mainframe as well as Cisco secure workload (cloud)
* Responsible for Stakeholder management, Resources, Cost planning and fulfilling the need for scope adjustment due to unforeseen technical complexities. Facilitated discussions to re-prioritize features, resulting in a streamlined project plan and successful launch
* Updating Investment and Loan (LOUI) application in mainframe and synchronised COBOL to automate data processing workflow and streamline the lending process from initiation to close
* Developed features and updated 21 applications including third party Insurance and integrating with new security system
* Investigated Mainframe Messaging system to continue communication between various software components
* Securing path from Real Data to the Data-lake and ensure quality requirements and enhance data governance
* Applied Connections from common directory like Teradata query grid to other relevant apps by integrating and updating loan interest, change of address, status etc.
* Keeping information secured from other employees and third parties by updating IDM tool for Encryption Key in IAM
* Streamlined IT service management processes and improving efficiency and Communicating concerns with weekly status updates on ServiceNow ITSM
* Adding Lists and fields on ServiceNow with Resource allocation and budgeting of the project inline with IT-ops
* Presenting concerns and facilitating meetings of internal teams with vendors like IBM, Cisco and HCL
* Securing Infrastructure with Micro-segmentation and Zero trust policy
* Monitoring tests in the lower Environment and coordinating change tickets for teams to smoothly transfer into production environment
* Ensuring that project scope remained within defined boundaries. Utilized agile methodologies to adapt to changing requirements while maintaining project objectives
* Worked out test plans involving Unit, Integration and Regression Tests, Coordinated application upgrades with SQA and UAT teams
* Worked with Support and Tech leads to create Decks for ARB and ORR
* Managed projects simultaneously in Agile and Waterfall environment with budgets up to 2 Million

03/20 to **GENESIC SEMICONDUCTORS INC**., Sterling, Virginia

06/21 Sr. IT Program/Project Manager

* Involved in Scrum Agile and Waterfall Environment and closed the budget at 7.5 million
* Presented comprehensive impact analyses and trade-offs, ensuring alignment and minimizing resistance to scope changes
* Led all sprint planning, sprint reviews, sprint retrospectives and daily scrums with team members
* Approved ETL mapping and testing for Customer Master data Management(MDM) and integrated Data lake to the Data marts
* Facilitated Software Automation by executing a Python script to automate data extraction and analysis from Excel spreadsheets, reducing manual processing time by 80% and minimizing errors in a financial reporting process
* Led a marketing campaign project with a budget of $50,000, overseeing cost estimation, tracking expenses, and optimizing resource allocation. Completed the project under budget by 10% through efficient resource utilization
* Work with the development team to implement data strategies, build data flows and develop conceptual data models
* Collaborated in building an e-commerce website using Django and React. Implemented user authentication, product catalog, shopping cart functionality, and integrated payment gateways for seamless online transactions
* Work closely with product owner to identify and deliver standard project outcomes and deliverables with digital transformation with the help of IOT
* Designed end-to-end IoT solutions leveraging Cisco's IoT portfolio, including Cisco Kinetic and Cisco IoT Gateways, to meet specific business objectives.
* Proficient in IoT communication protocols such as MQTT, CoAP, and LoRaWAN, ensuring efficient data transmission and interoperability
* Ensure the user stories are technically sound as per the customer feedback and expectations
* Coordinating with product owner and related vendors over the product backlog in relation to sprint review
* Orchestrated a complex IT infrastructure upgrade, coordinating tasks among different teams, managing dependencies, and aligning resource allocation to meet project milestones. Resulted in a seamless transition with minimal downtime
* Implemented coaching sessions for stakeholders for better understanding the importance of Scrum frameworks and fundamentals
* Facilitated Fibonacci sequence to weigh user stories based on experience, logic and complexity of the user story
* Coaching scrum teams and making aware of changes and discrepancies highlighted in sprint retrospectives
* Used Python-Pandas to clean data from old system to new helped us saved 25% man-hour cost.
* Conducted brainstorming and JAD sessions with stakeholders and end users for requirement analysis and documentation
* Worked with Software Developers and Machine learning Data scientist to formulate code to produce semi-conductors as per client requirements
* Led the design phase of a data warehouse project, including defining MDM, data models, schemas and ETL processes to ensure efficient data storage and retrieval
* Identified inefficiencies in existing workflows of the supply chain and reengineered processes using the ERP system, resulting in a 20% reduction in production cycle times
* Enhancing supply chain management with automated inventory tracking, leading to a decrease in excess inventory and WIP, resulting in a 15% reduction in carrying costs
* Worked with allocating storage resources and network connectivity for the Oracle Cloud installation
* Manage security settings, including user access controls and firewall configurations & Implemented backup and recovery strategies for the Oracle cloud Database
* Facilitated system testing including unit testing and integration testing , to ensure accuracy and reliability of EBS applications
* Approved equipment specifications of MDU, IDM, Cabinets, Fire Alarm systems, ONU etc for data center
* Conducted
* Working with Engineers for Electric capacity, Load disconnector, Integrating and upgrading CC&B and Approved Cable tests as well as termination procedures

05/18 to **INTERNATIONAL CAPITALS CO.,** Atlanta, GA

01/20 IT Program/Project Manager

* Utilized Project management tools to schedule tasks and monitor progress
* Managed QA and Qs teams to identify Bills of Quantities worth 3.2 million USD
* Applied Change management strategies to transform Waterfall teams to Agile
* Highlighted progress as per burn down, run down charts after the daily stand-up scrum meetings
* Involved with scrum teams for product backlog grooming in case of scope creep
* Identified potential project risks related to resource shortages and external dependencies in a supply chain optimization initiative. Proactively recommended de-scoping certain optimization components, reducing project risk exposure by 40%
* Finalised Operational Readiness for CC&B upgrade
* Managed development teams to implement Teradata RDMS strategies and developed dimensional data models
* Combing Trading related data and transforming to finance data mart with Informatica transformations like Filter, Expression, sequence Generator, Normalizer, Joiner, XML, Web services consumer and Stored Procedures in Informatica MDM Designer enhancing the data warehouse
* Functioned as a liaison between the development team and the management to resolve any conflicts in terms of requirements.
* Managed traceability matrix to trace business & functional requirements.
* Proactively identified the risks and issues on projects – leading teams to develop the risk register and management plans.
* Performed Root Cause analysis with Pareto & Burn down charts to track progress and used to Tableau Dashboards for reporting
* Decreased delivery time by 30% with the help of implementing SDLC-based project management process that ensured adherence to a master plan, schedules, and dependencies
* Developed solution in highly demanding environment and provided direct guidance to team members
* Created documentation for lessons learned and documentation for processing for the next change and for the end users/testers for project management.
* Manage coordination across multiple Stakeholders from both IT and Business to ensure projects, from concept through deployment, including needs assessment, system requirements determination, scheduling, testing and implementation
* Digitally transformed survey points for AutoCAD developer to the IBM cloud

11/15 to **BALL CORPORATION**, Broomfield, Colorado

04/18 IT Project Manager

* Managed Data teams to establish flexible standards for data models to accommodate small deviations
* Used SQL to evaluate various reports and ETL to load jobs in development and production
* Created activity, sequence & maintained data dictionary for MDM
* Accurately mapped and extracted data elements from multiple data sources including Oracle, SQL Server, DB2 and Sybase databases expanding the Data warehouse capabilities
* Hands on experience on SDLC for the projects using methodologies like Agile & Waterfall
* Spearheaded the QA team to develop QA standards and ensured compliance with all regulatory requirements for enhancement of ERP systems
* Defined a unifying vision that ensured high-level customer satisfaction by building consensus across 10+ stakeholders including internal and third-party vendors while leading a high-performing team of nine cross-functional IT and other business stakeholders.
* Approved Test and production Readiness Reviews
* Assisted Teams in resolving problems, developing solutions, vendor selection, and minimizing technical barriers to the business plans
* Responsible for partnership building and communication with IT Risk Security Management and all line of relevant business stakeholders
* Demonstrated ability to monitor and track schedule progress, resource utilization, issue resolution/escalation, and process adherence
* Achieved 30% efficiency by improving material tracking processes
* Analytical and problem-solving skills; the implementation of these skills in Big Data domain
* Have knowledge/experience on Hive file organization and performance tuning
* Understand/practice HBase data model design principle

01/13 to **DAIMLER FINANCIALS SERVICES**, Farmington Hills, MI

10/15 IT Project Manager

* Define, develop, maintain, and execute integrated project plans
* Hands on experience with ETL mapping
* Facilitated development of Chargeback software evaluation & Selection
* Directed the implementation of the data centre for updating targets related to trading & financial billing systems
* Managed team to develop automated Insurance products costing and transfer billing system
* Coordinated cost performance industry surveys to identify Asset cost and Insurance reduction opportunities through Tableau visualization
* Facilitated brainstorming sessions between Accountants, Technical writers, and Programmers for Requirements of software development
* Monitoring schedules related to impact on budgets and ROI’s

02/04 to **CONTINENTAL TELEPHONE,** Atlanta, GA

11/12 Telecom Project Manager

* Responsible for the day-to-day aspects of the operations and projects.
* Tracking of Expenditure, risks & income opportunities
* Worked with different utility team leaders to upgrade and integrate fiber signalling system to their respective CC&B
* Responsible for the oversight and delivery of the annual budget
* Analysing Designs and technical drawings for preparation of Bills of Quantities
* Designed and supervised preparation for AutoCAD technical reports
* Involved in Gpon, Fibre to Home as well as 4 G projects
* Inspecting & Quantifying materials for network installation – Cisco Closures, ONT, OLT, MDU’s, cabinets, Servers, Generator, for damage & specifications
* Directed all operations for installation and service provision for infrastructure systems: VOIP, LAN, WAN, fibre optics, Civil structures, Data Centres.
* Overlooked enhancing of Network systems like Cisco - RTP, RTSP and SIP
* Experience working on Google applications - Gmail, Google Drive, Docs, Sheets and Slides for coordinating with other members of the project for making communication easily and to send alerts regarding updates and tasks.
* Regulated iterations to decrease overall project cost and monitoring timely deliverables
* Created formal documentation and used MS Project for project scheduling, resources allocation, tracking project status, Gantt chart reports

07/99 to **MARCONI INTERNATIONAL**

01/04 Project Coordinator

* Served as a team member for one of the Europe’s largest Tele-communication organization for enhancing the communication sector with faster & cheaper cellular service.
* Directed site teams and bridged instructions from the main office to the site.
* Supervised GSM and Microwave tower Sites
* Accountable for team requirements, site office & day to day needs
* Making work progress reports, schedules and communicating progress and requirements for machineries & heavy Vehicles to the main office
* Maintaining safety requirement including site Warning signs and PPE
* Took corrective action for significant project deviations
* Facilitated regular project team meetings including meeting minutes.
* Independently established goals and drive projects to successful conclusions, while mitigating risks which saved 20% cost.
* Implemented ERP system to track materials and balance the Bill of quantities

**EDUCATION:**

**Bachelors (BSC) -** University of Indianapolis in 05/1999

**Post Graduate Program (Data Analytics)** - Purdue University in 07/2021

**CERTIFICATIONS:**

* SAFe Agilist 6.0
* Certified Scrum Master (CSM) valid - 2/2024
* Project Management Professional (PMP) valid - 11/2026
* Data Analytics - Python - 07/2021
* Data Analytics - Tableau - 07/2021
* Cornell University - Finance Management – 2013
* Cornell University - Project Leadership - 2014

**TECHNICAL SKILLS:**

* SQL Microsoft Server and Oracle, Informatica MDM ETL Developer and Tester
* Hadoop & Hive, Putty, Python – Jupyter & Spyder, R & Tableau, HP ALM & JIRA, MS Office Suite