**Manish Verma PMP®**

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*Drives project success with proactive management; ensures stakeholder satisfaction with meticulous planning and quality assurance.*

**Technical Project Management | KPI Tracking & Reporting | Agile & Waterfall Methodologies | Risk Management**

As a Certified Project Manager and scrum master with over 14 years of IT experience, I have successfully led diverse projects from inception to completion. My track record includes ensuring on-time and on-budget project delivery and managing a cross-functional team of 35 developers across various technologies, such as mainframe, cloud, big data, APIs, middleware, and front-end systems. I possess a proven ability to collaborate effectively with product owners, stakeholders, and external partners, aligning project goals with organizational objectives. My approach emphasizes data-driven analytics to monitor progress and manage risks. I leverage my expertise in Agile principles and practices to consistently deliver projects that not only meet but also exceed expectations while maintaining the highest standards of project integrity and quality.

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| Budgeting & Cost Management  Performance Metrics & Evaluation  Conflict Resolution & Change Management | Business Analysis and Scrum Framework  Project Planning & Scheduling  Resource Allocation & Vendor Management | Cross-Functional Collaboration  Team Leadership & Development  Stakeholder Management |

**EDUCATION AND CERTIFICATION**

* Bachelor of Engineering in Electronics and Communication, Lovely Professional University 2011
* Scaled Agile Framework SAFe 4.0
* AWS certified Solution Architect Associate
* AWS certified developer associate
* Certified Scrum Master(CSM®)
* Project Management Professional (PMP®)

**Tools & Technologies**

**Programming & Database:** Mainframe, AS400,AWS, Java,Python, DevOps, CI/CD, Jenkins,Endeavor, TWS,ISPW ,Bash,CSS,Html.

**Project Management:** MS Office, SharePoint, Rally, JIRA, Slack, GitHub, Confluence,Service Now.

**MS Office Suite:** Excel, Outlook, PowerPoint, Access, Project, Word, Visio, OneNote, SharePoint, Teams

**Professional Summary**

**Project Manager, American Express** 01/2025 – Current

Managed multiple team in risk IT area, with activities involved budgeting, requirement gathering, execution, warranty support.

Managing multiple work space to have accurate information and visible for all stakeholders. Managing communication to higher management, product review sign off etc.

* Facilitated performance analysis using Rally ; budge, tracking costs and adhering to budgetary constraints. Streamlined deadline management by employing JIRA for tracking and analysis.
* Gathered project requirements by conducting regular meetings; utilized Project Planner, Excel, Word, Visio for plan development, business requirement documentation, and SOW creation.
* Managed a 3 scrum teams of 8 members each; leading as Agile Champion, training on test case creation, and ensuring quality standards; led sprints and user stories development, enhancing feature delivery and testing efficiency.

**Project Manager, HSBC Bank** 03/2022 – 12/2024

Managed the project through all phases and contributed to strategy roadmap, project projections, and requirements gathering and analysis. Worked on Request for Proposals (RFPs) and developed detailed Statements of Work (SOWs), fostering clear communication and mutual understanding of project scope, deliverables, and timelines between stakeholders. Steered vendor management and evaluated vendors based on product features and client satisfaction. Fostered efficient workflows by proposing strategic automation and process changes.

* Boosted system performance by 40% by orchestrating system architecture for the application transition, facilitating collaboration with vendors and developers; oversaw feature testing, data migration, and API integrations.
* Elevated project outcomes by identifying potential risks related to system gaps and limitations; mitigated issues and reduced risks by 20% by devising proactive solutions and backup plans.
* Facilitated performance analysis using Asana and Trello; managed a budget of $3M, tracking costs and adhering to budgetary constraints. Streamlined deadline management by employing JIRA for tracking and analysis.
* Support Various Kronos modules and versions (versions 6.3-8.0)
* Gathered project requirements by conducting regular meetings; utilized Project Planner, Excel, Word, Visio, and Draw.io for plan development, business requirement documentation, and SOW creation.
* Provided direction and support on all Kronos incidents in service now.
* Managed a team of 4; elevated team performance as Scrum Master, spearheading Agile adoption, training on test case creation, and ensuring quality standards; led sprints and user stories development, enhancing feature delivery and testing efficiency.
* Migrated an application from Mainframe to Java cloud(GCP) and database from Db2 to Mongo part of India data localization program mandated by Govt. of India.

**Technical Project Manager and Scrum Master, Bank of Ireland** 02/2021 – 03/2022

Developed project strategy and roadmap while ensuring efficient resource allocation and timeline management. Managed a cross-functional team of 35 and facilitated Agile processes. Fostered streamlined development and deployment by implementing the DevOps and CI/CD model.

* Led PI planning and pre-PI planning to identify epics, capabilities, and features; discussed development changes and impacts on upstream and downstream applications; identified risks and dependencies; and established communication with all stakeholders.
* Launched successful Strong customer authentication process for authentication and approving any payments authentication in partnership with Keycode. Developed and integrated the 2FA authentication system using 3rd party app by leading a diverse team of developers, product owners, testers, and release train engineers.
* Implement CI/CD pipeline using Jenkins to have automated code build/code review, sonarcube/Jira creation part of the implementation.

**Project Manager, Credit Suisse** 03/2019 – 02/2021

Created project plan, requirement gathering resource management for a complex project for Credit Suisse to handle intra company trades to Net them internally before sending the final quantity of trades to market. Lead a team of 5 developers to successfully deliver the project with $2mn annual savings on trades settlement fee for bank.

**Sr Consultant, American Express** 03/2018 – 03/2019

Launch of a new co brand credit card product in partnership with Marriot US. Managed teams present at multiple Geo location. E2E Test manager for project,Task involved creation of test execution plan, Stories creation, test cases walkthrough Business signoff.

**Project Manager,** **Federal Express** 12/2011 – 03/2018

Championed ~10 global tech projects annually, developed project strategy and roadmap while ensuring efficient resource allocation and timeline management. Achieved rapid promotions within 5 years, starting as an Engineer, and quickly progressing to Business Analyst, Team Lead and Project manager roles. Managed a cross-functional team of 12 and facilitated agile processes.

* Participated in PI planning and pre-PI planning to identify epics, capabilities, and features; discussed development changes and impacts on upstream and downstream applications; identified risks and dependencies; and established communication with all stakeholders.
* Led a Team of developers to successfully deliver an enhancement project on the freight tracking system of FedEx (Enterprise Package, Shipment and Product ID Convergence) to accommodate future state of tracking numbers,, with coordination with all different teams at different Geo locations. Multiple year projects with team size of 20 and a budget for $3mn.