**Vandhana Mothinath**

**Project Manager/ SR Business Analyst, IT**

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Professional Summary:

* Over ten years’ extensive experience in managing complex initiatives in product lifecycles, driving high-impact results through **cross-functional partnership**, and **leveraging data-driven strategies.**
* **Worked with Various Domains Telecom, Retail, Healthcare & Banking**
* Proficient in various **Software Development Life Cycle (SDLC) methodologies**, including traditional approaches like **Waterfall**, as well as **Agile** methodologies such as **Scrum, Kanban, Scrum ban, and Safe**.
* Seasoned in facilitating Scrum Ceremonies including daily **stand-ups, sprint planning, sprint review, sprint retrospective**, and **backlog refinement meetings** using various custom techniques.
* Experienced in supporting technology driven projects, **including IVR systems**, through effective coordination of development sprints, incident management, and continuous integration efforts. Skilled in using Jira, **Microsoft Office Suite, ServiceNow**, **Confluence** and **Smartsheet** to track project progress and manage team workflows.
* Seasoned in leading diverse development teams, fostering a unified and results-oriented work environment, ensuring timely delivery of high-quality applications that meet user requirements.
* Certified and highly knowledgeable in **Agile and Scrum** methodologies, with a proven track record of managing application development projects on time and within scope, while continuously optimizing processes for improved productivity.
* Experience in conducting **GAP analysis, Impact analysis, SWOT analysis, Cause & effect analysis, Cost benefit analysis, Feasibility analysis, Risk analysis and estimation analysis.**
* Proficient in business intelligence and reporting, skilled at creating data visualizations and dashboards that provide stakeholders with clear insights into key metrics and performance indicators.
* Skilled in creating various artifacts including **Business Requirement Document (BRD), Software Requirements Specification (SRS), Functional Requirements Document (FRD), Test Plan, Test Scenarios**, and **Test Cases** as well as documenting project processes and procedures.
* Well versed in using data analytics to inform application development strategies, identifying trends and opportunities to enhance software capabilities and user engagement.
* Dynamic and detail-oriented Technology Manager skilled in data analytics, project management, technical program management, **AppDev management** and **SCRUM/Agile** processes, driven by high standards of technical design, collaborative efforts, and prioritization.
* Worked closely with **project owner** in **backlog management** and continuous delivery of features.
* With my **strong interpersonal abilities and adeptness** in client and team management, I have often taken on the responsibilities of a proxy Product Owner across nearly all my projects.
* I excel at **clear communication, effective problem-solving, and critical thinking**, with a strong foundation in **conflict resolution and facilitation**. My skills in **documentation** and **process management** help ensure smooth and efficient workflows
* Conscientious leader accomplished in multiple product implementations from initial concept to market consumption successfully, who is passionate about delivering high-quality outcomes that meet business goals and build lasting trust.

**Core Competencies:**

Strategic Planning | Product Lifecycle Management | Cross-Functional Governance | Data-Driven Decision Making | Customer Success Optimization | Risk and Compliance Management | Stakeholder Collaboration | Agile Methodologies & Metrics | Technical Design | Cloud Migration Strategies | SDLC/STLC Expertise | Team Empowerment | Servant & Resilience Leadership | Estimation Techniques

**Technical Skills:**

* Specializations: IVR Systems. IT Project/Product Management. Telecommunications/IT Infrastructure and Operations. Digital Transformation. Cloud based solutions. Client Billing Dimensions Protocol. Estimation and Costing Approaches. API Orchestration. SIP. Data Security (HIPAA, PHI, PCI Compliance). Cloud Dashboards. Change Management. Vendor and Client Success Engagement. UX Design. Team Collaboration and Leadership. SCRUM. Crisis Management. Incident Coordination.
* Software Development Methodologies: Waterfall. Agile Scrum and Kanban. Iterative.
* Project Management Tools: Jira. ServiceNow. Git/Github. Sharepoint. Microsoft Office Suite. Confluence. Miro. IFTTT. Tableau. Trello. Yodiz.
* Information Technology: Java. JavaScript. jQuery. ServletAPI. JSP. NodeJS. PHP. Python. Voice XML. Google Cloud Platform-GCP. AWS. BigQuery. DialogFlow. Terraform/ Terragrunt. Google Analytics and Reporting. Pivotal Cloud Foundry. CI/CD Automation. Jenkins. UNIX/Linux OS. Informix. MongoDB. Springboot. Docker. Angular JS. Devops. SVN.

**Education Details:**

* Master of Science in Management Information Systems, University of Nebraska at Omaha, NE, 2017
* Master of Science in Enterprise Systems Professional Sheffield Hallam University, UK 2012

**Certifications, Courses and Awards:**

* Certified SAFE®5 SCRUM Master and SAFE®5 Agilist – Scaled Agile, Inc.
* Graduate Certificate in Systems Analysis and Design - University of Nebraska at Omaha
* Recipient of the Grace Hopper Scholarship for Women award in computing
* Oracle Certified Professional, Java SE6 Programmer – ORACLE
* ITIL V4 Service Management- Coursera

**Professional Experience**

**Client: West Technology Group/Astound – Telecom Client, Omaha, NE Jun 2022 - Present**

**Role: Technical Project Manager/APPDEV Manager, IT**

**Project Description:** West is a leading telecommunications company leveraging cloud-based infrastructure for interactive applications and platforms that serve customer care needs better

**Responsibilities:**

* Migrated Legacy Applications: Successfully migrated **30+ legacy applications** of **Fortune 500** companies, privatized and **commercial enterprises** within the **span of 1.5 years** to **Google** **Cloud Platform-GCP** using **NodeJS**, improving platform reliability and customer experience
* Reduced Resource Footprint: Directed the development and integration of **backend, middleware**, and framework solutions utilizing **DialogFlow, BigQuery, Cloud Run, Apigee** **APIs**, and **DB Peering** technologies. Achieved a 30% reduction in resource utilization while delivering high-quality infrastructure for clients.
* Pioneered **Healthcare Payment Solution**: Instrumental in launching the **first healthcare** payment application for **CVS’s Inbound Payment IVR** on **Google Cloud**, successfully navigating multiple requirement changes and risk solution adjustments
* Improved Delivery Rate: Achieved a 40% increase in project delivery rate by diligently tailoring sprint processes to business needs and product roadmaps
* Managed Expedited High-Stakes **IVR Project** for Astound: Successfully completed Astound’s IVR system migration to **Google Cloud Platform** including its demanding payment system within a condensed timeline, optimizing resources, and streamlining processes to meet urgent client requirements.
* Leading a team of 15 engineers including developers, quality assurance teams, Speech Scientists and **UX Designers** to orchestrate cross-functional collaboration with partners, vendors, software engineers, and sales team.
* [Key Clients: Astound, RiteAid, Fleetcor, Comdata, Publishers Clearing House, Altice, Aetna, CVS, REI, Merck, Albertsons, Credit Collection Services, SVS]
* Certified **SAFE®5 SCRUM Master** with almost **5 years of experience** leading Agile teams and facilitating successful product delivery in fast-paced environments.
* Coached teams in Agile principles, empowering them to self-organize and deliver high-impact features in regular sprint cycles.
* Maintained **RACI matrix, RAID logs, project charters, BRDs and project scope** with timelines along with action items and documentation in Atlassian’s Confluence for all projects

**Environment: Agile, SCRUM, GCP, Node JS, Mongo DB, MS Office Suite, Restful API, JIRA, SharePoint, Confluence, JavaScript, Github, Servicenow, Terraform, BigQuery.**

**Client: West Technology Group/CVS Omaha, NE Nov 2019 - May 2022**

**Role: Team Lead/ SR Business Analyst/SCRUM Master**

**Responsibilities:**

* Enhanced Process Efficiency: Implemented a four-stage process (**Build, Mock, UAT, Deploy**) within my pilot **SCRUM team**, significantly reducing bug fixes and change-related incidents by 50 %
* Awarded Early Promotion: Achieved an early promotion for outstanding contributions as IT Supervisor for **client** **CVS** and for maintaining deliverables without deployment incidents
* Developed Structured Go-Live Protocol: Established a standardized protocol for Go-Live procedures, improving post-incident review effectiveness and reducing incidents by over 50%
* Enhanced Efficiency Through Automation: Worked closely with over 8 engineers to automate key manual processes, significantly improving resource allocation, and boosting team productivity.
* Facilitated Agile ceremonies (**daily stand-ups, sprint planning, sprint reviews, retrospectives**) to ensure continuous, high-quality product delivery and alignment with project goals.
* Headed a team of 10, overseeing a key enterprise **Healthcare client, CVS**, representing about 30% of the company segment's total revenue at the time.
* Maintained and solutioned new projects for over 15 applications (**outbound and inbound applications**) for **CVS** that served real time medicine needs for customers.
* Assumed key responsibilities including user research, technical specification definition, and management of client, vendor, and stakeholder relationships.
* Improved repository management by implementing standardized practices, resulting in faster onboarding for new team members and enhanced codebase consistency.
* Led code review and approval processes for production deployments, covering applications, services, and scripts in **Java, PHP, and JavaScript**.
* Collaborated with quality assurance teams to prepare and refine test cases, using TestRail to improve test tracking and ensure comprehensive quality checks.
* Specialized in configuring and optimizing **RabbitMQ** to streamline message queuing, improve data flow, and ensure efficient communication across distributed systems.

**Environment: Waterfall, SCRUM, MS Office Suite, JavaScript, RabbitMQ, API, HIVE, Hadoop, JIRA, PHP, VXML, Java, Testrail, Informix, Unix.**

**Client: West Technology Group/Publishers Clearing House-Retail Omaha, NE June 2017 – Oct 2019**

**Role: Software Engineer**

**Responsibilities:**

* **Boosted Revenue** with Application Re-Write: Led a successful application re-write for **Publishers Clearing House**, improving user experience and increasing revenue by approximately $1M annually.
* Three flagship clients for the company: Guided a team of up to 10 programmers, in successfully deploying greenfield projects for three flagship clients: **InterCall, Atrium Health**, and **Aetna Medicaid** to optimize customer support and needs in a time span of 1.5 years bringing in more than **$2M annually**.
* Coordinated Large-Scale Maintenance Projects: Successfully led and managed extensive project maintenance efforts totaling over 17K hours for clients such as Boeing, ADT Security, and Aetna, ensuring reliable and timely service delivery.
* Implemented IVR applications and call flows to streamline customer interactions and provide self-service options. Created dynamic menus, voice prompts, and decision trees using in house tools like **CLASS and PRODUCER and VXML, PHP** to ensure a seamless user experience.
* Established speech recognition and **DTMF (Dual-Tone Multi-Frequency)** inputs, allowing users to interact with the **IVR system** via both voice and keypad. Configured speech recognition engines (Nuance) to enhance accuracy and handle various customer accents and tones.
* Integrated **IVR systems with CRM databases**, customer support platforms, and backend APIs (RESTful and SOAP) to enable real-time data retrieval and enhance functionality. Ensured seamless communication between IVR applications and external systems to support tasks like customer authentication, account lookups, and transaction history retrieval.
* Supervised and coordinated over 17k hours of project maintenance work for several customers like **Boeing, AMEX, ADT Security, Aetna** for efficient on schedule deliveries.
* Proficient in technical infrastructure for IVR systems, ensuring high availability, security, and scalability. Configured and optimized IVR servers and telephony interfaces to support smooth, uninterrupted service for high-volume call centers.
* Subject-matter expert for multiple Voice XML applications and custom voice response software (**PaaS, Genesys Platform**) thereby leveraging a deep understanding of user engagement and quality customer experience.
* Monitored IVR system performance to detect incidents and proactively address issues that could impact service availability.
* Leveraged **Hadoop, Cassandra and Apache Hive** for large-scale data processing and analysis within **IVR systems**, enabling deeper insights into call patterns, customer interactions, and system performance.

**Environment: Class, Producer, VXML, PHP, Hadoop, HIVE, MY SQL, Cassandra, UNIX & LINUX Server.**

**Client: Indus Teqsite Pvt. Ltd. Chennai, India Mar 2015 – July 2015**

**Role: Business Analyst/Project Administrator, ERP Division**

**Description:** Indus is a national leading manufacturer of high-quality integrated solutions for **Defense and aerospace products.**

**Responsibilities:**

* Responsible for developing project strategies for space-grade avionics products, applications, and services.
* Defined key requirements, customized dashboards, assessed risks, and designed implementation plans
* Worked closely with the business team to identify and further define the data elements to be included in the project.
* Acted as a project coordinator for aerospace manufacturing projects, ensuring efficient workflow and seamless communication across cross-functional teams. Oversaw administrative processes and supported project tracking to facilitate timely production and delivery of aerospace components.
* Gathered feedback from stakeholders to identify areas for process improvement, incorporating insights into future project planning
* Supported communication between engineering, production, and quality control teams to address project needs and resolve bottlenecks
* Maintained national regulatory compliance and coordinated communication across diverse teams for seamless project execution.