**Sneha Suresh**

**Sr Project Manager**

**PROFESSIONAL SUMMARY**

* Results-driven IT Project Manager with 12 years of experience specializing in retail industry solutions, including POS system implementation, demand planning software, and IT system integrations. Proven track record in leading cross-functional teams, executing data migration projects, and optimizing business processes using Agile, Waterfall, and hybrid methodologies. Strong expertise in vendor negotiation, ERP solutions, and cloud-based POS systems.
* Experienced in creating source to target mapping documents, Business requirement documents, Functional requirements documents, for **200+ interfaces**, writing various test cases for the implemented interfaces, Component Integration and System Integration testing, defect triage and providing post-implementation project support.
* Implemented agile methodologies using a Scrum Framework throughout the organization from executives to software to marketing across 65 employees.
* Successful at responding to shifting business needs and priorities in a systematic and effective way.
* Well-versed in implementation of operational assessments and conducting functional requirements analysis for businesses of all sizes.
* Facilitate optimal internal communications by serving as liaison between services organization and product development, product management, and technical teams.
* Possess a strong understanding of Software Development Lifecycle (SDLC): Analysis, Design, Development, Testing and Implementation and the methodologies including Rational Unified Processing (RUP), Agile and Waterfall methods
* Planned and directed the analysis of complex business problems to be solved with automated systems by creating Standard Operating Procedures (SOPs), improvement plans. Provided technical assistance in identifying, evaluating, and developing systems and procedures that were cost-effective and met user requirements.
* Develop and sustain Requirements Traceability Matrix (RTM).
* Well-versed in documentation of Business Requirements Documentation, Functional Specifications Documentation, Current-State and Future-State Process Models, Performance Indicators.
* Knowledge in Business Analysis, SWOT Analysis, GAP Analysis, Cost-Benefit Analysis, Risk Analysis, and implementation of Risk Impact Matrix (RIM), Testing and Project Planning.
* Proficient in design and execution of Test Strategy, Test Plan, Test Scenarios, and Test Cases based on the requirements for the applications.
* Proficiency in transforming Business Requirements into Functional Specifications, focusing on workflow analysis and design, business process reengineering, user interface design, portal design, and process flow modeling.
* In-depth knowledge of corporate systems such as ERP, CRM, Databases and SharePoint.
* Advanced project management tools such as work breakdown structure (WBS), critical path analysis, and Microsoft Project to schedule activities.
* Experience in mergers & acquisitions

**TOOLS & TECHNOLOGIES:**

* **Methodologies:** Waterfall, Iterative, Agile, Scrum
* **Applications:** MS Project, MS Office, MS Visio, Office 365, G-Suite, Team Foundation Server, Visual Studio 2010/2012, REST, SOAP PowerPoint, Tableau, ALM, LLM, Azure, OpenAI
* **Team Collaboration:** SharePoint, Teams, Asana, Slack, Confluence, Planview, Quip, BOX,Composer, Miro
* **Databases:** MS SQL Server 2008/2012, MS Access, DB2, Teradata
* **Requirement Management:** Rational Requisite Pro, Caliber, Rally, JIRA, Rational ClearQuest, Data Mapping, ServiceNow
* **Operating Systems:** Windows, Linux, Mac OSX, and Unix.

**WORK EXPERIENCE:**

**Client: Meta, Inc Dallas, TX** **Jan 2024 – Present**

**Role: Senior Project Manager**

**Project Description:** Home Grown app- ReportUp is a robust application designed to aggregate customer reviews and feedback from various Meta platforms, including Facebook, Instagram, and Oculus- Meta Quest, leveraging advanced sentiment analysis and rating algorithms, it generates customer satisfaction scores and actionable insights. These insights drive feature enhancements and user-centric optimizations, ensuring continuous app improvement tailored to user needs.

**Responsibilities**

* Managed enterprise-wide retail technology transformation projects, including the integration of POS and demand planning software. Led risk assessments, vendor negotiations, and compliance audits, ensuring seamless IT system implementation and data migration.
* Collaborated with C-suite executives and stakeholders to drive data-driven decision-making and process optimization.
* Update Monthly newsletters update and share with all stakeholders.
* Lead the ReportUP App DOR and other related meeting calls in absence of manager
* Encompassing leading cross-functional teams, ensuring project milestones are met and aligning project objectives with the strategic goals of the organization.
* Working on building a process for quality checks in reporting and process improvement iidea.
* Working with Tech writer for ReportUP App documentation for TIL
* Developing insightful recommendations to address complex operational and strategic problems
* Operating autonomously across multiple teams and demonstrating critical thinking, and thought leadership.
* Evaluating the impact of proposed changes, with attention to scalability and sustainability over time
* Creating project plans and build consensus among diverse sets of stakeholders.
* Managing cross-functional projects from outline to implementation using Asana tool.
* Visualizing and designingweb pages or metrics.
* Designing and composing weekly status reports and evaluating existing methods to drive continuous process improvements
* Establishing and monitoring KPIs and operational metrics and understanding of data basics and summary statistics.
* Lead scrum calls as in the absence of product owner and SMEs.

**Client: Apple, Inc Austin, TX** **May 2022 – Dec 2023**

**Role: Project Manager**

**Project Description:** In my role as a Project/Program Manager at Apple, I managed a portfolio of six diverse projects concurrently. These projects primarily focused on cloud migration initiatives integrating advanced data analytics and reporting capabilities. This role involved overseeing the holistic execution of these initiatives, from defining project scopes and timelines to managing budgets and resources.

This included overseeing the migration of critical systems and data to cloud environments, implementing robust data analytics solutions, and creating comprehensive reporting frameworks.

The Voyager project (for the Biz team AppleCare) is moving the entire current voice infrastructure (AMRs) from EG to RNO. It is done to enable quicker and smoother maintenance of voice infrastructure, cost savings, and quicker availability of parts and maintenance. It also provides self-service VMs and network access provisioning.

**Responsibilities**

* Gathered information from the business- AppleCare and providing that information to Engineering Team
* Generated weekly Compliance reports with Kernal Patching, Max vulnerabilities, and FSU count for the various products managed by different applications under the customer Systems Org
* Acquiring CR approvals for the Voyager Project team for weekly AGT SIP servers GO-live
* Released schedule development and content management for Pithos Dashboard Project
* Kept the stakeholders, customers, engineers, and team members informed on project status with WSR(Weekly Status Reports)
* Led complex POS system migration and IT infrastructure transformation for Apple retail stores, integrating cloud-based POS systems and optimizing transaction workflows. Managed project budgets, vendor contracts, and risk mitigation plans, ensuring seamless retail IT system integration and enhanced customer experience.
* Developed comprehensive business cases to justify investments and process improvements. Acted as the primary liaison between stakeholders, ensuring adherence to IT governance policies and compliance standards.
* Technical Project Management experience, including Agile methodology
* Evaluated existing software technologies, hardware, infrastructure and proposed new design and functional flow maps to drive continuous design improvements for the EG to RNO infrastructure move.
* Verified that data is in a format that facilitates sharing and proper data conversion
* Managed content assets required for launch, functional specification tracking to coded deliverables
* Managed Design, Development, and Test processes for Cyara Load Testing
* Deployed and released design , execution, bug screening, tracking, and resolution escalation
* Contributed to Integration Testing and monitoring to validate end-to-end customer use cases
* Distributed collated daily and weekly test reports across engineering teams and escalation of priority items
* Validated test environments and alignment of test partners
* Generated and presented project status to different levels of stakeholders and various cross- functional business teams

**Client: Credit Suisse, Raleigh, NC** **Nov 2020 – April 2022**

**Role: Project Manager**

* Responsible for managing the product backlog, sprint planning, and execution for multiple projects in the Client Reference Data group with a total project portfolio exceeding 6 million.
* Managed technical delivery of the project within defined scope, time, and cost constraints utilizing geographically dispersed global project teams in the US, Canada, Mexico, Hungary, India, and Japan.
* Projects were delivered using standard software development lifecycle SDLC methodologies such as Waterfall, Agile, and Iterative depending on the project scope, approach, and timelines.
* Created Jira Dashboards for IT leadership
* Responsible for tracking project milestones, deliverables, creating and executing project plans, managing scope changes, engaging other technology teams for integration efforts
* Experience on working with migrating web-based applications to mobile based applications

**Client: Cigna Voluntary Limited Medical, AZ June 2019 – Oct 2020**

**Role: Project Manager**

* Lead multiple projects, which span the PPD Commercial organization as well as the PPD Government & Finance organization and manage projects according to milestones and within budget constraints.
* Liaison between IT and the business - Reviews, analyzes, and evaluate business systems and user needs and applies IT/business knowledge to formulate IT solutions
* Works with senior IT personnel to develop solutions to business or technical problems.
* Monitor and organize the efforts of technical and business support staff.
* Prepares monthly report for all of our department’s 30+ projects for presentation to our Senior Director and upward.
* Project Manager for the execution phase of a Pharma metrics implementation,

**Client: LPL Financial, Fort Mill, SC Jan 2018 - May 2019**

**Role: Sr. Business Analyst/ Project Manager**

* Performed data analysis in excel & SQL on various products to reconcile trades between the general ledger and credit risk system that flow from source system (front office trading system) to ledger and credit risk system
* Gathered data from a variety of sources for analysis purposes including financial statements (Balance Sheet, Income Statement, Cash Flow) and risk systems, etc.
* Researched on the breaks and interacted with the Front Office, Middle office, credit risk team, financial controllers, collateral teams to find out the reasoning for the missing trades, differences in mark-to-market, counterparty, etc
* Prepared extensive functional requirement document, business requirement document to explain logically how to explain the trade breaks and explain the business reasoning
* Performed resource planning, project planning, laid out mitigation plan, and monitored progress

**Client: Staples, New York City, NY March 2016 – Dec 2017**

**Role: Business Analyst/ Scrum Master**

* Joint Application Development (JAD) sessions with stakeholders throughout SDLC to resolve open issues.
* Created Business Requirement Document (BRD), Functional Requirement Specification (FRS) document, User Requirement Specification (URS), and Change Request (CR) document for system application development.
* Actively involved throughout all steps of the Software Development Life Cycle (SDLC).
* Worked on gathering business requirements from the end-users and management.
* Created high-quality functional requirement specifications and supporting documents for business systems.
* Identified/documented data sources and transformation rules required populating and maintaining data warehouse content.
* Conducted Agile Scrum meetings to discuss project progress and plan.
* Identified and removed organization and team impediments to enhance productivity and efficiency.

**Client: Reliance, Bangalore, India June 2012 – July 2014**

**Role: Business Analyst**

**Project Description:** The project involved automating cash office manual intervention, enterprise payments, and gift cards. Associated as a Business Analyst Consultant and provided Information Systems Division solutions.

* Handled multiple projects for USA-based teams and coordinated for hurdle-free application development lifecycle.
* Associated as Business analyst consultant and providing Information Systems Division solutions. The projects were to automate cash office manual intervention, enterprise payments, and gift cards.
* Identified and established communication with all key stakeholders, contributors, business, operations, and technical resources surrounding assigned projects.
* Performed Requirements Gathering &Analysis through interactions, meetings & periodic walkthroughs with potential users of the application along with the creation of Epics, Features, User stories, Gap analysis processes, mockups, based on business requirements and business rules.

**Educational Details:**

Bachelor of Engineering in Electronics and communication engineering Vishwesvaraya Technology University (2012),  
Master of Science in Nuclear Engineering in Idaho State University (2017)

Certificate of Advanced Achievement in [Project Management Practitioner](https://www.deanza.edu/counseling/documents/2020-2021/project_mgmt.pdf), De Anza College ( 2023)