

### Summary

- Results-driven Senior Scrum Master and Project Manager with **over 13+** of experience in leading cross-functional teams and delivering high-impact projects on time and within budget.
- Passionate and self-motivated Project Manager / Scrum Master who delivers projects which meet corporate strategic goals with strict adherence to budget, scope, and timelines across IT and Telecommunication, Oil and Gas, Health, and Public sectors. Proven success managing multiple projects in a program, including all project stages, scope, solution analysis, requirements gathering, impact analysis, and stakeholder management. Accountable consultant with strong commitment, problem-solving skills and analytical reasoning to get complex projects done.
- Skilled in stakeholder management, risk assessment, and project lifecycle management, ensuring alignment with strategic business objectives.

### Experience

**Company:** TELUS International, Las Vegas, United States

**Role:** Senior Agile Project Manager / Scrum Master

**Project 1:** TELUS Business Marketplace Platform

**Jan 2022 - Current**

#### Responsibilities:

- Successfully orchestrated the development and release of the TELUS Business Marketplace, a platform that sells TELUS and third-party products and services directly to business customers. Delivery of the first Marketplace in America by a Telecommunication company with **93.8%** automation and increased product sales by **17%**. This is a game changer in the Telecommunication industry and was a complex project involving multiple vendors and integrations. The estimated cost is **\$37M**.

**Project 2:** Built Capability Matrix Model Dashboard

**Mar 2022- Aug 2023**

#### Responsibilities

- Developed a self-assessed CMM performance measurement tool using a spreadsheet, which enables management to visualize and assess the degree of formality, defined steps, and managed matrix using a specific criterion to determine its technological maturity. This led to improving existing solutions & implementation of new software development processes along the drivers of digitization, automation, and self-serve reducing time taken in on boarding business partners.

**Project 3:** Setup Product Launcher site

Coordinated the portal's requirements and implementation, which aims to speed up getting products ready for sale in the IoT Marketplace and solution on boarding for all the business units. This eliminated the previous manual on boarding process and created clear visibility in the enlistment process.

**Feb 2022- Dec 2023**

#### Responsibilities

- Coordinated the portal's requirements and implementation, which aims to speed up getting products ready for sale in the IoT Marketplace and solution on boarding for all the business units. This eliminated the previous manual on boarding process and created clear visibility in the enlistment process.
- Built standard PMO repositories for TELUS industry solutions. Acted as a point of contact for all clients.
- Managed the end-2-end development of the TELUS business marketplace (Web and mobile)
- Worked with strategy manager and third party to develop a marketing strategy
- Managed the migration of Jira from Vendor to the organization
- Tracked project activities based on a planned schedule, prepared progress reports to be submitted to customers and invoices and achieved the milestones
- Designed, built, delivered, and maintained mission-critical dashboards using Google Sheets
- Worked closely with business and technology teams to plan, create use case scenarios, execute UAT, and implement technical solutions.

- Prepared process and data models using Visio to create a workflow, use-cases, and other BPMN Language (BPMN 2.0) based diagrams for reporting and software access
- Functioned as a release train engineer
- Managed Infrastructure Projects (FTTH, Network Infrastructure, Security, Data/Cloud migration)
- Managed fraud detection through data analytics to discover network security loopholes and plug the loopholes
- Prepared and documented test plan documents in collaboration with the QA team for User Acceptance Testing (UAT), System Integration Testing (SIT), generating test cases from business use cases, and documented test scripts.

## Key Achievements

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- Coached and managed the IoT service layer Scrum team to build API strategies (Rest & Soap) for the console integration
- Implemented SAFe framework with TELUS Business Solution, resulting in a 34% increase in collaboration and 26% improvement in overall project delivery time
- Manage and administer JIRA/Confluence/Bit Bucket add-ons, plugins, and extensions
- Facilitated successful PI planning sessions, resulting in improved alignment between teams and a 15% increase in on-time delivery of program increments
- Managed Jira data migration from the local instance to the cloud
- Migration of product and user from Amazon Web services to Google Cloud platform
- Oversaw the end-2-end delivery of the web TELUS Business marketplace program with **93.8%** automation and efficiency
- Facilitate a scrum team in implementation/customization and integration of Salesforce to On-prem application
- Managed RFP and eventual network security audit involving penetration testing of all network infrastructures and application servers. This cyber security initiative helped to improve network security.
- Orchestrated the migration of existing data and applications between 2 data center
- Oversaw multiple projects implementation simultaneously
- Directed the development of the TBM Visual Assistance (chatbot and Voice) and oversaw the automation of TBM credit checks.
- Facilitated 4 scrum teams in the development of TBM core functionality, UI/UX, Service layer, IoT console and integrations.
- Managed the implementation of Gitbook for customer-facing documentation.
- Generated cost estimates and reviewed detailed cost estimates prepared by consultants to ensure the project was within the approved budget.
- Enhanced the My TELUS bill payment app to include all devices in a single payment
- Enhanced and upgraded TELUS digital platform (TELUS Health MyCare, TELUS Fleet Management, TELUS Partner Solutions, TELUS Employer Solutions, TELUS Agriculture, Small & Medium Business)
- Coached and managed a UI/UX scrum team to build a self-serve IoT console Dashboard, Landing page, SSO development, APN, Comms plan (using Angular, GitHub, bitbucket and react)
- Worked with the QA to design Unit, Integration and end-to-end testing processes setup and execution (Manual and automated).

**Company: Verizon Communications, New Jersey, United States**

**Mar 2019 – Jan 2022**

**Roles: Senior Agile Delivery Manager / Scrum Master**

**Project 1: Managed the developments of the Business Management applications, Facilitated and coached Reliability Squad and Site Reliability Engineering Scrum team.**

**(Project Manager and Scrum Master for Multiple Software Development)**

**Mar 2019- Jan 2022**

**Project 2: Implementing ServiceNow to transform and modernize ITS framework for IT Service Management with CMDB for Release, Asset, Incident, Request and Change Management**

**Sep 2019 – Jan 2022**

## Responsibilities

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- Organized and facilitated all sprint cadences (planning, reviews, retrospectives, and standups) for 2-scrum teams.
- Developed a high-level program plan for multiple related projects to achieve strategic business objectives.
- Managed the development of in-house applications to meet Business strategic goals of product launches using Agile and Waterfall Methodologies.
- Led a project that revolutionized records management in JIRA, achieving a 93%-time efficiency improvement.
- Communicated progress to senior management through Jira burndown and velocity charts.
- Managed several strategic projects within a PMO.
- Assessed each scrum team member's responsibilities and delegated tasks to balance members' workload.
- Functioned in the Product Owner's capacity and ensured that requirements were understood and that a healthy backlog was created, prioritized, and continually refined.
- Assessed each scrum team member's responsibilities and delegated tasks to balance each employee's workload.
- Provided leadership to different technical units to deliver customers' goals internally and externally.
- Working with DevOps team to schedule User Stories in sprint iterations for successful delivery.
- Managing business requirements gathered from customers and establishing scope/statement of work for building new complex infrastructure, upgrading existing infrastructure or relocation.
- Ensuring customer projects are implemented according to budget and forecasted revenue expectations.

- Managing finances against budget to ensure the profitability of the project and return on investment.

## Key Achievements

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- Directed the successful delivery of the Service Guarantee and Service Activation project to enable the proper routing of customer calls to the appropriate queue
- Implemented the end-to-end delivery of ServiceNow CRM for onboarding and managing new resources
- Orchestrated third-party Application integrations (Netcracker/OM)
- Oversaw the deployment of over 60 fixes within 1 year.
- Supervised Freedom Home Internet ICCID Number Generation Tool (SIM Card Serial Number)
- Guided the development of the Migration Tool to assist the BMA Legacy Billing Team in migrating customer accounts from the old billing System to the new billing system (CBS to Start).
- Coordinated continuous Integration and continuous delivery for the SRE & RS team
- Led Customer Premise Equipment, Billing Revenue Management mismatch resolution projects
- Directed the Account Billing Repush Automation project for customer billing.
- Managed the team to develop a Switch Migration tool (SWIM tool) to reduce soft switches from 5 to 2, resulting in significant licensing cost savings
- Oversaw the SRE team in creating logic and tools to generate daily logs and reports for application health
- Orchestrated the Self Connect Shipping Email Fallback project to resend large email failures to customers
- Supervised the development of the Bulk Refresh Tool to efficiently refresh bulk accounts for missing TV channels, saving valuable time.
- Coordinated SRE/RS tools and applications (Assurance tool, Migration tool, AWS, RLA).
- Directed the development of applications and tools to identify and rectify mismatches and discrepancies between NC, CPE, BRM, RLA, and UIR.
- Conducted risk assessments that identified 200 potential threats and vulnerabilities in RW infrastructure and implemented corrective measures which reduced potential damage by **98%**
- Guided a team of DevOps professionals in designing and constructing effective CI/CD pipelines.
- Led the Site Reliability Engineering team & Reliability Squad, ensuring incidents, issues, and problems (revenue leakage) remained below 1% across the organization by developing logic, applications and tools to resolve incidents.
- Spearheaded the development of multiple legacy systems automation, enabling customers to enter self-service orders
- Managed the successful development of a Location-based offering by leading multiple teams from workshops with the product team to finalize scope and requirements, solution design, risk identification and management, periodic communication and reporting to various stakeholders, development, system integration testing, and quality assurance to eventual product release. The product contributed to a 20% increase in new sales penetration and built effective CI/CD pipelines.
- Managed the Site Reliability Engineering team & Reliability Squad that kept incidents, issues and problems (revenue leakage) below **1%** throughout the organization by developing logic and tools to fix the incidents.
- Led the development to automate multiple legacy systems to allow for customers' self-service order entry.
- Successfully led the delivery of web express payment gateway (shaw.ca) to improve customers' ease of monthly payment. The project entailed managing scope, requirements gathering and sign-off with product teams, leading multiple development teams internally and externally as well as getting all platforms to be compliant with PCI DSS 3.2.1. The project increased monthly subscription revenue by 15% and improved customer experience.
- Managed successful development of Location-based offering by steering multiple teams from workshop with product team to finalize scope and requirements, solution design, risk identification and management, periodic communication and reporting to various stakeholders, development, system integration testing, and quality assurance to eventual product release. The product helped drive new sales penetration by **20%**.

**Company:** St Mary's General Hospital New Jersey United States

**Jun 2017 – Feb 2019**

**Roles:** Agile Project Manager / Scrum Master

### **Project 1: Upgrade of Altiris 7.5 to 8.1, Update of Incident Management SOP, and Asset Management CMDB**

**Configuration:** To integrate the CML Health Altiris 7.5 database with Sunnybrook Altiris 7.5, and upgrade it in production, development, and test environments on the Sunnybrook domain. To update SOP for Incident, Problem and Change Management for IT Service Management to reflect the integrated state.

Produced various project scope documents, such as Project Management plan, Raid Log, Communications plan schedule, deliverables, SOW (Statement of Work), Target and Recommended Solution. Created Documents for Configuration Items in CMDB

## Responsibilities

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- Managed the end-2-end implementation and delivery of the project within the timeline and budget.
- Manage stakeholders' expectations and customer relationships by developing a communication process to keep others up to date on M&A integration and rationalization activities.
- Identify, document, analyze and manage risk, dependencies, and constraints, developing and executing plans for their mitigation, exploitation or avoidance as the case may be.
- Developed the high-level program plan for multiple related projects to achieve strategic business objectives.

- Provided weekly status to stakeholders and coordinated with different vendors in the project to meet project timelines.
- Collaborated with Program Manager to draft overall Six Sigma technical vision and strategy for Sunnybrook IT PMO and development of IT solution for Six Sigma Projects repository and related project KPIs.

#### **Project 2: Patient Care System (PCS) Replacement Project. QCPR 6.2 Implementation**

**Dec 2017- Feb 2019**

- To implement end-to-end delivery of QCPR 6.2 in production, development, training, and test environments on the Sunnybrook domain and prepare User Acceptance Test scripts/plan, Training plan and User guide document, map process flow for QCPR-related Incident / Problem Management

#### **Responsibilities**

- Creating and maintaining the development of core project-level KPIs (e.g. charter, schedule, plan, deliverables, and project status reports).
- Implemented agile project management methodologies, shortening the software development lifecycle by **20%**, which led to a **15%** cost saving on project budgets totalling **\$2M**.
- Defining business objectives, conducted risk impact assessment analysis, documented business justification artifacts, impact analysis, key deliverables, and cost estimates for resources as part of the business case for the Preoperative project.
- As part of ST Mary's Patient Care transformation project, worked with stakeholders and subject matter experts to capture and analyze patient care management processes and utilized MS Visio for BPMN models for the CRM system.
- Coordinated the development and launch of a telehealth application, resulting in a **150%** increase in remote consultations and a **20%** growth in new patient registrations within the first year.

#### **Project 3: Newark Results Reporting Transition for EMR**

**Apr 2018 – Jan 2019**

- This project consists of two concurrent projects in one Project. The first being to transition the EMR delivery channel from LRD to Excelleris Rover and the second is to replace iLablink to provide healthcare providers with portal-based access via stmarylink.

#### **Responsibilities**

- Led a cross-functional team of 12 in the successful deployment of a new Electronic Health Record (EHR) system across 3 hospitals, resulting in a **20%** improvement in patient data retrieval speed and a **15%** reduction in data entry errors.
- Established a continuous improvement process for project management practices, leading to a **25%** improvement in project delivery times and a 30% reduction in overruns for a portfolio of projects valued at **\$5M**.
- Providing weekly status updates to the project stakeholders.
- Managed the development and rollout of a patient portal application, enhancing patient engagement and accessibility, which saw a **40%** increase in patient portal sign-ups within the first 6 months post-launch.
- Utilised Six Sigma in establishing gaps in current Patient Result Incident Management Processes for Process Improvement and Migration to Implementation of HP Incident Management Modules.
- Monitor Six Sigma Black Belts for RRT project assignment, mentoring and coaching the assigned team of Black Belts.

**Company: Halliburton, Houston, Texas**

**Nov 2015 –Jun 2017**

**Roles: IT Project Manager / Scrum Master (Contract)**

**Project Description: Implementation of ERP (D365) and IT Projects**

#### **Responsibilities**

- Led the end-to-end implementation of project releases with 100% efficiency and 0 bugs.
- Managing Workday-HCM implementation and integration to Dynamic 365 for seamless communication and efficiency.
- Orchestrated the successful integration of the D365 system with existing software platforms. This integration improved customer data synchronization across departments, leading to a **15%** increase in sales revenue in the first quarter and enabling sales teams to deliver more personalized services.
- Implementation and customizations of Insite for well intervention increasing the reaction well time by **25%**.
- Encouraged the use of Kanban in an application upgrade to cut down cycle time by **25%** significantly.
- Managed and provided project status at all stages of the Software Development Life Cycle.
- Directed the design, implementation & commissioning of a data center facility offering uptime tier III services.
- Established project scope, goals and objectives for implementing a new Enterprise Resource Planning (ERP) system.

**Company: Applied System, Texas, United States**

**Feb 2014 –Nov 2015**

**Roles: IT Project Manager / Scrum Master**

**Project Description: Expansion of 3 new offices, including the building of a highly innovative peer-to-peer platform, email system, and migration to Office 365/ Microsoft Server**

#### **Responsibilities**

- Led the Software Development team to implement functional software into each client's website
- Directed, planned and executed projects from inception through implementation in accordance with the company's Software Development Life Cycle (SDLC)

- Built a self-organized team and facilitated agile ceremonies, e.g., product backlog refinement, sprint planning meetings, daily Standups, sprint reviews, retrospectives etc
- Led and managed the business relaunch project through Salesforce with the City for resident business continuity
- Managed product backlog and supported Scrum framework for bi-weekly sprint releases
- Coached a team to complete tasks successfully and on time while removing impediments and blockers
- Analyzed data, interpreted results using statistical techniques, and delivered ongoing reports.
- Extracted, analyzed, and documented functional specifications for SaaS, web-based, and system solutions.
- Directed the implementation of the first City project dashboard and orchestrated the chat box projects for residents.
- Managed successful development of Location-based offering by steering multiple teams from workshop with product team to finalize scope and requirements, solution design, risk identification and management, periodic communication and reporting to various stakeholders, development, system integration testing, and quality assurance to eventual product release. The product helped drive new sales penetration by **20%**.
- Drove implementation of Agile transformation with multiple teams
- Consistently delivered value to customers using the appropriate framework.
- Coordinated end-to-end implementations of infrastructure projects(Network, Routers, Switches, VoIP).
- Enhanced connectivity by **30%** by leading an expansion project to commission Halliburton's offices.

**Company: Ericsson Global**  
**Roles: IT Project Manager / Scrum Master**

**Jun 2010 –Feb 2014**

### Responsibilities

- Planned and executed telecommunication projects with a focus on wireless network and infrastructure deployments. Ensured timely, and within-budget objectives.
- Managed system integration of OSS/Order management and billing, Servers, and Software platforms in the data center which provided **25%** efficiency.
- Successfully managed and delivered OSS projects that optimized network performance, improved service provisioning, and enhanced fault management (Orchestration tool, Service layer, Inventory management).
- Developed comprehensive project plans, schedules, and budgets, utilizing industry-standard project management methodologies.
- Managed the implementation of OSS tools for network monitoring, fault detection, performance management, and service provisioning.
- Managed vendor relationships, negotiated contracts, and ensured the timely delivery of OSS software and hardware.

## Education

- **Master of Engineering, Internetworking, Dalhousie University – Halifax, NS Canada**
- **Business Analytics: Decision-Making Using Data, University of Cambridge**

## Certifications

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| • <b>PSM - Professional Scrum Master</b>                               | <b>2020</b> |
| • <b>PMP - Project Management Professional</b>                         | <b>2019</b> |
| • <b>ITIL - Information Technology Infrastructure Library</b>          | <b>2017</b> |
| • <b>PSPO - Professional Scrum Product Owner</b>                       | <b>2020</b> |
| • <b>SAFE 5 - Scaled Agile Framework</b>                               | <b>2021</b> |
| • <b>ICP AAC - ICAgile Certified Professional in Agile Coaching</b>    | <b>2022</b> |
| • <b>ICP ATF - ICAgile Certified Professional in Team Facilitation</b> | <b>2022</b> |

## CORE COMPETENCIES

Project Governance & Delivery | Client & Vendor Management | Cross-functional Team Leadership | Problem Solving  
 Strategic Planning | Reporting & Data Analysis | Process Improvement | Scrum ceremonies facilitation | Leadership |PI  
 planning facilitation | SAFe Implementation | MS Dynamics NAV| JAD| Software testing | Linux | Maven | Docker|  
 SonarQube| Workday HCM Cloud-based HR| Use case| Visio| BPI| Web Application (XML, HTML, Java, SharePoint)TCP/IP |  
 LEAN and Six Sigma  
 Program Management | Performance Management | Facilitation& Coaching | PM Methodologies (Waterfall, Agile, Hybrid)  
 Change Management | Incident & Problem Management | Request Fulfilment | Identity & Asset Management (IAM)