
Sucheta Ghose Murygin

Technical Project Manager

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Project Manager with a passion for problem solving, analyzing and delivering high quality projects on time, budget and within the scope. With a masters degree in computer science and real life experience in both profit and non-profit world, I meet each situation with a unique perspective and an unwavering dedication to the art and science of project management.

EXPERTISE

- Strong hands-on knowledge of project management tools such as Jira, Kanban, Wrike, Smartsheet, Trello and Microsoft Project
- Experienced in Waterfall, Hybrid and Agile methodologies
- Experienced in Web, Healthcare, Education, Insurance, Pharmaceuticals, Non-Profit and Consulting industry
- Experienced in website redesign, Sitecore and other CMS, Google Tag Manager, Google Analytics, A/B Testing
- Experienced in Electronic Health Record software - Epic and NextGen
- Experienced in workflow design, business requirement gathering, providing technical expertise, creating user-acceptance test script, training materials along with providing training to application analyst and end users
- Experienced in working with third party vendors for vendor evaluation, contract negotiation and vendor management
- Experienced in working with C-level executives to share project status, executive summary and post go live trend

WORK EXPERIENCE

San Ysidro Health – *Information Technology Project Manager* (NOVEMBER 2022 - DECEMBER 2024)

- Lead VoIP vendor evaluation and implementation for replacing on-prem Mitel phone system to cloud based phone system (Genesys) for main contact center. This project resulted in reducing abandonment rate from 33% to 1%
- Served as a project lead to evaluate vendors and implement power outage notification system for all SanYsidro clinics (total 30 clinics)

- Worked with engineering and cross functional team to clean up existing LMS along with AD group optimization
- Lead endpoint management and conditional access implementation as a part of E5 license upgrade project
- Served as one of the project leaders for implementing Epic - End User Device for FQHC roll out
- Currently working on implementing Pharmacy point of sale and billing modules in Epic Willow and Resolute Billing to streamline point of sale and billing process
- Worked with data analytics team to create custom reports for operations team and clinical teams by leveraging Power BI and SQL
- Work with Epic Technical Specialist to create custom report by consolidating data from different modules (Willow Ambulatory, Willow POS and Resolute) to create insurance payment information

Tools used: SmartSheet, MS Visio, SharePoint, OneDrive, TEAMS , EPIC , Power BI, Tableau,

Child Care Resource Center - *Technical Project Specialist* (JULY

2020 - JULY 2022)

- Create and manage project plans, including overseeing timelines in Wrike, confirming all tasks are assigned correctly, and ensure solution implemented meets business needs and requirements
- Assess cyber security measures for all projects and ensure the solution selected meets agency needs.
- Work with CIO on creating cyber security checklist criteria for vendor selections
- Responsible for scheduling and leading all project meetings with stakeholders, project resources, IT management and third-party vendors
- Provide assistance for user access management using active directory
- Provide project updates including delays or issues including meeting minutes on all technical projects to IT management and C-level executives
- Create test cases for all technical projects in preparation for user acceptance and quality assurance testing and perform user acceptance testing as needed.
- Conduct ongoing evaluation of business processes, including anticipating requirements, uncovering areas for improvement, developing optimization strategies and implementing key solutions
- Effectively document and communicate innovative plans to cross-functional team members, stakeholders, and management
- Participate in meetings and make presentations to staff, executive team, committees, Agency Board of Directors, and other public agencies as needed to successfully share ideas and findings

Tools used: Wrike, MS Visio, SharePoint, OneDrive, Fresh service, UKG, Smartsheet, TEAMS , SQL

XCentium - *Technical Project Manager* (JANUARY 2018 - JULY 2020)

- Ensure effective delivery of IS services (websites, digital campaigns, internal communications, material approval, etc.) for different clients to help them achieve business goals
- Work with stakeholders and product owners to develop project plans by identifying scope, requirements, resource availability, priority and streamline processes to deliver on time and high-quality products
- Provide input to marketing team by analyzing data from Google Analytics, Email marketing campaigns, Optimizely, SEO report and other tools
- Create backlog, user stories, functional and non-functional requirements and run daily scrum
- Help the Helpdesk team with implementing user access workflow for employee onboarding and offboarding process

Tools used: JIRA, Kanban Board, Harvest, Budget Tracker, Microsoft TFS, Google analytics, Sitecore as CMS

InternetBrands - *Associate Project Manager* (MAY 2015 - NOV 2017)

- Performed design QA to resolve problems by understanding and correcting the underlying HTML5/CSS/JQuery codes.
- Performed page URL analysis using Screaming Frog to ensure that no page URLs are lost during new website redesign launch - as well as other SEO considerations.
- Increased engagement on the website by over 40% and implemented new processes that increased lead flow to the sales team by 30%. I used tools such as Pardot and Google Adwords that increased revenue by 12.4% in 2016 vs 2015.
- Managed A/B testing programs to increase conversion rates

Tools used: JIRA, Salesforce, Google Tag Manager, Google Analytics, Google Adwords, Optimizely, Pardot, Screamingfrog , WordPress

Kingston Technology - Intern Backup Admin (JULY 2013 - MAY 2014)

- Assist Veeam backup and restore manager with documentation and visio
 - Assist data center team with documenting test cases and test scenarios for backup and restore
 - Assist Veeam backup and restore manager with organization project schedules, meeting notes and action items
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Tata Consultancy Services - Business System Analyst (SEPT 2010 - JUNE 2012)

- Worked as a vendor business system analyst for Microsoft client
 - Reporting to Business Operations lead and provide support for SOW creation by understanding project request and creating use cases for business justification
 - Provide support in discovery calls by gathering information and translating them to high level project goals and deliverables
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EDUCATION

Sikkim Manipal Institute of Technology, India - B.Tech, Information Technology

August 2006 to June 2010

California State University, Long Beach - Masters, Computer Science

August 2012 to May 2015