

Afsana Shaik

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SUMMARY

Seasoned **IT Project Manager** around **7 years** of experience driving successful project implementations in the **financial and healthcare sectors**. Recognized for delivering measurable process improvements and enhancing operational efficiency through effective project leadership. Proficient in **Agile and Scrum methodologies**, with a proven ability to manage the **end-to-end project lifecycle**, facilitate **process automation**, and foster cross-functional team collaboration.

Technically adept at utilizing tools such as **PowerApps, Azure DevOps, Tableau, SQL, and Visio** to support data-driven decision-making and ensure efficient project execution. Skilled in **stakeholder management**, aligning projects with strategic business objectives, maintaining regulatory compliance, and addressing challenges proactively.

Expert in **risk management** and **resource optimization**, with a track record of achieving project milestones on time while adhering to organizational and industry standards. A strong communicator and problem-solver, dedicated to delivering high-quality outcomes that align with business goals.

TECHNICAL SKILLS

Project Management Tools:	Asana, Jira, Azure DevOps, MS Project, Project Planning
Business Analysis Tools:	Process Mapping, Requirements Documentation, Visio, PowerApps
Tools and Technologies:	SQL, Tableau, Power BI, SharePoint, Office 365, Microsoft Teams, Confluence, Jira, SharePoint
Industry Expertise:	Healthcare Management, Financial Services, IT Service Management
Programming & Scripting:	SQL, PowerApps, VBA
CI/CD & Cloud Skills:	Jenkins, Azure (DevOps, Storage), Power BI Integration
Data Management:	MS SQL Server, Oracle, Azure SQL, Database Optimization
Methodologies:	Agile and Scrum

PROFESSIONAL EXPERIENCE

Project Manager Bank of New York (BNY)	Jul 2024 – Current California, USA
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- Developed a project management framework aligned with BNY’s strategic goals, standardizing project workflows using Jira, Asana, and MS Project, **leading to 20% improvement in team productivity**.
- Spearheaded agile transformation initiatives to transition project teams to Scrum, resulting in improved project velocity and enhanced adaptability to regulatory requirements in the financial sector.
- Spearheaded creation of Work Breakdown Structures (WBS) in MS Project, optimizing timelines and budget allocation, **reducing project delays by 30%**.
- Conducted resource forecasting and allocation, enhancing resource utilization and enabling project continuity with a 15% reduction in resource allocation conflicts.
- Improved stakeholder communication through consistent updates, **achieving a 95% stakeholder satisfaction rate** with streamlined project updates.
- Managed project tracking logs and administered change control, ensuring adherence to compliance standards and reducing regulatory risks.
- Gained foundational knowledge of Jenkins by observing existing CI/CD pipelines and understanding how they support development workflows and deployment automation.

IT Project Manager McKinsey & Company	Jul 2023 – Jun 2024 California, USA
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- Led cross-functional teams on healthcare management projects, implementing Scrum methodology to ensure timely deliverables, **reducing cycle time by 25%**.
- Utilized PowerApps for automated workflow solutions in healthcare, **increasing efficiency by 40% in claims processing**.
- Created KPI dashboards in Tableau, providing real-time insights into project metrics, supporting data-driven decision-making.
- Conducted risk assessments to ensure HIPAA compliance and reduced regulatory risks by improving data handling protocols.
- Streamlined communication with executive leadership, generating insights through Tableau dashboards and SharePoint, leading to enhanced project transparency and alignment with corporate goals.
- Optimized project tracking with Jira, supporting efficient sprint planning, issue tracking, and process documentation.

Functional Consultant / Business Analyst HighRadius	Nov 2020 – Dec 2021 India
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- Collaborated with clients to define requirements for financial transformations, translating needs into actionable technical plans, enhancing project precision and scope clarity.
- Automated financial workflows via PowerApps and SQL, **achieving a 35% reduction** in manual processing times and improving data accuracy.
- Led the successful completion of multiple projects aimed at enhancing credit and asset management applications for clients in the **financial services industry, resulting in a 20% increase in client satisfaction**.
- Collaborated with the product management team to define project scope, prioritize features, and create project roadmaps aligned with client expectations, played a key role in facilitating cross-functional team meetings to ensure project milestones met on time and within budget.
- Used Azure DevOps to manage sprints, backlog, and track user stories, ensuring on-time project completion across 3 major releases.
- Designed financial dashboards in Tableau, supporting real-time monitoring of financial KPIs, and enhancing data accessibility for key stakeholders.
- Improved team communication by leveraging Office 365, integrating workflows between business and IT teams, **reducing response times by 20%**.

Transaction Risk Analyst Amazon	Jun 2019 – Oct 2020 India
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- Assessed over 500 transactions monthly** for potential risks, enhancing transaction security protocols and mitigating high-risk activities.
- Collaborated with cross-functional teams to successfully implement changes in Standard Operating Procedures (SOPs) to **enhance risk assessment practices, and vetting and verification of 500+ transactions** monthly within Amazon Credit Risk department.
- Led internal consultancy efforts as risk assessment SME, and maintained internal knowledge repositories resulting in an increased efficiency for onboarding and training new employees to risk assessment teams.
- Conducted SQL-based data analysis to identify fraud patterns, aiding in the reduction of financial losses, improving fraud detection rates.
- Partnered with cross-functional teams to optimize SOPs, improving risk assessment workflows and enhancing risk management efficiency.
- Developed Power BI dashboards for transaction risk monitoring, improving decision-making with real-time data insights.
- Provided strategic insights by creating comprehensive reports on fraud trends and risk factors for senior management.

Business Analyst Adani	Jun 2016 – May 2019 India
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- Directed IT business analysis projects for financial clients, gathering requirements for system integrations and optimizing business workflows.
- Coordinated with compliance teams to integrate risk management within agile workflows, **reducing non-compliance incidents by 25% and ensuring timely** adherence to evolving financial regulations.
- Developed and implemented automated workflows using PowerApps and VBA, **resulting in a 20% increase in efficiency** within service operations and a marked reduction in manual processes.
- Analyzed data using SQL, providing reports to drive key client decisions and ensuring alignment with project objectives.
- Developed automated workflows with PowerApps, **achieving 20% efficiency improvement in service operations**.
- Championed a client feedback loop by implementing regular check-ins and surveys **with 30+ stakeholders**; led to adjustments in project scope that increased stakeholder satisfaction ratings by **25%, reinforcing partnership trust**.
- Drove agile adoption across teams, **leading to a 35% increase in project velocity and a 20% improvement** in time-to-market for regulatory compliance projects.

PROJECTS

Healthcare Claims Processing Improvement

- Led claims processing improvement project, resulting in **20% faster claims resolution** and better tracking through automated workflows in PowerApps and Azure DevOps.
- Created interactive dashboards in Tableau to monitor KPIs, empowering healthcare administrators with real-time data for strategic planning.

IT Infrastructure Upgrade for Financial Services

- Oversaw IT infrastructure upgrade, enhancing **database performance by 30%** through SQL-based optimizations.
- Used Azure DevOps to streamline project tasks, while reporting key metrics through Power BI, resulting in **50% reduction in downtime**.

Certification

- Azure Data Fundamentals, Microsoft (2023)
- Introduction to Generative AI, Google (2023)
- Product-led, Pendo.io (2023)
- CCNA, Cisco (2018)

EDUCATION

Master of Science in Management Information Systems University at Buffalo, USA GPA: 3.89	Aug 2022 – May 2023
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Bachelor of Technology in Information Technology GITAM Deemed University, India GPA: 8.11/10	Jun 2012 – May 2016
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