

# NEENU SACHDEV PMP&RMP

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## SR. PROJECT MANAGER AND PROGRAM MANAGER PMO

Senior Global Project Leader with Extensive Business Analysis and Project Management experience as both a functional and technical Project Manager. Experienced in the ERP area (Oracle, PeopleSoft and SAP) as well. Proven success in leading global multimillion-dollar projects across diverse industries while maintaining the integrity of budgets, resources and timelines. Adept at managing people, processes and strategies. Skillful in building sustained alliances with top executives, customers, IT Managers, Project Sponsors, Vendors other stakeholders. Apt at providing robust solutions in the web-based applications, ERP implementations, infrastructure projects, Information Technology and e-business projects space. Proficient in creating and managing, Project-Plans, Dashboards, Risks, Issues Plan, Communication Plan, and Budgets. Expert in managing both the offshore and on-shore teams. Created **RAID** Logs for capturing Risks, Assumptions, Issues and Dependencies.

**METHODOLOGIES** – Agile -Scrum, SDLC/Waterfall, PMLC (Project Management Life Cycle), PPM, PMBOK, Six-sigma, and CMMI.

**FORTE:** Project Management (PMP from PMI), Risk Management (RMP from PMI), Change Management, and Communications Management.

**CERTIFICATIONS** Project Management Professional (PMP/PMI Certified since 2003 #78367) • Risk Management Professional (PMI-RMP #1658078 since 2013) • Six-Sigma • WebMethods B2B Developer • Agile - Scrum Fundamentals (#72585) • Agile - Scrum Master • Agile - Scrum Product Owner (#72585).

**PMO:** Managed 15 to 20 Project Managers. Played a key role in developing and implementing processes to create and support company's portfolio of projects. Supported multiple programs and lead cross-functional teams on complex projects. Built Program Management capabilities, standardized program metrics and ensured appropriate resource usage. Lead the Portfolio Steering Committee meetings. Updated dashboards to reflect the status of various projects.

## EDUCATION

**MBA in Management** Fairleigh Dickinson University, Madison, NJ, USA, 2009

**MS in Computer Science**, University of Florida, Gainesville, FL, USA, 1993

**MS in Electronics and Communications Engineering**, Nagpur University, Nagpur, India, 1989

## RECENT PROFESSIONAL CONSULTING EXPERIENCE

**PMO DIRECTOR – THE PMO PARTNER INC**

**OCTOBER 2004- PRESENT**

**PMO EXECUTIVE/SENIOR PROJECT AND CHANGE MANAGER**

**PMINJ CHAPTER, PROJECT MANAGER, SCHOLARSHIP OPERATIONS NJ** Dec 2016 – Present

- Performed strategic work to reinstate and revamp the Scholarship Program
- Attended the tactical board meetings and presented proposal/ideas to the Board of Directors at PMINJ Chapter.
- Currently planning the program which will be rolled out to the PMI-NJ Chapter members in 2018.

**McGraw-Hill Education, BST PROGRAM/ PROJECT MANAGER PMO** EAST WINDSOR NJ Mar 2016 – Oct 2016 (My 3<sup>rd</sup> engagement)

- **BST (Business System Transformation):** Called upon by the Director of Accounts Payable at [McGraw Hill Education](#) to help kick-start the BST ERP program for OEM (Order Entry Management) in Oracle EBS/R12 environment. This involved creating the Business case with the collaborative effort of the SMEs, followed by creating the Program level Plan and the detailed project plan for 11 Project Plans: Advanced pricing, RMA (Return Material Authorization), Quoting Pilot, Subscriptions Pilot, Entitlements and Order Processing, Customer Data, Rules Based Pricing Policy, Product Tagging, Quoting (main), Access Cards, Subscriptions and Revenue Credit. Effectively managed the triple constraint. Conducted kick-off meetings to ensure that the team shared the vision, timelines, scope, and approach.
- Helped formulate the 2.5 Million dollar budget based on resource usage over a 2-year period.
- Balanced resource usage to make sure that the resources were not over/under allocated.
- Created and managed Dashboard for presenting the Project status and Key performance indicators. Managed Risk and Issues.
- Used the Axion tool for Data Governance and collaborated the team artifacts on SharePoint (Plan, Issue and Risk Log, Technical Documents, Meeting Minutes, Presentations etc.)
- McGraw Hill now has a detailed Program Plan a strategy with successful pilots outlining key benefits for Advanced pricing, RMA and Access

Cards should it decide to go ahead with the full transformation when it has sufficient funding.

**Upon completion, Lyle Girandola (VP) thanked me personally and in an email stating:**

"Thank you for your very important contributions to this project. We could not have initiated such a detailed plan, and related project discipline without you. You have established a good baseline for us to build from."

**WYNDHAM, INFRASTRUCTURE & COMPLIANCE (SSL TO TLS1.2 & SHA2 (PAYMENT CARD INDUSTRY)) PMO PARSIPPANY NJ** Nov 2015 – Mar 2015

- **Project Planning / Roadmap:** Called upon by the Director of Projects at [Wyndham Hotels](#) to restore order after the previous managers missed deadlines and failed to address the compliance issues put the company at risk. Investigation revealed an overall lack of planning, and under allocation of resources. Confirmed structure, assigned or reassigned tasks, prioritized strategy, and revised the project schedule, ensuring data integrity and a path to success. **Wyndham now has a scalable phased project plan with a comprehensive database with IP address, owners, locations, and security information in one document that can be leveraged for other projects and initiatives.**
- **Managed 13 Project Managers:** IT project Managers, Security Project Manager, Application Development Project Manager, DBAs, Infrastructure manager, Network manager, Facilities Project Manager, etc.

**EMBLEM HEALTH, PRODUCT LAUNCH PROJECT (TIERED BENEFIT PRODUCT (TBP)) NY, NY** March 2015 – October 2015

- **Project Rescue / Product Development:** Tasked by [EmblemHealth](#) after three Project Managers failed to meet deadlines to build a recovery strategy. Created the strategy and led execution of the design, implementation, and testing by using placeholders for potential amounts. Tied requirements to the test plan and test cases. **In 30 days, completed design and construction and roll out strategies. This was duplicated on other projects.**
- **Managed PMO for this project:** IT Managers, Business Analysts, PM for Security, QA Project Manager, and interfaced with business leads for requirements and clarifications.

**PBF ENERGY, PROJECT MANAGER PMO(SAP IN SOURCING ERP) PARSIPPANY NJ** March 2014 – December 2014

- **SAP – ERP System & Data Center Migration:** Charged by the CEO of [PBF Energy](#) to bring a SAP - ERP system and Data Center Migration in house from Savvis Data Center due to poor service level performance. Created and led testing and ultimately completed the migration after 2 mock runs to fine-tune scripts to complete the data migration over the weekend without service disruption using Savvis's cloud. Within 60 days, the new state-of-the-art systems improved system response times noticeably from 7 minutes to a few seconds. **The project was a huge success and completed in a record time of 6 months and resulted in savings of approximately \$3M per month.**
- **Managed PMO for this project Managed 15 Project Managers :** Project Manager AP, Project Manager AR, GL Manager, Project Manager MM, IT Managers, Project Manager SD, Business Analysts, Project Manager Security, QA Manager, and interfaced with business leads for requirements and clarifications

**Upon completion, Richard Loew (CIO) wrote the following LinkedIn recommendation (summarized):**

*"Neenu worked well with our teams to ensure a common understanding of goals and priorities... Worked across our In-house teams (Infrastructure and Applications) as well as our Offshore teams (BASIS and AMS)... Kept us focused and on task escalating as appropriate... Contributed with creative out-of-the-box-ideas to address difficult issues. I look forward to the opportunity to work with Neenu again."*

**MCGRAW HILL, ERP IMPLEMENTATION (MANAGING THE PMO) – TWO ENGAGEMENTS NY, NY AND HIGHTSTOWN NJ** November 2012 – March 2014

- **Oracle ERP Split:** Tasked by McGraw Hill Publishers to lead the Oracle ERP split and given only 120 days to complete. Built the PMO incorporating 20 project plans into a single master plan and led the execution and deployment. Two Oracle instances were created on time and within budget. This also included the split of Workday for HR. **This strategy was subsequently duplicated at Education side of McGraw Hill.**
- **Managed 19 Project Managers:** PM AP, PM AR, PM GL, PM MM, PM IT, Business Analysts, Security manager, QA Project Manager, and interfaced with business leads and banks.

**Upon completion, John Montuori (Global Oracle EBS Project Lead) wrote the following LinkedIn recommendation (summarized):**

*"Neenu led many internal project tracks and each track was delivered on-time... Worked with the Development, QA, and business process teams both on-shore and off-shore. Neenu displayed outstanding project management and leadership skills..."*

**HORIZON BLUE CROSS BLUE SHIELD OF NJ (HBCBS) (MANAGING THE PMO – LEP, MSP, & OEV) NEWARK, NJ** November 2011 – October 2012

- **Process Improvement:** Requested by the leadership of HBCBS to lead Open Enrollment Verification (OEV) project to ensure completion within a 14-day window. Investigation revealed lack of process documentation led to poor service ratings. Audited calls, built a system, and trained employees. This improved customer service and contact logging, refined process flows, reduced timelines for enrollment and defined KPIs. **This brought enrollment times to within 14 days with 98% accuracy. Due to this success, was asked to investigate Late Enrollment Penalty (LEP) and Medicare as a Secondary Provider (MSP). Recovered LEP: \$5MM in 5 months, MSP: \$4MM in 5 months and OEV process.**
- **Managed:** Billing and Enrollment Managers, Claims and Benefits, Customer Service, IT Application Manager and IT DB Managers.

**PLATTS (DIVISION OF MCGRAW HILL) – PMO (Three engagements) NY** July 2011 – November 2011

**PROJECT MANAGEMENT/PMO- PERFORMED AN ERP UPGRADE OF ORACLE 11i TO ORACLE 12.3** created WBS, Project Schedule, created presentations for the Upper Management, managed Issue and Risks, and Performed EVA using PMI Methodologies and used HP-PPM (Project and Portfolio Management) tool for project adherence to forecasted project costs and schedule across cross functional teams.

**Managed 19 Project Managers:** PM AP, PM AR, PM GL, PM MM, PM IT, Business Analysts, Security manager, QA Project Manager, and interfaced with business leads and banks.

**MORGAN STANLEY SMITH BARNEY (Two engagements), NY, NY**  
**PERFORMED PROJECT MANAGEMENT**

December 2010 – July 2011

Managed the WAR Room activities to track the readiness of environments and applications for various releases after the Joint Venture of Morgan Stanley and Smith Barney. This included providing the Sr. Management with the daily status and graphical representation of the work performed by business unit with the outstanding items to do a trend analysis. This WAR room was manned by a host of managers and directors and I assisted by compiling the results and making PowerPoint presentations. The complexity arose from deciding which technologies to keep and which to sunset to save the licensing and maintaining costs by removing redundant systems and devices. This was a companywide initiative and affected all the systems, devices and organization.

Reported the PMO status and maintained the Status Dashboard. Responsible for Business/Data Analysis of Cost Center Codes as the data traversed through various Systems like HR / HRS (PeopleSoft), Mainframe, PCG, and LDAP. Used advanced Excel (functions like v-lookups, Pivot tables etc.), Visio and PowerPoint for the work/data flow analysis. Created and maintained Project Timelines, Project Plans, SharePoint sites, Issues and Risks Reports. Performed Release-Management and Change-Management tasks.

**MERRILL LYNCH / BANK OF AMERICA** (Two engagements) NY, NY April 2010 – November 2010

- **Relationship Management:** Requested by Director PMO to build a strategy to leverage existing high-profile relationships to increase relationship capital through up-selling and cross-selling. Built the project roadmap, investigated options, and motivated the team. Drew parallels between LinkedIn in terms of degrees of freedom, connection requests, etc., to the banking domain. Built the social portal in record time (4 months). **Today, the company has a proprietary way to leverage high-profile relationships.**

**SAVVIS- PRN NEWSWIRE (PMO), INFRASTRUCTURE (DATA CENTER MIGRATION)** (Two engagements w/Savvis) January 10 – April 2010 NJ

**PROJECT MANAGER- DATA CENTER MIGRATION** for hosted environment SDDC, Managed daily status meetings, QC and Issues Log. PRN Newswire was successfully moved into Savvis Data Center for hosting purposes.

PRN Newswire wanted to focus on their core competencies by outsourcing the datacenter operations to Savvis's dedicated cloud hosting to take care of storage, maintenance and monitoring. Helped in making this a seamless migration.

*Upon completion, Omar Rios (Client engagement Manager) wrote the following LinkedIn recommendation (summarized): "I greatly enjoyed working with Neenu. She was able to come into a large ITO project mid stream and keep up with the pack. Her ability to gather requirements, organize information and track issues to resolutions allowed me to keep focus on the larger picture. I highly recommend Neenu and would gladly leverage her skills again and again."*

**ADDITIONAL PROJECT MANAGEMENT ENGAGEMENTS INCLUDE:**

September 2004 – Jan 2010 NJ

Department of Health and Mental Hygiene, Cablevision, Sirius XM Radio, Accenture's (Origin-Digital) Biz-TV and Brand Exchange products, KPMG, Jefferies, UBS, Morgan, Bowne, and Honeywell

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## FULL TIME PROFESSIONAL EXPERIENCE

**PEARSON EDUCATION**, Upper Saddle River, NJ

September 2002 – September 2004

**MANAGER**

Spearheaded concurrent domestic and international projects to achieve top performance for quality, time management and cost controls while guiding project from SEI-CMM Level 1 to Level 2. Used Agile to create and manage Project Plan.

- Developed and supported web applications using Linux, Linux, Apache, SQL, SSL, DNS, XML, Photoshop, Adobe, etc.
- Hands on with Unix, shell scripting, k-shell scripting, Cron jobs, HTML, Java script, CSS, etc.
- Lead UX teams to create various e-commerce sites (HTML, XML, UML and RUP).
- Managed offshore teams in Latin America, Europe and India.

**Achievements:** Successfully created numerous e-commerce sites to sell books.

**DELOITTE CONSULTING**, New York, NY

December 2000 – May 2002

**MANAGER E-BUSINESS AND SENIOR BUSINESS ANALYST** provided leadership, coordination and first-hand client support for e-business. Wrote proposals and conducted high-impact presentations to secure new business using the input from **Knowledge Management Portals**.

Managed client expectations for Deutsche Bank and Chase Manhattan Bank –senior team manager in the development of a P2P e-Ariba procurement service aimed at reducing indirect costs.

**EMD.COM**, Norcross, GA

May 2000 – December 2000

- **DIRECTOR IT-** As a Director of IT designed and developed an industry leading e-commerce business-to-business (B2B) and business-to-consumer (B2C) portal for the medical industry. Used strategic marketing techniques to implement various pricing strategies. Performed Market Segmentation Analysis. Authored business plans for investors and technical experts. Created and validated the concept, design, workflow analysis and infrastructure. Researched and selected computer telephony interchange (CTI) and interactive voice response (IVR) vendors.

- Lead UX teams to create a robust e-commerce site (eMD.com) to meet the needs of 15,000+ health practitioners.

**Achievements:** Skillfully managed \$15 million start-up budget, and developed applications that enabled physicians to prescribe medications over the Internet.

**NEXTEL COMMUNICATIONS** January 1998 – April 2000 and **NORTEL (NORTHERN TELECOM)**, Norcross, GA August 1994 – January 1998 **MANAGER, SCRIPTS AND REPORTS**

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## TECHNICAL EXPERTISE

MICROSOFT (PROJECT, SHAREPOINT, OFFICE 360, SKYPE, FRONTPAGE, WORD, EXCEL, POWERPOINT, VISIO, WINDOWS, ETC.), PPM TOOLS (HPPPM, CLARITY, MS PROJECT SERVER, AND JIRA(DASHBOARDS) , UNIX, ORACLE, BLUE MARTINI, INTERWOVEN , INGRES 6.5, C, C++, HTML, XML, DREAMWEAVER, JAVA, JAVA SCRIPTS, PERL, PERL SCRIPTS, SAP R/3 (HR MODULE), UML, OO (A, D, I), VIGNETTE, ADVANCED XML, BLUE MARTINI, MACROMEDIA DREAMWEAVER, INGRES DATABASE ADMINISTRATION AND MAINTENANCE, AND RELATIONAL DATABASE SYSTEMS

