

Pragna Mehta, PMP

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A Certified Expert in Project Management

Experienced professional with demonstrated success in establishing and implementing best practices for project management and project lifecycle standardization per PMI standards. Proven track record of managing projects within the triple constraints of scope, budget and schedule. In depth understanding of process improvement strategies and change management. Ability to coordinate wide ranging groups of stakeholders to achieve a desired end goal using superior facilitation and relationship-building skills. Possesses excellent people skills that foster positive and productive relationships at all levels of the organization structure. Highly skilled at creating collaborative teams that can work effectively and efficiently in a matrix environment, with a strong focus on accountability.

CORE COMPETENCIES

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|----------------------------------|---------------------------------|-------------------------------|
| ◆ Portfolio/Program Management | ◆ Business/Strategic Acumen | ◆ Team Mentoring/Development |
| ◆ PMO Development | ◆ Budget/Financial Planning | ◆ Cross-functional Leadership |
| ◆ Methodology Implementation | ◆ Business Process Optimization | ◆ Relationship Development |
| ◆ Project Performance Management | ◆ Vendor Management | ◆ Team Recruitment |

PROJECT MANAGEMENT EXPERIENCE

- Experience in establishing Project Management Office (PMO), which includes:
 - aligning System Development Life Cycle (SDLC) with Project Management Institute (PMI) and Project Management Body of Knowledge (PMBOK) standards to create an organization specific standardized project management methodology
 - template creation
 - resource hiring
 - policy development
- Educate and train business and IT stakeholders on the use of standardized project management methodology.
- Provide ongoing guidance and support to IT and business units in the area of project management by promoting the use of best practices, and where necessary, mentoring and coaching.
- Business case development for strategic initiatives, including but not limited to: build vs. buy evaluations, identification of resource needs, timelines, risk assessment, training needs, and RFP preparation.
- Recruit, develop and coach project managers resulting in successful project execution.
- Advisor on Project Management Policy and Standards Committee at the State of NJ Office of Information Technology
- Vendor Management – evaluation and negotiation of SOWs, manage customer-vendor relationship prior, during and after project execution and delivery.
- Customer Relationship Management – deliver outstanding customer service through prompt issue resolution.
- Facilitate business process re-engineering to streamline operations and realize efficiencies such as reduction in paperwork, removal of redundant activities and increase information sharing.
- Adept at matrix management by balancing cross functional responsibilities across multiple business units.
- Manage and motivate local and remote multi-disciplinary teams.
- Deliver excellent reporting and clear/concise communication to key stakeholders both within and across organization to ensure successful project completion.
- Able to impact and influence through concise and clear recommendations that build business and strategic understanding.
- Strong leadership presence with the ability to challenge the status quo.

- Proven track record to exceed expectations, which is reflected in advancement to positions requiring increasing levels of responsibility.
- Able to turn around failing projects and establish framework for successful project completion – reorganize project team structure, redefine project scope, re-establish timelines, identify and proactively manage risks, understand team dynamics and motivate team to function as a single unit, escalate issues to senior leadership for resolution.

EMPLOYMENT HISTORY

DEPARTMENT OF HUMAN SERVICES, STATE OF NEW JERSEY

Manager, Special Projects

Apr 2016 – Present

- Handpicked by executive leadership to manage a highly time sensitive, business transformational initiative announced by the NJ Governor – moving Mental Health providers from a decades old cost reimbursement contract payment model to fee-for-service. Initiative involved multiple external and internal stakeholders, significant policy changes, change management and implementation of an IT solution.

Manager, Project Management Office – report directly to CIO

Jan 2015 – Mar 2016

- Establish the Project Management Office (PMO)
- Oversee the development and implementation of a central SharePoint repository for over 200 department wide IT projects, providing the CIO and Executive Leadership with the visibility to prioritize and plan annual IT spending.
- Develop and apply a project prioritization methodology to determine which projects to undertake based on organizational strategic goals.
- Provide regular updates to CIO and Executive Leadership on program/project status with a view to proactively addressing potential risks and issues before they transpire.
- Produce and obtain approval of business cases for strategic initiatives.
- Recruit, develop and coach project managers resulting in successful project execution.
- Oversee the execution of high profile, complex programs/projects with significant budgets and wide ranging impacts, such as the implementation of an Electronic Health Record (EHR) solution for the department's behavioral health facilities.
- Advisor on the Project Management Policy and Standards Committee at the State of NJ Office of Information Technology with the objective of standardizing project management practices across all State agencies.

PMO Senior Project Manager

Jan 2012 – Dec 2014

- Managed all projects in accordance with SDLC and PMI standards.
- Led multi-member project teams on projects from the initiation to the implementation phase.
- Accountable for management of project scope and gaining agreement and approval of scope changes with affected stakeholders.
- Developed and maintained project plans using MS Project. Accountable for the approval and sign-off of the project plan with all affected project stakeholders. Accountable for delivery of all work tasks identified in the project plan.
- Developed and maintained all project related documentation, including but not limited to: Project Charter, Communication Plan, Project Plan, Stakeholder Registry, Risk Log, Issues Log, Weekly Status Report, and Change Management Log.
- Facilitated regular project status calls between the stakeholders and the project team.
- Identified and managed project risks and developed risk mitigation strategies.
- Anticipated issues and proactively addressed them. Resolved conflicts with sensitivity and tact.
- Responsible for the capture and reporting of required project management metrics, including documenting any lessons learned at the end of each project phase.
- Management of project budget including resource and cost tracking.
- Plan, organize, prioritize, and manage multiple work efforts across business units.

- Provide project management expertise and mentoring to project team members as needed.

Specific project accomplishments include:

- Division of Aging Services: Gathered key executive staff and users to develop a comprehensive Request for Proposal (RFP) in excess of 100 pages ahead of schedule, paving the way for the division to replace their existing vendor-based care and case management solution with a total projected value of approximately \$8 Million.
- DHS Police and State Police: Salvaged an inter-agency Computer Aided Dispatch application project by leading and coordinating multiple stakeholder teams, building relationships with vendor-clients, and appraising executive leadership of progress. Remediated previous difficulties and delays by skillfully managing the project, ultimately completing the project prior to quickly approaching deadlines and within budget.
- Critical Incident Management Unit: Strategically directed a highly visible enterprise-wide rewrite of an incident reporting system by developing and managing the project schedule, providing critical, detailed reports to executive management, orchestrating meetings with subject matter experts to understand existing business processes and potential areas for improvement, and leading a 'build vs. buy' evaluation for the new system solution with a total project value of \$7-8 Million.
- Division of Disability Services: Developed a business requirements document and recommended optimal solutions to address critical needs of business users within time, cost, and scope constraints.
- Division of Mental Health and Addiction Services: Initiated Joint Application Design (JAD) meetings between executives and outside stakeholders to develop requirements for a proposed ASO RFP, redesigned merged processes and operational requirements, and skillfully negotiated mutually beneficial solutions between stakeholders with differing goals.

PRINCETON HEALTHCARE SYSTEM**Jun 2011 to Dec 2011****Project Manager**

- Developed and implemented standards for consistent project management, documentation, and procedures for a new Project Management Office.
- Collaborated with business owners to identify the scope, goals, deliverables, and project timelines, and relayed project progress to the entire project team, including the Chief Information Officer, IT Executive Team, key stakeholders, and senior management.
- Managed the phased implementation of a paper-based electronic health record (EHR) to an in-house developed electronic solution for the healthcare system's behavioral health division.
- Managed application development projects according to the SDLC process.

PAREXEL INFORMATICS**Mar 2009 to May 2011****Project Manager / Business Analyst**

- Developed project plans and ensured projects remained on-target by modifying and reassigning tasks as project objectives required.
- Maintained close oversight of all SDLC processes, including initial requirements gathering, detailed functional and technical specification production, test plan review, internal validation plan execution, user acceptance testing and assistance, and final implementation.
- Tapped as a subject matter expert, recommending industry best practices to clients seeking to implement IVR solutions.
- Exceeded targets by achieving and maintaining a customer satisfaction rating of 90% through careful project management and prompt dispute resolution.
- Delivered Interactive Voice Response (IVR) solutions within time and budget goals to pharmaceutical companies including Johnson & Johnson, Sunovion Pharmaceuticals, and Helsinn Healthcare SA.
- Skillfully managed timelines, budgets, pass-through costs, and contract amendments, identified risk areas, implemented risk-reduction protocols, and ensured compliance with Standard Operating Procedures, 21 C.F.R. Part 11, and other FDA regulations.
- Led, managed, and motivated local and remote multi-disciplinary teams.

PARKER HANNIFIN**1995 - 2001****Associate Project Manager / Business Analyst**

- Led and mentored a project team in designing, developing and implementing an application that managed the processing and reconciliation of inter-company transactions.
- Engaged with business representatives to develop business requirements, documented process flows and directed problem solving initiatives. Identified obstacles, devised action plans, and developed end-user training and documentation and post implementation support.
- Supported J.D. Edwards Accounting systems modules including general ledger, accounts payables, accounts receivables, purchasing, fixed assets, cash management and treasury management for several subsidiaries across Europe.

EMPLOYMENT SUMMARY

<u>Organization</u>	<u>Positions Held</u>	<u>Dates</u>
Department of Human Services	<ul style="list-style-type: none"> ◆ Manager, Special Projects ◆ Manager, Project Management Office ◆ Senior Project Manager 	Jan 2012 – Present
Princeton Healthcare System	<ul style="list-style-type: none"> ◆ Senior Project Manager 	Mar 2011 – Dec 2011
Parexel Informatics	<ul style="list-style-type: none"> ◆ Business Analyst ◆ Project Manager 	Jan 2009 – Feb 2011
Responsive Data Systems	<ul style="list-style-type: none"> ◆ Business Analyst 	2001 – Dec 2002
Parker Hannifin	<ul style="list-style-type: none"> ◆ Associate Project Manager ◆ Business Analyst 	Feb 1995 – Sep 2001
Cargill Thorn Security Technicolor Waste Management UK Glaxo SmithKline	Consulting positions: <ul style="list-style-type: none"> ◆ Senior Business Analyst ◆ Lead Developer 	1990 – 1995

EDUCATION

Bachelor of Science Applied Computer Systems, Brunel University, London, UK
Minor: Accounting

Certificates: Project Management Professional (2013), Project Management Institute