

PROFESSIONAL EXPERIENCE

University of Minnesota Office of Information Technology, Minneapolis, MN Aug 2016 – Present
Application Development Manager, PeopleSoft Solutions

- Led a team of developers responsible for coding, testing, configuration, and troubleshooting of hardware and software from multiple vendors and platforms
- Mentored and coached team members in areas of training and future job opportunities
- Provided leadership for small to medium sized projects and initiatives
- Worked closely with the senior IT management team on strategic planning
- Aligned staff work plans and goals with the established overall strategies for the department and provide oversight to ensure goals are met by managing projects and workflow
- Ensured development life cycle process and methodologies are implemented effectively for successful service delivery
- Liaised with cross-functional team leads (Service Owners) to ensure the right resources are available to support the strategy for IT services
- Recruited and hired high potential people
- Ensured service issues are addressed with the appropriate sense of urgency

Avionte Software, Eagan, MN Mar 2015 – Aug 2016
Assistant Manager of Implementation

- Managed a team of 8 project managers, working on a combined 30+ simultaneous projects at any given time
- Supervised 74 successful implementation (97% success rate), and \$200,000+ in monthly recurring revenue
- Built an exceptionally strong and close-knit Project Management team, performing at the peak of their efficiency
- Mentored team with hands-on approach, decreasing onboarding and ramp-up time of new hires by 25%
- Worked with Executive Team to implement policy changes reducing average project time from 120 days to 100 days
- Served as the internal escalation point for critical issues
- Improved efficiency by implementing industry standard best practice processes, better documentation, and training
- Member of four-person task force that led a company-wide initiative to implement a new internal ticket tracking system across all departments

Avionte Software, Eagan, MN Jan 2011 – Feb 2015
Senior Project Manager

- Successfully executed 30 software ERP implementations, contributing 1100+ additional users and \$130,000+ in monthly recurring revenue
- Managed all project tasks including schedules, budgets, and resources (local and international), to ensure that quality solutions are delivered within time and cost constraints
- Owned the customer relationship – functioned as primary point of contact during implementation, and maintained position as trusted advisor to clients
- Consulted with clients on software and industry best practices, processes and workflow
- Analyzed data conversion needs from multiple databases, working in SQL Server 2008, MS Access, and MS Excel
- Gathered requirements and defined business logic for third-party vendor integrations and data feeds

Avionte Software, Eagan, MN Sep 2009 – Dec 2010
Business/Software Analyst

- Managed project lifecycle including requirements definition, business analysis, configuration, customization, implementation, testing and deployment

- Led initiative to develop new features for the core product, enabling the company to enter new vertical
- Collaborated with clients, developers and subject matter experts to establish the technical vision and analyze tradeoffs between features, functionality, usability and performance needs
- Delivered Business Requirements, Use Cases, GUI, Screen and Interface designs
- Learned MS SQL 2008, MS Report Viewer on the job, within the first 3 months

The Lloyd Group, New York, NY

Jun 2007 – Feb 2009

Business Development Manager

- Managed entire lifecycle of client proposals including problem identification, timelines, schedules, and budget
- Successfully transitioned clients from outdated IT network infrastructure to new managed outsourced IT model
- Traveled to client sites to analyze their current business process and help transition to new technology
- Collaborated internally between departments to improve and create processes for increased efficiency and implementation procedures
- Streamlined the workstation quoting, purchasing and delivery processes
- Developed Sales Playbook – comprehensive sales tool to maximize efficiency of Account Managers' daily tasks

Columbia University, New York, NY

Oct 2007 – May 2008

Math Tutor

- Aided students in understanding basic and advanced Math concepts
- Tutored a child with a learning disability, leading to improved grades

Himal Media Inc., Kathmandu, Nepal

Mar 2002 – Jul 2008

Business Development Intern

- Proofread and edited articles for *Nepali Times*, a leading newsmagazine in Nepal (www.nepalitimes.com), and *Himal Khabarpatrika*, a prominent magazine covering South Asia (www.himal.com)
- Transcribed from microfilm, the prison diaries of BP Koirala, one of the premier political figures in Nepal

EDUCATION

Columbia University, New York, NY

May 2008

Fu Foundation School of Engineering & Applied Science, 3-2 Combined Plan Program

Bachelor of Science, Engineering Management Systems

Arcadia University, Glenside, PA

May 2007

Bachelor of Science, Mathematics

LEADERSHIP ACTIVITIES

Co-Organizer/Fundraising, Relief Fund for Nepal Earthquake, Minneapolis, MN

Apr 2015 – May 2015

- Surpassed our goal of \$10,000 in 14 days, over 138 donors
- Collaborated with local business to organize a fundraising dinner

Head Soccer Coach – U10 to U12 girls, Minnesota Youth Soccer Association, Minneapolis, MN

Jun 2010 – Sep 2010

- Volunteered to coach a team of 15 girls between ages 10 and 12 in a summer recreational league
- Organized weekly practices, focusing on individual skill development, team collaboration, and “love of the game”
- Finished the season with an overall winning record of 8-3-3

International Club, Arcadia University, Glenside, PA

Aug 2005 – May 2006

International Club Co-President

- Increased student organization membership by 100 %, from 40 to 100+ members
- Organized weekly meetings and events like coffeehouses, and cultural trips for 40+ members
- Won Educational Program of Year for “Celebrating Cultures”, an annual event sponsored by International Club

HONORS AND AWARDS

Member of the Phi Beta Delta Honor Society (Columbia University)

Summer 2006 – Present

Dean’s Honors List (Columbia University)

Fall 2004 – Spring 2005, Fall 2007

Recipient of Arcadia University Distinguished Scholar Award

Fall 2004 – Spring 2006

SKILLS

Software: SQL, Access, Outlook, Word, Excel, PowerPoint, OneNote, Zendesk, TimeTask, Harvest, GoToMeeting

Language: Fluent in Nepali, Hindi and English

Areas of Expertise: Project Planning, Crisis Management, Conflict Resolution, Resource Allocation, Interpersonal Communication, Risk Management, Negotiation, Team Building