**FAZAL LAKHVA**

Houston, TX

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**Summary of Qualification:**

**Business Expertise**

* Over 17 years of extensive experience in IT project management with Business processes, requirements & System Analysis, MDM (Master data management), User acceptance, Project Liaison & Management for enterprise-wide applications from conception to implementation
* Wide-ranging work experience working with Electronic Health Record systems including Computerized Patient RecordSystemm (CPRS) & Cerner
* Understanding of working with various ERP systems including Oracle, SQL, Glovia, SalesForce, MDM (Master data management) & experience in doing data analysis and SQL queries.
* Functioned with multimillions merger project with international deployment and managing offshore
* Excellent liaison capabilities in a system solution to meet the client requirement & experience in Business Process Re-Engineering with AGILE and Waterfall methodology
* Extensive Documentation Skills for use in Standardization and Guidelines. An outstanding communicator, process-driven, and at ease with technology with various product development

**Education:**

* M.S., Colorado State University, Fort Collins, USA

**Certification:**

* Project Management Professional Certified (PMP)
* Professional Scrum Master Certified by Scrum.Org
* Certified SAFe Agilist by Scaled Agile
* DSDM Agile certified by Keith Richardson Inc.
* Microsoft 70-029: Designing and Implementing Databases with Microsoft SQL Server

**Professional Experience**

**Department of VA (GCIO),** TX- Houston, Apr 2018 to Current

Project: CPRS - Computerized Patient Record system EHRM

Requirement Manager – Currently holds Public Trust Security clearance

CPRS provides clinicians, managers, support staff, researchers, and others an integrated patient record system

**Key Accomplishments and responsibilities:**

* Establishing and maintaining rapport with both functional and technical staff with the purpose of coordinating analysis, design, and documentation as well as responding to business process issues and project prioritization national service requests for the Veteran Service Member (VSM)
* Generated the process flows, Functional requirements, and business process models for a better understanding of the business process. Presented both business process and technical details to functional experts and developers in a way that is meaningful to each audience
* Managed the mandate on the multiple IT projects & various critical time-sensitive directives from President’s executive order
* Conducted detailed and comprehensive business analysis by working with & facilitating the key requirements meeting to get the objective across with various groups including the Clinical work group, Provider group, pharmacy group, technical teams, architectures, and end-users

**NOV – National Oilwell Varco,** TX – Houston, Nov 2015 to Apr 2018

Project: ASPEN

Role: Sr. Analyst/ Scrum Master

Summary

The Objective of ASPEN (Aftermarket Sales Part Number) is to give customers an accurate quote for a spare part by adding or updating the item (part) in Glovia (ERP) with the correct list price from the vendor or plant

Environment: SQL, VB.NET, ASP.NET, AGILE, TFS, MS Office, Supply Chain Management (WMS)

**Key Accomplishments and responsibilities:**

* Worked in one of the most rigorous AGILE environments with the Spare/Supply Chain & aftermarket team to come up with the user stories, workflows, and detailed functional requirement
* Worked with Installation and Commissioning team to define Redline drawing process to support Asia Pacific operation management
* Produced Field Order Requisition operation workflows
* Designed the comprehensive state diagram to distinguish various activities within a state & actions defined for each role in the state
* Evaluated, defined, analyzed, and documented business problems with spare partners which contains SLA issues of the plant facility
* Accountable for data manipulation and data validation using SQL queries in an MS SQL server
* Decomposed high-level business requirements and conducted comparative gap analysis against current state “As-Is”

**BP - British Petroleum,** TX – Houston, Dec 2013 to Nov 2015

Project: CDARE (GCRO Dep.)

Role: Sr Business Consultant

Summary

CDARE project provides a cohesive integrated solution by linking more than 26 data sources and providing user interface capabilities for a better claim management process with Master Data Management across GCRO org.

Environment: SQL, VB.NET, AGILE, Share Point, RALLY, TFS, MS Office

**Key Accomplishments and responsibilities:**

* Assisted in the definition and the rollout of MDM product roadmap across multiple releases, working with the Project manager, System Architect, Support group, and QA Lead
* Worked on identifying the number of disparate systems and recommended vital solutions
* Performed heavy lifting as a sole lead analyst in the project.
  + Means of creating initial project workflows
  + Requirement clarification- consolidation in Agile Environment
  + Generated component diagrams to characterize the entire project across all 26 data sources
  + Created various dependency workflows to better understand the MDM auto-update feature
  + Assisted in the buy vs. built options
  + Created and drafted Master Entity Management (MDM) process creation, update, and duplication
* Involved with various business groups including litigation, appeal, and adjuster to define the high level and detailed business requirements for Master Data Management (MDM) & process flows for MDM update system
* Created CDARA User Interface wireframe & conceptual design flows to depict the design for entity/claimant search, advance search, Master entity & Data relationship management
* Supported GCRO data collection, data cleansing, data mapping, ETL, BI reports, and information analysis of multi-platform SQL repository projects
* Eliminated external dependency by reducing various unwanted data sources, and multiple local copies of data sources and integrating them with the CDARE system so users have a single version of the truth

**Rotary International,** IL-Evanston, May 2011 to September 2013

Project: Future Vision Global Grant

Role: Sr Business Analyst

The biggest program launched in the firm’s history is available in 9 different languages to over 2 million members. New Global Grant and District Grant application programs help expedite the grant approval process at the district (>500) and club level (33,000).

**Key Accomplishments and responsibilities:**

* The Rotary Foundation had nearly 18 programs, each with its criteria, business cycle, funding options, terms and conditions, and codes of policies. Worked extensively with the business team to re-engineer the entire process (BPR) into just two categories of grants: District Grants and Global Grants
* Accomplishment Requirement gathering, Fit/Gap Analysis, Impact Analysis, functional and configuration design spec preparation, and integration testing
* Responsible for the BI solutions including various critical success factors defined in the programs including dashboards, KPIs, and trends. This includes requirements gathering, standards, procedures, peer review, and walkthroughs as a standard for the various BI reports
* Created various Time Box- Sprint in DSDM Agile methodology
* Formed unambiguous Use Cases for payment authorization, application submission-resubmission
* Helped offshore QA/development team to become more engaged and outspoken for the pilot feedback
* Led UAT tests in the labs and helped users to understand the system navigation for a given use case

**JPMorgan Chase & Co.,** IL - Chicago, June 2005 to April 2011

Project: Treasury Service Deal Manager

Role: Business Analyst

Worked on Bank One and JPMorgan Chase Merger project called “Deal Manager” to design an end-to-end client implementation tracking tool. Treasury Services tools are used by the Sales, Service, Implementation, and Operations.

**Key Accomplishments and responsibilities:**

Requirement & Pre-project

* Payer Receiver Directory
* Worked as part of an IT software development team and served as the liaison with several internal IT and Disbursement Operations groups that support mission-critical payment processing applications for converting checks into the electronic payment
* Integrated data mapping using XML and EDI format for various files which is a standard for Chase
* Lead the business case improvement scenarios by applying various exclusion rules which make the truncation of checks otherwise ineligible
* Created payer receiver directory business process ‘to be’ model which interacts with the various system including CKO (Payment system), Output system (check printing), Receivable Edge & Remit 1
* Developed various business rules and functional specific requirements
* Reviewed & approved the requirements, systems design & business analysis documentation produced by the IT to ensure that the solution meets business requirements & satisfies company standards.
* Worked with an offshore team very closely to understand the design concept and mitigate any issue

Project Management

* Reported the project status in weekly meetings and made users cognizant of various issues & resolution
* Assisted PMs in support and development of new processes related to Project Planning
* Created the RACI charts to make the business process more stringent and controlled
* Provided Post Release Production Support after individual Enterprise Releases for two weeks
* Worked closely with Change Readiness to assist Training in outlining the User Manuals

**Colorado State University,** CO – Fort Collins, Jan 2002 to June 2005

Role: System Analyst

* Gathered business requirements from faculty members across the business school and converted them into functional requirement specifications and user requirement specifications
* Helped students to work with UNIX and different operating systems. Guided students in languages such as Visual Basic, SQL, and C