

PARAG K. BORA

Location - Charlotte NC

Status – US Citizen

Email - paragkbora@gmail.com

Linkedin - <https://www.linkedin.com/in/paragkbora/>

Phone # +1 (210) 712 -2946

SUMMARY

I am a versatile and self-motivated professional with over 24 years of experience, with specific focus on the IT Industry for the past 14 years. Throughout my career, I have demonstrated a broad range of skills and expertise, particularly in capturing business needs and collaborating with cross-functional stakeholders.

One of my notable strengths is my ability to understand and translate complex business requirements into practical and effective IT solutions. I have a proven track record of successfully working with stakeholders from various departments and levels within an organization to identify their needs and align them with IT capabilities.

Additionally, I have extensive experience in process improvement, particularly using agile methodology. I have successfully implemented agile practices in previous projects, resulting in improved efficiency, productivity, and customer satisfaction. I am well-versed in agile frameworks such as Scrum and Kanban, and I have a solid understanding of how to adapt and tailor these methodologies to suit specific project requirements.

Overall, my combination of business understanding, technical expertise, and agile process improvement skills makes me a valuable asset to any organization. I am passionate about driving innovation, delivering high-quality results, and continuously improving processes to achieve optimal outcomes.

CORE COMPETENCY

- Documenting Processes
- Work cross-functionally
- Communication skills
- Ability to multitask
- Goal/Task-Oriented
- Managing Conflict, Stress and Time
- Process Improvements
- Process Training
- Working with Emotional Intelligence
- Influence for Results
- Present with Impact
- Negotiation Skills
- Strong Analysis
- Create Workflows for Processes

CERTIFICATIONS & TRAINING

- Certified- Scrum Product Owner
- Pursuing PMP Certification
- Trained – TFS (Team Foundation Server – Agile)
- Trained Agile Scrum Master
- Trained- Project Coordinator Professional
- Trained- Service Now Fundamentals
- Trained – People Management Program

PROFESSIONAL EXPERIENCE

Bank Of America — Charlotte - NC - (Contractor Infosys)

2020 - Present

Program & Project Manager

Project - Wholesale Credit ADS & NFRR Center Reporting

Summary,

As a Program & Project manager for Wholesale Credit ADS (Automated Decision System) and NFRR (Non-Financial Regulatory Reporting) Center Reporting projects, I oversee the implementation of these projects within the bank. My responsibilities encompass project planning, stakeholder management, team leadership, risk management, budgeting, project execution and monitoring, change management, quality assurance, documentation, reporting, and continuous improvement.

- Program Management:
 - Develop and Implement a program management plan
 - Align project objectives with organizational goals. This involves defining program scope, establishing governance structures, and ensuring effective coordination among various project teams
- Project Planning:
 - Create project plans for Wholesale Credit ADS and NFRR Center Reporting projects which includes scope, deliverables, timelines, and resource requirements.
 - Ensured alignment with regulatory requirements, compliance obligations, and business needs.
- Stakeholder Management:
 - Identify and engage key stakeholders, including senior management, compliance officers, IT teams, business units, and regulatory authorities
 - Drive effective stakeholder management for understanding their expectations, obtaining buy-in, and maintaining regular communication throughout the program lifecycle.
- Team Leadership:
 - Lead and manage project teams, including business analysts, software developers, compliance experts, and subject matter specialists. This involves providing guidance, setting performance expectations, and collaboration to ensure successful project delivery.
- Risk Management:
 - Identify and assess risks associated with Wholesale Credit ADS and NFRR Center Reporting projects.
 - Identify compliance risks, data privacy concerns, regulatory changes, technical challenges, and project dependencies.
 - Develop risk mitigation strategies and implement appropriate controls.
- Budgeting and Cost Control:
 - Develop and manage the program budget
 - Ensure efficient utilization of resources and adherence to financial guidelines.
 - Estimate costs, track expenses, and implement cost control measures to optimize program delivery.
- Project Execution and Monitoring:
 - Monitoring progress for individual project, identifying deviations, and taking corrective actions as required
 - Regular reporting to senior management, highlighting project status, milestones achieved, risks, and issues.
- Change Management:
 - Provide communication plan, back up plan, PPRT management, to ensure smooth transitions and minimal disruptions
- Quality Assurance:
 - Ensure QA validations are executed as per the guidelines provided by the Release Management and Change Management
- Documentation and Reporting:
 - Maintain program and project documentation, including project plans, technical specifications, test results, compliance documentation, and reports.
 - Generate regular program reports to update stakeholders on progress, risks, issues, and key performance indicators.
- Continuous Improvement
 - Identify lessons learned and best practices from Wholesale Credit ADS and NFRR Center Reporting projects,
 - Facilitate knowledge sharing and promote a culture of continuous improvement which involves capturing feedback, conducting post-implementation reviews, and implementing enhancements.

Project Manager – Application Delivery Support (AML KYC)

Summary,

As a Project Manager for Application Delivery Support in the area of Anti-Money Laundering (AML) Know Your Customer (KYC), specifically focusing on Mexico, Malaysia, and the North America (NAM) region, with an emphasis on Global Consumer Banking (GCB), Retail, and GCB - Credit Card, I oversaw the successful delivery and support of AML KYC applications in these regions and business areas.

- Project Planning:
 - Developed project plans specific to each region and business area, considering the scope, objectives, timelines, deliverables, and resource requirements for AML KYC application projects with respect to regulatory and business needs, and customer base of Mexico, Malaysia, and NAM.
- Stakeholder Management:
 - Identified and engaged key stakeholders in each region and business area, such as AML compliance officers, regional business leaders, local IT teams, and regulatory bodies.
 - Collaborated closely with stakeholders to gather specific requirements, define project goals, and manage expectations throughout the project lifecycle.
- Team Leadership:
 - Led a diverse team of professionals involved in AML KYC application projects, including business analysts, developers, testers, and subject matter experts.
 - Provided a clear direction, set performance expectations, and fostered effective collaboration among team members across different regions and business areas.
- Risk Management:
 - Identified region-specific and business-specific risks associated with AML KYC application projects, such as country-specific regulations, cultural considerations, technology capabilities, and operational risks.
 - Develop risk mitigation strategies tailored to each region and business area and closely monitor risks throughout the project lifecycle.
- Project Execution and Monitoring:
 - Oversaw the execution of project tasks in Mexico, Malaysia, and NAM, ensuring they are completed on time, within budget, and according to quality standards.
 - Monitor project progress, identify deviations, and implement corrective actions as needed. Communicate project status, milestones, and risks to stakeholders in each region and business area regularly.
- Change Management:
 - Developed change management strategies tailored to each region and business area, including communication plans, training programs, and stakeholder engagement, to facilitate smooth adoption of changes.
- .Support and Maintenance:
 - Ensured ongoing support and maintenance of AML KYC applications in Mexico, Malaysia, and NAM, specifically focusing on GCB, Retail, and GCB - Credit Card.
 - Established effective support processes, including incident management, problem resolution, and system enhancements, customized to meet the needs of each region and business area.
- Documentation and Reporting:
 - Maintained project documentation specific to each region and business area, including project plans, technical specifications, user manuals, and support procedures.
 - Generated regular project reports for management, highlighting progress, issues, and key performance indicators relevant to Mexico, Malaysia, and NAM in the GCB, Retail, and GCB - Credit Card segments.
- Continuous Improvement:
 - Identified region-specific and business-specific opportunities for process improvement and operational efficiency within the AML KYC application environment in Mexico, Malaysia, and NAM. Fostered a culture of continuous improvement within the project team and contributed to enhancing AML compliance practices tailored to each region and business area.

Eostar - (Rutherford & Company)– GR, Michigan - (Contractor Infosys) 2016 - 2017

Lead Project Coordinator

Summary,

As a Lead Project Coordinator, I played a critical role in coordinating various aspects of the eostar WMS (Warehouse Management System)implementation project, including requirements gathering, data migration, training, testing, and go-live. My focus on client satisfaction and adherence to project schedules contributed to the successful deployment of eostar for different clients.

Projects -

Love Bottling (OK),**Burke Dist (MA),****Washington Bottling (NC)**

- Gathered business requirements from clients (Discovery):
 - Interacted with clients to gather their business requirements for the project to understand their needs and expectations.
- Supported data migration to eostar WMS (Warehouse Management System) DB by ensuring smooth transfer of data to the new system.
- Conducted webinars for clients to demonstrate the functionality of eostar and showcased the client's data in different fields allowing the clients to understand how the system works and how their data is utilized in eostar.
- Created SOP (Standard Operating Procedure) for different modules within the eostar software. These SOPs served as guidelines for using and managing the system effectively.
- Conducted training sessions on the eostar software for different modules at the client's location site. These training sessions helped end-users become familiar with the system and its functionalities.
- Scheduled regular onshore-offshore meetings to ensure tasks were being performed in a timely manner. These meetings helped coordinate efforts and maintained project progress.
- Day-in-live testing to ensure that the SOPs and data were correct and that end-users were using their test databases for training purposes. This testing phase helped validate the system's functionality and readiness.
- Go-live implementation included ensuring that all modules were working as per the SOPs before decommissioning the old database. This step marked the transition to running all operations on eostar going forward.
- Stakeholder Management : I worked closely with clients to ensure that all their business and process requirements were met. This involved managing the project schedule, milestones, and addressing any stakeholder concerns or issues.

NORDSTROM – Seattle WA - (Contractor Infosys) 2016 - 2016

Lead Business Consultant

Summary,

As a Lead Business Consultant, my core responsibilities were gathering requirements from Business Product owners , creating user stories, facilitating Agile meetings, providing feedback on documentation, and supporting various aspects of the project, such as release planning ,attribute analysis. My responsibilities required effective communication, collaboration, and alignment between stakeholders and the Technology Team

- Gathering requirements from the client: As a Lead Business Consultant, I was responsible for gathering requirements from the client. This involved understanding their needs and expectations for the project.
- Created user stories that addressed the business value of the project. User stories captured specific functionalities or features from the user's perspective.
- Updated user stories backlog by maintaining and updating the user stories backlog, which is a prioritized list of user stories that serve as input for development and planning.
- Facilitated functional requirements meetings and walkthroughs by organizing and facilitated meetings to discuss and document functional requirements. Additionally, I performed walkthroughs to ensure a shared understanding among stakeholders.
- Reviewed and provided feedback on understanding documents that helped the team understand the project requirements and scope.
- Assisted in drawing UML diagrams by supporting in drawing UML (Unified Modeling Language) diagrams. UML diagrams are visual representations that help communicate system structures and behaviors.
- Supported in preparing artifacts related to the project, which could include documentation, diagrams, or other deliverables.

- Supported in release planning activities by considering business needs and ensuring product readiness. This involved collaborating with the team to determine the scope and timeline for releases.
- Analyzing attribute lists and fields to understand their importance for the business. This analysis likely involved using a Master Data Management (MDM) tool to examine the attributes and fields.
- Organizing meetings with the design architect to better understand the services they were planning to build. This collaboration aimed to enhance project management and ensure alignment between design and implementation.

J.P. Morgan & Chase – Columbus, Ohio - (Contractor) **2015 - 2015**
Senior Business Consultant

Summary,

As a Senior Business Consultant, I played a crucial role in managing access controls, validating access permissions, and maintaining data security within shared folders and drives. My responsibilities also included liaising between information owners and users, analyzing ownership status, and partnering with different teams to meet audit and certification requirements.

- Identified shared folders within the organization by using internal tools such as Data Network Analytics to assist in this process.
- Validated access for shared drives access permissions by using tools like iDCert, DNA (Data Network Analytics), and DO (Data Ownership) to verify access rights and ensure compliance.
- Liaising between information owners and users by facilitating communication between information owners and users to understand access requirements.
- Analyzed drives with no ownership by using internal tools like DNA and raised requests in EURC (Enterprise User Rights Certification) or AM Access Controls Application/Platform Certifications. This helped to establish ownership and maintain data security.
- AM ID Certification Process: I was involved in the certification process of AM IDs (Access Management Identification) for tools. This process aimed to establish and maintain standardized policies for right access control, in line with enterprise-level audit policies.
- Identifying file paths and ownership history by determining user-level security and access controls, ensuring that the right individuals had appropriate access to specific information and business descriptions stored in the system.
- Partnering with Operations and Technology teams to share and comply with data requirements for quarterly audits and certifications. This partnership aimed to ensure data integrity and meet compliance standards.

Clarks USA – Newton, MA- (Contractor) **2015 - 2015**
Senior Business Consultant - E- Commerce - Platform

Summary,

As a Senior Business Consultant in the E-Commerce - Platform division, my role was to manage the testing activities, collaborate with the development team, participate in analysis and design, and contribute to process improvements. My responsibilities also included resource management, monitoring progress, and ensuring the timely delivery of testing outcomes.

- Engaging and collaborating with the development team to determine when new functionality was ready for User Acceptance Testing (UAT). I also led the testing activities associated with the new functionality.
- Participated in analysis, design, and implementation of enhancements to the e-commerce platform. This included contributing to requirements gathering and preparing detailed requirement specifications, functional specifications, user cases, and workflow documentation.
- Collaborated with QA Manager to design the execution of test scripts and scenarios. This involved ensuring that the testing activities aligned with the requirements and functionality of the e-commerce platform.
- Supported Business process redesign and proof of concepts activities and contributed to roadmap planning.
- Supported developing proof of concepts to validate new ideas or approaches.
- Providing hands-on help and direction when required, ensuring that testing activities were completed within the required timeframes and providing guidance to the team to ensure successful testing outcomes.
- Planned, coordinated, and managed test resources, people, and facilities to ensure efficient testing processes.
- Reviewed test strategy and plans at regular intervals to ensure appropriate coverage. I made changes to the test approach as necessary to optimize testing effectiveness.
- Identified opportunities for process improvement by partnering with the Implementation Lead to identify

- opportunities for process improvement within the company
- Provided recommendations to enhance efficiency and effectiveness in testing and other related areas.
- Monitored and reported on testing progress to ensure that risks or concerns were raised as soon as they were identified ensuring prompt response smooth testing execution.

PREVIOUS EXPERIENCE

Previous experiences included; Sr. Business consultant for **TJX Group of Companies**, Business Consultant - **Staples Inc**, **Dy General manager** for **YY Yonex**, **National Marketing and Brand Manager** for **Jaypee Group**, **Marketing, Business Executive** for **Airtel**.

EDUCATION

Bachelor in Commerce (Accounts and Finance), Xavier university, India, 1998