

ARJAV R. SHAH, MS, PMP

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EDUCATION

University of Maryland, Baltimore County

Bachelor of Science, Computer Engineering

Master of Science, Engineering Management

DoD Clearance

DHS Clearance

Active Project Management Professional (PMP) Certification

PROFESSIONAL EXPERIENCE

DSS IT Project Manager

U.S. Department of Homeland Security

Contractor: CACI

August 2021 – Present (Full-time)

- Oversee and manage technical IT projects including NOC, EOC, and NOSC planning and implementation, Data Center and Cloud Migration planning and implementation, EIS transition planning and execution, HSEN Network hardware / software and tools installations and Hardware, software, and tool upgrades that effect the HSEN infrastructure.
- Direct a matrixed technical team including subject matter experts (SMEs), field technicians, and other appropriate expertise as needed to develop, design, document, implement and manage small and large-scale projects to perform outside the scope of O&M activities.
- Ensure compliance with the DHS SELC process through all phases of the life cycle (planning, requirements definition, design, development, integration, test, disposition, implementation, operations & maintenance) as well as deliver the appropriate SELC artifacts as defined by the level of the project.
- Responsible for the management, scheduling, and coordination of special projects activities.
- Support in the development of special project ROMs including solution development.
- Provide leadership to a cross-functional team, managing team resource assignments, projected task completion dates, prioritizing activities based on customer requirements and SLAs.
- Work cooperatively with engineering leads to plan and direct tasks based on priority and manpower availability.
- Oversee individual operational projects from identification of requirements, analysis and design, development, end-user testing, deployment, and production support.
- Communicate effectively with a wide variety of technical and non-technical audiences
- Exercise broadly delegated authority for planning, directing, coordinating, administering, and executing many routine and complex projects

Project Manager

U.S. Department of State

Contractor: DIGITALSPEC, LLC

October 2019 – August 2021 (Full-time)

- Supported a service-based IT PMO, employing IT project and program management processes.
- Developed and maintain project/program schedules for planning, executing and controlling.
- Implementation of program management plans, methodologies, processes and tools.
- Identified and collected information necessary to prepare and maintain program schedules.
- Managed/coordinated governance and change control processes for scheduling.
- Prepared, wrote, and edited management reports and briefings describing schedule planning, execution and control.
- Reviewed, analyzed, and reported on schedule and other management issues.
- Prepared management presentations, milestone deliverables, weekly status reports, etc.
- Program delivery integration management: Integrated Master Schedule, Project Management Plan, quality, change, and resource management
- Maintenance and management of SMO (Services Management Office) tools, templates, risks, and issues

Professor of Project Management

University of Maryland, College Park

Three Courses Taught - Project Management, Business Intelligence, & Emerging Technologies

September 2020 – Present (Part-time)

- Instructed and taught 3 undergraduate 400-level courses per semester of 100+ students
- Organized, prepared, and facilitated coursework related to project management, business intelligence, competitive intelligence, emerging technologies, and risk management
- Nominated for the Spring 2021 Adjunct Professor Teaching Award at UMD, College Park
- Participated in daily meetings with other professors to discuss goals and upcoming events
- Managed a team of 2-3 TAs per semester, laying out instructions, and defining requirements to successfully instruct the course.
- Planned lectures, assignments, and in-field experiences to collaborate with necessary curriculum

Team Lead

Flatcube, LLC

March 2020 – Present (Part-time)

- Managed, assessed, and delegated a developer team and marketing team in an Agile work environment (6-8 people) to build www.flatcube.io set to launch its private beta in July
- Performed work in 2 weeks sprints, as well as time-boxed iterations for open-ended/ambiguous tasks
- Facilitated weekly standups, performed demonstrations, and successfully managed all stakeholders
- Performed Cost Management, Risk Management, Quality Management, and Resource Management
- Able to lead a team to build a create their MVP in less than 15 months

Project Lead

Agile Strategies, Inc.

October 2018 – October 2019

- Executed a plan for a domestic client through project initiation to build a payment gateway software for discord that helps automate small businesses and prevents fraud
- Successfully managed and coordinated with all stakeholders, across the enterprise, and across regions to ensure that project deliverables were delivered on time
- Managed, assessed, and delegated a developer team in an Agile work environment to deliver necessary features needed for the application to meet all criteria
- Led a services management and IT support team to monetize the software into generating over \$450,000 of volume in less than 9 months
- Ensured adherence to product processes, quality standards, and deliverables through examples of congressional mandates vs. user stories
- Collaborated with subject matter experts to update processes and procedures
- Converted over 1000 leads into clients in less than 9 months using Salesforce and other management tactics like ACT database and cold calling/messaging
- Created workflow rules and other actions on Salesforce to automate the application and generate opportunities from leads for business process improvement

Project Lead

RFID Bird Tracking

May 2017 – December 2018

- Developed detailed project execution plan and managed all implementation processes including resource allocation, progress tracking, monitoring processes, testing, documentation, and on-time delivery within budget constraints
- Demonstrated consistent ability to lead a cross-functional team of four and deliver technical solutions while mitigating or removing hurdles / obstacles
- Operated in an Agile work environment to ensure conflict prevention and customer satisfaction throughout all steps of the design implementation

- Initiated project planning, project initiation, project implementation, and project reporting using Gantt Charts, Network Flow Diagrams, System Boundary Diagrams, Work Breakdown Structures, System Requirement Reviews, Preliminary Design Reviews, Conceptual Design Presentations and more to meet the requirements of the customer
- Established strategies to maintain effective communications with all key stakeholders
- Provided overall communication and interfaced with all areas affected by the program/project including cross-functional stakeholders, business sponsors, and vendors
- Excellent communication, problem solving, conflict / resolution management, active listening, time management, and interpersonal skills

Information Technology Associate

Desai & Shah, PC, CPAs

September 2014 – April 2018

- Troubleshoot windows computers and solved processor errors and network errors
- Set up Client Portal software on DesaiCPA website for invoicing and secure document transfer
- Migrated local E-File cabinet to Cloud Citrix Sharefile for security
- Set up virtual private network (VPN) and office servers at remote locations using SonicWall
- Performed backups and increased server capacity, consulted in necessary memory space needed
- Upgraded office computers and managed a developer team in creating the Desai & Shah website
- Managed virtual computers through Hyper-V
- Set up additional network lines for new employees
- Maintained public relations and advised on how to sustain professional relationships
- Grew the company's social media to over 30,000 followers in less than 9 months
- Enhanced Standard Operating Procedures by either re-writing them or editing existing ones
- Converted paper files to electronic
- Set up new and improved technology (most recent being Vonage Cloud System)
- Onboarded new employees