

Roshna Pereira

Results-driven Experienced Technical Program Manager with over ten years of management consulting and technology experience advancing strategic digital transformation initiatives and collaborating with C-suite executives to implement Lean/Agile and DevSecOps methodologies. Proficient in defining KPIs, OKRs, championing operational excellence and continued improvement. Committed to optimizing end-to-end value delivery of high visibility projects in fast-paced environments.

RELEVANT WORK EXPERIENCE

KPMG LLP, Atlanta, Georgia, USA

Manager, CIO Advisory

02/2014 – 08/2023

Key Achievements

- Led a distributed team for a scalable Unqork(no-code, SaaS) platform deployment ((including API integration) for a global financial services company, achieving 22% accelerated development, 8% improved portal performance, and improved agent/customer experience.
- Spearheaded an Agile framework design & adoption for state department's benefits system cloud migration effort collaborating across functions, cutting lead time by 30%, enhancing user experience across 6 agencies.
- Delivered product operating model strategy for Fortune 500 insurer omnichannel agent experience, enabling outcome-oriented value streams, operational improvements and 5% increased in-year profitability.
- Instituted an Agile delivery framework and prioritization methods (WSJF) for a Fortune 500 Insurer's Workday optimization program, enabling 15% faster value delivery and optimized ROI on new features.
- Led a DevSecOps security and controls strategy development effort for a Healthcare company. Created a governance plan that helped mature their DevSecOps processes and enabled auditability of related controls.
- Managed a DevOps Strategy and Roadmap creation effort for a travel tech company achieving 25% increase in releases per month, 50% reduction in P1 incidents and enabled continuous improvement via Agile COE.
- Managed a non-profit company's multi million-dollar navigation tools platform transformation program including finance management, boosting volunteer experience, enabling operational efficiency and continued growth.
- Excelled in an intensive training program enrolling hand-picked professionals to be certified in Azure Cloud Services, GitHub Actions, GitHub Advanced Security, Power BI, Gen AI.

Professional Responsibilities

- Led and managed diverse cross-functional and globally distributed scrum teams to execute large-scale technology transformation programs.
- Worked with key executive sponsors and internal stakeholders to define success metrics aligned with program goals and strategic objectives.
- Collaborated with product and engineering teams to establish project scope, refine backlog, and prioritize requirements, factoring in resources, dependencies, budget and other constraints.
- Developed and managed program budgets and comprehensive program timelines with defined program milestones, tasks and activities.

CONTACT

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SKILLS

- Strategic Planning
- Budgeting
- Operational Improvement
- Program Management
- Risk Management
- Change Management
- Agile/SAFe Methodologies
- Project Management
- Quality Assurance
- Stakeholder Management
- System Architecture
- Cloud Computing
- Business Strategy
- Escalation Management
- Problem Solving
- Data Analysis

CERTIFICATIONS

- SAFe 5.0 Program Consultant Certificate (SPC)
- Certified Scrum Master
- MS Azure Administrator
- MS Azure Fundamentals

TOOLS & SOFTWARE

- Azure DevOps
- Azure Cloud Services
- Mural, Miro
- Jira
- Trello
- GitHub Project Boards
- HTML 5
- JavaScript
- SQL
- Microsoft Office Suite (Excel, PowerPoint, SharePoint, Visio, Power BI)
- Google Suite (Docs, Sheets, Slides)

EDUCATION

Texas A&M University
Master of Science
Management Information
Systems

College Station, Texas
08/2012 - 12/2013

University of Mumbai
Bachelor of Engineering
Computer Engineering
Mumbai, India
06/2005 - 05/2009

- Oversaw end-to-end project development work across all phases of planning, prioritization, design, development, product demos, product solutions, production readiness, launch and post-production support.
- Identified risks and issues proactively, working closely with technology and operations teams for root cause analysis and mitigation strategies.
- Structured communications and status reports for executive leadership on program progress and risks.
- Created and articulated strategies for change management, encompassing tailored adoption activities for both leadership and employees, emphasizing the enhancement of customer and employee experiences.
- Served as an agile coach to internal and client team members ensuring that Agile and SAFe best practices are effectively understood and implemented.
- Led governance structures that effectively exposed, managed and mitigated program dependencies.
- Collaborated with leadership, risk, legal, sales and marketing to manage business development efforts including opportunity identification, proposal, and pursuit.
- Developed service offering business cases and value proposition supported by industry trends and benchmarks.
- Mentored and supported career development for junior team members through formal(direct reporting relationship) and in formal mentoring channels.

KPMG LLP, Dallas, Texas, USA

Intern, IT Strategy

06/2013 – 08/2013

- Assisted on Fortune 500 telecom company's multi-year Application rationalization effort by developing business process flow diagrams, analytical models and application scoring methodologies.
- Supported project development and testing strategy creation for core business and enterprise applications, project plan and governance structure for a new team to support UNIX to Linux migration.

Texas A&M University, College Station, Texas, USA

Graduate Research Assistant

08/2012 – 12/2013

- Developed and maintained the administrative, research and service databases in FileMaker 9 used by the Dept. of Veterinary Medicine
- Collaborated with end-users to determine information needs and requirements and developed technical specs documentation.
- Provided technical support for new solution requests and bug fixes.

iGate Global Solutions, Mumbai, India

Software Developer

02/2010 – 06/2012

- Designed and developed WebMethods (middleware) interfaces for transactional data transfer between legacy database applications.
- Developed technical specifications and procedure documentation through requirement gathering and collaboration with business analysts.
- Provided production validation testing and post production support after project go-live leveraging HP Quality Center.
- Trained new team members on WebMethods technology and coding standards.