

# Viraj Singh

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## SUMMARY

Result-Oriented Professional with 6 years of extensive experience in building simplistic products for customers with skills in IT Product Development, Project Management and Business Analysis

## EDUCATION

**Master of Science in Management Information Systems** **Aug 2019 - Dec 2020**

*Concentration in Business Intelligence and Analytics*

Eller College of Management, University of Arizona, Tucson, AZ

**Bachelor of Technology in Electrical & Electronics Engineering** **Jun 2009 - Jun 2013**

Sikkim Manipal Institute of Technology, Sikkim Manipal University, Sikkim, India

## SKILLS

**Programming:** Python, Java, PL/SQL, R, VBA, XML, HTML, CSS, JavaScript

**Project Management:** JIRA, MS Office, MS Teams, Trello, Slack, MS SharePoint, Agile Methodologies

**Tools:** Tableau, CA DevTest, IBM DataPower, PEGA Platform v7.2, Git, SOAP UI

**Certifications:** Wells Fargo Project Management Certification

## PROFESSIONAL & LEADERSHIP EXPERIENCE

**Digital Product Management Intern | American Express | Phoenix, AZ** **Jul 2020 - Present**

- Performing product analysis and design for a Content Management Tool for AMEX Mobile Platform

**Senior Technology Specialist | Wells Fargo & Co. | Bangalore, India** **Jul 2018 - Jul 2019**

- Coordinated with cross-functional teams and led delivery of the project for 30 plus applications to automate deployment process
- Drove requirement analysis and development efforts following Agile/SCRUM methodology in JIRA to enhance customer experience for CRM application by automating Business Processes
- Collaborated with cross-functional teams in migrating 30 plus applications to Cloud Platform by conducting POC, tracking progress through SCRUM calls and PM tools(JIRA)

**Technology Specialist | Wells Fargo & Co. | Bangalore, India** **Jul 2016 - Jun 2018**

- Improved efficiency and reduced product delivery time by designing a data driven web reporting dashboard for developers to help fix daily defects
- Led a team of 2 members to develop 50 plus Automated Test Cases(using CA DevTest), reducing defects by 50%
- Designed virtual services(using CA DevTest Service Virtualization) to accelerate software release cycle times, increase quality and reduce software testing environment infrastructure costs

**Other roles at Wells Fargo – Senior Analyst (Dec’2014 – Jun’2016), Analyst (Jul’2013 – Nov’2014)**

## GRADUATE ACADEMIC EXPERIENCE

**Graduate Assistant Funding Administrator | Graduate and Professional Student Council(GPSC)** **Jan 2020 – Present**

- Managing all aspects of the application and review process for grant awards to graduate and professional students for Professional Travel, Research Projects, and Professional Development
- Generate insightful reports regarding grant applications to the GPSC General Council and Executive Board meetings

**Team Lead | Eller Business Consulting | Mister Car Wash (MCW)** **Jan 2020 – May 2020**

- Collaborating with client to develop a performance metric model for new-build location of MCW by cross-industry research, assessing KPI's, client communications, client meetings, deliverables and project milestones

**Database Specialist | Parking & Transportation Services | University of Arizona** **Oct 2019 – Jan 2020**

- Developed procedures in PL/SQL for automating product processes for efficiency and scalability for parking garages

## AWARDS AND EXTRA CURRICULAR

- Wells Fargo Champion – Living our values** award for leading technology initiatives
- 3rd position at the **Wells Fargo Accessibility Hackathon** for developing a web-based payment application to facilitate people with disabilities to access payment applications
- Achieving Excellence** award at Wells Fargo for my contribution in developing an application(using VBA-MS Excel) to automate validation of post-deployment parameters which **saved \$60,000 annually** for Wells Fargo
- Quarter-Finalist at the Annual Wells Fargo Table Tennis Championship 2019 in Men's doubles category