

# Emerson Patel

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## EDUCATION

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### University of Massachusetts Amherst Isenberg School of Management

Amherst, MA

*Master of Business Administration (MBA); Candidate, May 20XX*

- Cumulative GPA: 3.76
- Relevant Coursework: Project Management, Economic Analysis for Managers, Strategic Technological Innovation Management

### Georgia State University

Atlanta, GA

*Bachelor of Science in Engineering; Candidate May 20XX*

- Cumulative GPA: 3.57

## EXPERIENCE

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### California ISO

Folsom, CA

*Business Solution Manager*

*August 20XX – Present*

- Spearhead the initiation and transition phases of 8 internal product projects to orchestrate seamless transitions and achieving 100% project success for 9 ongoing projects while adding additional clients
- Establish close collaborative partnerships with IT Projects, ensuring successful integration of new business solutions such as CRM, ERP, and BI systems into operational maintenance and support
- Deliver comprehensive training for 20+ software systems by providing technical leadership, skillfully analyzing and translating business requirements into system functions designs

### Pacific Life Insurance Co.

Newport Beach, CA

*Lead Systems Specialist*

*December 20XX – August 20XX*

- Designed and implemented set of KPIs to gauge and evaluate critical facets such as environment booking, defects, and job cycles to elevate quality standards and yield 7% increase in effectiveness
- Provided strategic recommendations for environment design in new projects, aligning technical requirements with overarching business goals by leveraging data-driven insights
- Evaluated resource utilization and allocation for environment booking, optimizing resource usage and minimizing inefficiencies by 5% each quarter, decreasing expenses by \$25K

### California Health and Human Services

Sacramento, CA

*QA Team Lead, Systems Documentation*

*October 20XX – December 20XX*

- Collaborated with 4 project managers to synchronize project schedules, providing essential support for interdependent tasks and milestones to complete 12 DevOps projects decreasing average project time by a week
- Trained 10 employees on BI Reports and data warehouse management, ensuring system requirements documentation quality
- Championed weekly product planning sessions in close collaboration with vendor development teams, skillfully harnessing data from RQM to transform strategic insights into actionable plans

### Wells Fargo

San Francisco, CA

*QA Lead Coordinator*

*April 20XX – October 20XX*

- Guided the formulation of automation strategy by recommendation of regression scripts, optimizing testing processes, and advancing the adoption of automation technologies to increase operational efficiency by 3%
- Pioneered the establishment of an Agile (SCRUM) Testing Framework to improve testing processes and methodologies to enhance project completion outcomes and collaboration
- Managed \$700K project budget through resource allocation for efficient project execution while ensuring fiscal responsibility
- Streamlined pre-game activities and reduced fan wait times by 15 minutes through strategically redirecting the flow of events

## PROFESSIONAL AFFILIATIONS

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### Institute of Electrical and Electronics Engineers

Dubai, India

*Program Coordinator*

*May 2012 – Present*

- Facilitate workshops, seminars, and virtual networking sessions, contributing to professional growth within the community
- Achieve being selected out of 100+ members as a guest speaker for various international congresses and conventions

## SKILLS AND CERTIFICATION

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*Computer:* Advanced in SQL, SOAP UI, Java, RQM, Microsoft Excel (Tookpak, Solver, and V-LOOKUP), and Curam OOTB

*Language:* English (Fluent), Hindi (Fluent)