

Pavankumar Mulgund

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PROFESSIONAL PROFILE:

- Seasoned professional with more than 9 years of experience in managing business information systems throughout the project life cycle from conception to completion across multiple sectors such as healthcare, supply chain and higher education and in diverse geographies such as United States of America and India
- An achiever who is committed to applying technology and data driven decision making to accomplish business goals and organizational objectives
- Methodical and technically competent project leader balancing business and technology needs with realistic project commitment and common sense while leading projects to successful completion that exceeds expectation in terms of scope, time and cost
- A personable team leader with an uncanny ability to communicate, motivate, guide, mentor and persuade the team members

PROFESSIONAL EXPERIENCE:

School of Management, University at Buffalo
Program Manager and Adjunct Faculty

Amherst, New York, USA
Aug 2015 – Till date

- Manage day to day operations of the Master of Science program in Management Information Systems
- Manage student recruitment, enrollment and advising process
- Teach graduate courses on 'Database Management Systems' and 'Systems Analysis and Design'

ActioNet
Lead Business Analyst / Scrum Master

Baltimore, Maryland, USA
June 2014 – Aug 2015

- Manage overall internal and client's operational and administrative functions including external agencies to deliver best IT products for our federal clients Center of Medicare and Medicaid Services(CMS), the largest governmental health insurer in the US
- Track new technical and regulatory requirements and additional client requests and interface with customers on technical matters, as required
- Manage cross-functional teams focused on the delivery of products from design to release; clearly communicate status and program risk areas
- Develop, define and execute project plans, budgets, and schedules/deliverables; establish metrics to evaluate the effectiveness of established client's programs.
- Identify needed resources for projects, define, provide oversight guidance to all members of the project team, and is accountable to both client and account manager for budgets and schedules, as well as equipment use/reuse

- Leverage my expertise of software architectures, software lifecycle methodologies and information systems development and participate in all phases of complex functional and technical analysis to provide deliverables such as functional specification documents.
- Drive functional and technical specifications to completion, engage effectively with key stakeholders, identify and set success criteria and have a full understanding of the define/build/ship development cycle
- Meet with client organizations, gather and document program information; create time schedule for the project; assemble and coordinate resources (both internal and external) required for the project; manage implementation of the project; control and track project expenditures reporting variances and processing change orders

IBM INDIA PVT LTD
Senior Systems Analyst

Bangalore, Karnataka, India
August 2010-July 2013

- Created business architecture artifacts such as Concept of operations, functional hierarchies, common business functions, context diagrams and glossary of terms to understand the landscape of IT solutions
- Developed use case diagrams and descriptions for new product functionality and updated workflows, screen mock-ups, and conversion requirements.
- Coordinated with SME's (subject matter experts), development, test, and deployment teams to derive and execute action plans, meeting deadlines and standards
- Developed and reviewed business process models representing complex processes involving interactions among multiple stakeholders and various systems/data sources.
- Lead the Joint Application Design(JAD) sessions to elicit functional, user and system requirements
- Developed wireframe mockups and data dictionary to capture specific user and data requirements for solicitation processes for salesforce applications
- Prepared project plan and SOP's for various project management processes such as change management, configuration management etc.
- Defined key performance indicators (KPIs) and reviewed reports using database SQL queries
- Mentored, guided and supervised the team of new analysts

Obopay Mobile India Pvt Ltd.
QA Engineer

Bangalore, India
July 2006 – August 2010

- Verified business requirements, use cases and developed user acceptance test scenarios.
- Planned, coordinated and supported the user acceptance test activities which helped develop customer confidence on the products
- Traced test cases and functional specifications to SSRs and BPRs using tools such as quality center and rational quality manager to ensure 100% requirements coverage
- Developed system test plans and performed database, report, migration, localization and globalization testing.
- Developed automation frameworks and scripts which reduced the regression testing effort.

MIND TREE LTD.
Senior Test Engineer

Bangalore, India
July 2006 – August 2009

- Prepared test scenarios and cases based on customer requirements and use cases on supply chain, contract and order management domains
- Executed test cases in the test environment and filed high quality defects which helped improve product quality
- Generated and deployed builds and set up the test environment using UNIX and shell scripting
- Performed functional, regression, volume, localization, integration, reports and application testing

ACADEMIC QUALIFICATION AND ACHIEVEMENT:

UNIVERSITY AT BUFFALO,
THE STATE UNIVERSITY OF NEW YORK
Master of Science in Management Information Systems,
June 2014, GPA: **3.973**

VISWESHWARIAH TECHNOLOGICAL
UNIVERSITY, KARNATAKA, INDIA
Bachelor of Engineering in Information Science and
Technology, June 2006
Graduated First class, GPA: 3.39

- Selected as one of the top 5 finalist at the InfoTech Niagara's 'Student Technology Award'
- Nominated for 'Student Achievement Award' at University at Buffalo, The State University of New York

PUBLICATIONS:

- Lead author of the award winning prototype "Medication Adherence Reminding, Motivation and Monitoring System." Mulgund, P., Han, W., Jayaprakash, A., D., Jayaraman, J., Jiwane, K., Upadhya, A., K., Singh, G., Singh, R. in *Workshop on Information Technology and Systems (WITS), Milan, Italy, 2013*
- Self-Health Management Mobile Application for Diabetic Patients and the Impact on Treatment Adherence W Han, P Mulgund, R Sharman, G Singh, R Singh – ICIS, 2014
- Monteiro, J., Yuan, S., Upadhya, A., Mulgund, P., Malaviya, M., & Sharman, R. (2014). Mass Shooting Incident Response Optimization System: Development of Situational Aware Incident Response System. In *Advancing the Impact of Design Science: Moving from Theory to Practice* (pp. 428-432). Springer International Publishing.
- Authored a paper on "HIPAA omnibus final rule: Pros and Cons on IT Audit" to be published as a book chapter

PROFESSIONAL CERTIFICATIONS:

- Health Insurance Overview by American Health Insurance Plans(AHIP)
- Certified Information Systems Auditor(CISA) exam pass
- International Institute of Software Testing certified tester