

KRISHNA DHAKAL

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PROJECT MANAGER Scrum Master / Progress 4GL

Results-oriented project manager with 11 years of experience in operations management and project leadership. Expertise in optimizing production environments, streamlining processes, and implementing cost-saving initiatives. Strong leadership, communication, and problem-solving skills. Committed to delivering high-quality results and exceeding customer expectations.

Software Solution Development • Legacy Application Modernization • Agile & Kanban Methodologies

- Enterprise Applications • Legacy Code Refactoring • Web Services • Client Coordination
- Repository Management • Query Optimization • Automated Scripts • Data Correction
- Team Leadership • Code Review • Technical Analysis • Testing & Documentation
- Project Management • QC/QA • Scrum Master

Languages: Progress 4GL, C#, C
Web: HTML5, CSS, JavaScript, jQuery, AJAX, JSON, XML, JSP, Servlet, KendoUI
Web Services: SOAP, REST
Web/App Servers: Webspeed, progress appserver, Apache Tomcat
Frameworks: X/E Files, JavralDE, SAFe Framework
Databases: Progress Database, MS SQL Server
Tools: Progress Developer Studio, Eclipse, IntelliJ, SOAP UI, Postman, Bamboo, GitHub, SVN, Progress Profiler, Jira, Confluence, Jira Align
Design Patterns: MVC, Strategy, Proxy, Adapter
SDLC: Agile-Scrum, Kanban, Waterfall
Platforms: Windows, Windows Server, Linux

PROFESSIONAL EXPERIENCE

COTIVITI New York • January 2022 - Present

(Formerly known as Verscend Technologies) is one of the leading healthcare informatics companies in the industry which provides IT solution to US healthcare system.

Client: US Healthcare

Project Manager II

- Managed projects in a production environment, overseeing all aspects of operations and project execution.
- Collaborated with cross-functional teams to ensure smooth operations and timely project delivery.
- Implemented process improvements to increase efficiency and productivity.
- Monitored project timelines, budgets, and quality standards.
- Conducted risk assessments and implemented mitigation strategies.
- Coordinated with stakeholders to understand project requirements and expectations.
- Provided regular project updates to management and stakeholders.
- Led performance evaluations and provided feedback to team members.
- Implemented safety protocols and ensured compliance with regulatory standards.

Achievements

- Successfully delivered projects on time and budget

JAVRA SOFTWARE, Lalitpur, Nepal • February 2016 - January 2022

Company delivering high-level, innovative IT services to clients worldwide.

Client: Van Rijsoort Buijwerk (VRB) (Hot and Cold bending and welding company)

Team Lead

- Customer communication and requirement gathering
- Grooming team members and resolving impediments
- Developed software applications for web and desktop by using Progress 4GL version 10.x and 11.x.
- Developed and deployed custom APIs using SOAP and RESTful web services.
- Customer support
- CHUI to HTML5 modernization work
- Planning, estimating, assigning task to team members
- Manual Testing and making system secure and efficient
- Preparing user manuals and technical documentation

Achievements

- Developed enterprise applications, web services API's, optimized performance, wrote scripts to automate basic tasks such as reporting and deployment, increasing team efficiency and reducing paper waste.
- Nominated for Employee of the Year (2018) for consistently excellent quality.
- Participated in EMEA PUG Challenge in 2017 in Prague (Progress Conference)
- Awarded with Employee of the Year (2016) for excellent work and customer feedback.
- On-site visit at client location in Netherlands for 22 days for pilot project on CHUI application modernization on 2016
- Awarded with Employee of the Quarter (2015)
- Technologies: Progress 4GL, Webspeed, Appserver, HTML5, CSS, jQuery, AJAX, JSON, XML, MS SQL, SSH, UltraEdit, Progress Developer Studio, SOAP, REST, Git, SVN, Tomcat, Wamp, Jira, Confluence

JAVRA SOFTWARE, Lalitpur, Nepal • January 2015 - January 2016

Company delivering high-level, innovative IT services to clients worldwide.

Client: Wholesale and retailers (Client's name cannot be revealed)

Sr. Software Developer

- Discussing and analyzing user requirements with end users.
- Development and integration of e-commerce application for customer.
- Analysis, Planning, Coding
- Development as per requirements.
- RESTFUL application using Javra IDE
- Communication with end users during the course of development.
- Test case preparation and QC check

Achievements

- successfully delivered software product on time
- Awarded with Employee of the Quarter (2015)
- Technologies: Progress 4GL, Webspeed, Appserver, HTML5, CSS, jQuery, AJAX, JSON, XML, MS SQL, SSH, UltraEdit, Progress Developer Studio, SOAP, REST, Git, SVN, Tomcat, Wamp, Jira, Confluence

JAVRA SOFTWARE, Lalitpur, Nepal • January 2013 - January 2015

Company delivering high-level, innovative IT services to clients worldwide.

Client: ADcommerce and ADvalue Web and mobile

Associate Sr. Software Developer

Worked to modernize legacy GUI application to modern application which can run as web application as well as over mobile devices using Cordova.

- Working in sprint with proper planning, grooming, demo and retrospective ceremonies
- Modernizing legacy logic in more advanced way
- Code optimization and refactoring
- Query analysis and optimization
- DB migration and verification
- Hybrid application development using Adobe Cordova which makes code deployment in IOS, Android devices
- Quality test and documentation

Achievements

- successfully delivered software product on time
- worked on hybrid app development using Adobe Cordova
- Awarded with Employee of the Month in July 2014 and April 2015
- Technologies: Progress 4GL, Webspeed, Appserver, HTML5, CSS, jQuery, AJAX, JSON, XML, MS SQL, SSH, UltraEdit, Progress Developer Studio, SOAP, REST, Git, SVN, Tomcat, Wamp, JavraIDE

JAVRA SOFTWARE, Lalitpur, Nepal • October 2011 - January 2013

Company delivering high-level, innovative IT services to clients worldwide.

Client: Global Buying Services (GBS)

Software Developer

Worked in Quality Control (QC) module along with customization feature in Logistics Management System.

Major work:

- Analysis, Planning, Coding
- Interfacing with client's ERP system using SOAP Communication
- Communication with users during the course of development.
- Deployment and Support.
- Source code management and revision control with SVN
- Technical documentation such as release notes, process flow

EDUCATION

Master of Science in Information Technology (2012)

Sikkim Manipal University– Sikkim, India



***Key Courses:** Programming in Java; Software Engineering; C; C++; Web Technology; Microprocessor Programming; Data Structures & Algorithms; Relational Database Management Systems; Artificial Intelligence; Computer Architecture; Computer Security & Cyber Law; Management Information Systems*

Bachelor of Science in Information Technology (2011)

Sikkim Manipal University – Sikkim, India

***Key Courses:** Programming in Java; Software Engineering; C; C++; Web Technology; Microprocessor Programming; Data Structures & Algorithms; Relational Database Management Systems; Artificial Intelligence; Computer Architecture; Computer Security & Cyber Law; Management Information Systems*

PROFESSIONAL DEVELOPMENT

Certified SAFe® 5 Practitioner	 The logo is a diamond shape with a blue border. Inside, there's a white square with a blue 'E' icon at the top. Below that, a blue mountain range with white peaks. In the center, the letters 'SP' are written in white on a dark blue background. At the bottom, 'SAFe® 5' is written in blue on a yellow background.
Certified SAFe® 5 Scrum Master	 The logo is a diamond shape with a blue border. Inside, there's a white square with a blue 'E' icon at the top. Below that, a blue mountain range with white peaks. In the center, the letters 'SSM' are written in white on a dark blue background. At the bottom, 'SAFe® 5' is written in blue on a yellow background.