

Neha Shashidhara Guli

Email Id: nehasguli@gmail.com | Phone: +1 (626) 310-2680 www.linkedin.com/in/nvp007/ Maryland

Professional Summary

- IT Program Manager and Business Analyst with 10+ years of experience combining business analysis, financial analysis, program/project management, and Agile delivery across utilities and financial services.
- Strong domain exposure to capital markets / investment banking reference data, trading support systems, settlements, reconciliations, and middle-office workflows.
- Proven track record translating high-level business goals into detailed BRDs, user stories, process workflows, gap and risk assessments, and test strategies.
- Skilled at stakeholder alignment across Product Owners, Application Owners, Technology, and Operations to deliver change-the-bank initiatives on time and within budget.
- Strong background in SAP PM/MM/FI/CO, Planisware, and enterprise financial governance, with a proven ability to ensure audit-ready reporting and accurate cost tracking.
- Adept at leveraging AI/ML, Power BI Copilot, automation, and data analytics to accelerate delivery, enhance decision-making, and improve operational visibility.

Technical Skillset

- **Business Analysis & Requirements:** BRDs, user stories, acceptance criteria, business/process workflows, non-functional requirements, gap and risk assessments.
- **Project & Program Governance:** Program Portfolio Management, Scope & Budget Tracking, Risk Mitigation, Change Management, SLA/KPI Governance
- **Capital Markets Domain:** Reference data, trading support, corporate actions, settlements, reconciliations, middle-office data flows.
- **Agile Delivery:** Scrum/Kanban, sprint ceremonies, backlog refinement, cross-team dependency management.
- **Stakeholder Management:** Product Owners, Application Owners, Technology, Operations, vendors, and business SMEs.
- **Tools & BI:** Jira, PowerPoint, Excel, Power BI, Tableau, ServiceNow, HP ALM, SAP PM/MM/FI/CO, Planisware
- **GenAI / Automation:** Microsoft 365 Copilot, Power BI Copilot, Power Automate AI Builder for status automation and analytics.

Professional Experience

IT Program Manager | Pacific Gas & Electric, Remote | June 2021 - Present

- Drove Agile program & Portfolio delivery across FAN, ADMS, and SCADA modernization initiatives by establishing sprint ceremonies, backlog refinement, and iterative release cycles, improving delivery velocity and cross-team alignment.
- Strategically led a 50+ person Agile organization, orchestrating cross-functional teams to deliver five concurrent OT/IT modernization workstreams with enhanced delivery cadence and strategic alignment.
- Directed overall budget of \$22.3M procurement lifecycle across cross-functional utility programs utilizing SAP MM/Ariba to optimize vendor delivery and supply chain velocity.
- Automated risk reporting frameworks via generative AI tools, cutting manual portfolio tracking effort by 30% for executive stakeholders.
- Governed portfolio financial structures and asset capitalization within SAP PM/MM/FI/CO modules.
- Tracked AJE entries, refresh biweekly Actual vs Forecast reports using SAP AO; validate financial accuracy with PMs/PMOs.
- Maintained audit-ready financial documentation and led a P&L driven SAP-Planisware integration to improve capital project visibility, cost control, and asset accounting accuracy.
- Build project workflows using MS project for project scope & planning, cost forecasting, risk tracking, and governance reporting.
- Streamlined portfolio processes, ensured regulatory compliance for FAN installations and enhanced data quality to deliver audit-ready, high-visibility programs
- Orchestrated development of Power BI-based data management tool, collaborating with data scientists and data analysts to embed AI-driven analytics, consolidating gateway and mesh-correction work across the IGP FAN portfolio.

Business System Analyst | Driscolls, Watsonville, CA | November 2019 – August 2020

- Led ServiceNow ITSM requirements gathering across Incident, Problem, Change, Request, and Knowledge modules, documenting user stories and acceptance criteria in Jira.
- Redesigned ITIL aligned workflows by defining future-state ServiceNow processes, SLAs, automation rules, and approval paths.

- Supported ServiceNow system design by reviewing architecture diagrams, validating data flows, and ensuring alignment between ITSM modules, CMDB structures, and integration points.
- Supported ServiceNow configuration by validating forms, fields, business rules, UI policies, service catalog items, and CMDB structures.
- Drove UAT and release readiness by creating test plans, coordinating testers, validating defects, and ensuring modules met acceptance criteria.
- Ensured CMDB and data readiness through CI attribute mapping, data cleansing, and relationship validation.
- Led change management and training by delivering SOPs, knowledge articles, demos, and post-go-live support to drive adoption of ServiceNow ITSM across the organization.

Business Operations Analyst| Flexon Technologies Inc, Pleasanton, CA | September 2019 – November 2019

- Created business process specifications using Jira and UML diagrams in Visio.
- Developed Power BI dashboards, KPIs, and predictive trend analyses using DAX, Power Query, OLAP cubes, and VBA.
- Performed SQL-based data extraction and transformation; used advanced Excel for data cleaning.

Data Analyst| Tuutkia LLC, Fremont, CA | July 2019 – September 2019

- Built dashboards for Customer Success, Product, Engineering, and Marketing teams.
- Performed web scraping using Python (scrapy, selenium) and SQL-based data manipulation.
- Defined customer success KPIs and delivered recurring analytics reports.

Graduate Assistant| Cal State LA, LA | January 2018 – May 2019

- Mentoring undergraduate students research projects and thesis related to SQL, Business Intelligence and Data Analytics
- Collaborated with Dr. Shilpa Balan for a research paper on Machine learning in higher education.
- Tutored undergrad students in SQL, JAVA and system design within Information system department.

Software Engineer| Societe Generale, Bangalore, India | August 2014 – April 2017

- Supported global investment banking and capital markets by developing and maintaining reference data distribution systems for trading, risk, and regulatory platforms.
- Implemented XML/XSL transformations in TIBCO BW and Java services to standardize instrument and counterparty data for front-office and middle-office consumption.
- Managed Agile ceremonies, sprint planning, and Kanban boards; collaborated with business SMEs to capture functional requirements and translate them into development and test artifacts.
- Used JIRA for requirements and HP ALM for defect/test management; contributed to CI/CD pipelines using SVN, Maven, Jenkins, and Tomcat.

Education

California State University Los Angeles - California, USA

Master of Science: Information System

CGPA: 3.55/4

May 2019

Sri Jayachamarajendra College of Engineering - Mysore, INDIA

Bachelor of Engineering: Information Science & Engineering

CGPA: 3.37/4

May 2014

Academic Projects

- Predictive Modeling for SF Bike Share Rentals (SparkML, Azure ML): Built and compared classifier models.
- Cancer Data Visualization (Python): Analyzed mortality trends using pandas/matplotlib.
- Pneumonia & Influenza Mortality Prediction (R): Built predictive model using dplyr and plotrix.
- Crime Analysis for Chicago & NYC (Hive, Tableau): Performed HDFS ingestion, HiveQL wrangling, and visualization.
- Azure Cloud Network Migration: Built peer-to-peer virtual network lab environment.

Accomplishments

- Published in ACET Journal of Computer Education & Research, 2018, v. 12, n. 1, p. 1- Evaluation of Machine Learning Courses for Data Science Curriculum in American Higher Education
- Recognized for consistently meeting or exceeding project delivery targets in Q4 of 2023