Farhana Ahmed

SENIOR PROJECT MANAGER | CLOUD MIGRATION | DIGITAL TRANSFORMATION

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Profile

PMP-certified Senior Project and Program Manager with 14+ years of experience leading enterprise technology transformations, on-premise-to-cloud migrations, SaaS implementations, and digital platforms. Skilled in managing complex projects, coordinating cross-functional teams, and driving delivery from initiation through go-live. Experience includes leading enterprise ERP transformation across interconnected business functions (including finance) and managing revenue-cycle and systems initiatives at Bardavon that contributed to the collection of approximately $600K in outstanding accounts receivable. Skilled in aligning business and technical teams, managing risks and dependencies, improving processes, and providing executives with clear, decision-ready reporting.

Delivery Capabilities

Finance / Revenue Systems	ERP / Cloud Migration / SDLC	Current-State / Future-State
PMO Governance & Framework	RAID & Dependency Management	UAT / Readiness / Go-Live
Project Framework & Organization	Data Migration & Integrations	Change & Adoption
Process Standardization	Scope & Change Control	Vendor / Cross-Functional Leadership
Executive / Steering Reporting	Salesforce / Rootstock ERP	Five9 / Zendesk / AWS
Integrated Master Planning	Jira / Confluence / PM Tools	Digital Asset Management

Professional Experience Snapshot and Timeline

DATE	ORGANIZATION	EXPERIENCE
09/2023 – 10/2026	Fike Corporations	ERP & Cloud Migration • Rootstock Implementation • Implantation Planning and Roadmap • Jira • Agile • PMO Governance • Business Requirements • Stakeholder Management • Executive Reporting • Change Management • RAID • UAT/BFT • Data Migration & Integrations
10/2022 - 08/2023	Abbott Rapid Diagnostics	Enterprise Implementation • Five9 • Zendesk • Contact Center Launch • AI Workflows • UAT & Validation • Agent Training • Operational Readiness • AWS
08/2020 - 10/2022	Bardavon Health Innovations	PM Frameworks • Agile Coaching • Digital Asset Management (DAM) • SDLC • Revenue Cycle • $600K AR Recovery • Salesforce • Data Warehouse • Healthcare EDI
09/2019 - 08/2020	Educational Networks	20-110 Concurrent Projects • Website Development • CMS • E-Commerce • School Stores • Portfolio Delivery

03/2016 - 08/2019	Orbund LLC	SaaS Implementation • Systems Integration • Process Improvement • Data Validation • UAT • Training • Go-Live
05/2012 - 02/2016	Vitreo-Retinal Consultants & Surgeons	Healthcare Operations • EMR • Procurement • Insurance • Training • HIPAA/OSHA • Process Improvement or / Cross-Functional Leadership

Education & Certification

- PMP, Project Management Institute | 2021
- Bachelor of Science, Biology, Newman University | 2007

Detailed Professional Experience

Project Manager | Fike Corporation | 09/2023 – 10/2026

- Led enterprise ERP modernization initiatives supporting migration from legacy AS/400 systems to cloud-based Rootstock ERP across 15+ business units.
- Stepped into a three-year ongoing ERP initiative with limited delivery structure and insufficient data to reliably measure progress, helping establish project management standards, governance, and delivery controls that improved visibility into project status, risks, dependencies, and remaining work.
- Implemented Jira project and delivery-management structures, including work-item hierarchy, backlog governance, delivery standards, dashboards, metrics, and reporting practices to provide teams and leadership with measurable project-delivery information.
- Helped transition the delivery team toward Agile ways of working, establishing and reinforcing backlog management, sprint planning, prioritization, delivery cadence, accountability, and continuous-improvement practices.
- Supported the establishment of the Project Management Office (PMO) by developing governance frameworks, standardized processes, SOPs, centralized documentation repositories, and project delivery standards to drive consistency, accountability, and operational efficiency.
- Coordinated the integrated delivery picture across requirements, solution design, customization, regression, business-functional testing/UAT readiness, data readiness, training dependencies, cutover planning, and phased go-live preparation.
- Maintain integrated schedules, milestone plans, RAID logs, dependency tracking, decision tracking, recovery actions, and executive status reporting, escalating schedule and readiness risks and their downstream impacts.
- Facilitate cross-functional reviews to drive decisions around scope, sequencing, custom-versus-standard functionality, access, environments, data migration, and readiness, translating outcomes into accountable owners, dates, and next steps.
- Coordinate delivery across business SMEs, architects, developers, QA, consultants, and vendors, supporting alignment across integrations, infrastructure, platform upgrades, permissions, data, and business readiness.

Program Manager | Abbott Rapid Diagnostics | 10/2022 – 08/2023

- Led enterprise implementation and operational readiness for the Five9 Contact Center, including the Zendesk-Five9 integration, helping stand up the technology, processes, and agent capabilities required to launch the contact center for Abbott Consumer Wellness.

- Managed the implementation lifecycle across requirements, configuration, integrations, UAT, validation, defect resolution, operational readiness, training, and production go-live, coordinating Business, IT, QA, Operations, engineering teams, and vendors.
- Led development and coordination of agent training programs, training materials, process documentation, and operational guidance, preparing contact center agents to use the new technology, workflows, and customer-service processes effectively at launch.
- Partnered with business and operational stakeholders to translate new system capabilities into agent workflows, procedures, training requirements, and readiness activities, supporting adoption and transition into day-to-day operations.
- Managed cross-system dependencies across IVR, call routing, messaging, chat, ticketing, recording, reporting, access, and AWS-supported environments, translating technical issues and dependencies into clear business impacts, risks, and action plans.
- Directed UAT, validation, defect triage, readiness tracking, access, reporting, and go-live preparation, ensuring technical functionality and operational teams were prepared for production deployment.
- Supported technology initiatives within Abbott's regulated diagnostic/testing environment, applying structured validation, compliance, stakeholder communication, documentation, and implementation controls to high-visibility work.

Project Manager | Bardavon Health Innovations | 08/2020 – 10/2022

- Served as Project Manager for revenue-cycle and revenue-system transformation initiatives, leading process and system improvements that helped the organization collect approximately $600K in outstanding accounts receivable.
- Introduced and implemented project management governance, reporting structures, delivery frameworks, and standardized project practices, improving leadership visibility, project accountability, risk management, and delivery consistency across initiatives.
- Coached teams on Agile delivery and implemented Agile/Scrum practices, establishing ceremonies, backlog management, sprint planning, prioritization, and continuous-improvement practices to strengthen execution and team accountability.
- Managed concurrent enterprise initiatives across Revenue Cycle, Salesforce, Data Warehouse, infrastructure, and application development, connecting business requirements to technical delivery, data, integrations, reporting, and operational outcomes.
- Led healthcare data-integration initiatives using ANSI X12 5010 EDI transactions, including 834 Enrollment, 837 Claims, 835 Remittance Advice, and 270/271 Eligibility exchanges across providers, payors, and third-party administrators.
- Established and maintained roadmaps, project plans, milestones, RAID management, dependencies, resource planning, change control, and executive-level reporting, providing leadership with clear visibility into project health, decisions, risks, and delivery progress.
- Facilitated cross-functional delivery across business, technology, operations, and leadership teams, translating complex requirements and delivery challenges into clear decisions, accountable actions, and executable plans.

Project Manager | Educational Networks | 09/2019 – 08/2020

- Managed a portfolio of 20 to 110 concurrent website development and implementation projects, overseeing delivery from project initiation and requirements through design, development, testing, client review, launch, and post-launch transition.
- Led website, CMS, and e-commerce implementations, coordinating digital content, media assets, development teams, and client stakeholders.
- Supported the implementation of online school stores and e-commerce capabilities within client websites, translating business requirements into functional solutions and coordinating configuration, development, testing, and launch activities.

- Developed and maintained project plans across simultaneous implementations, managing scope, schedules, budgets, resources, milestones, dependencies, risks, issues, and client deliverables through launch.
- Translated client requirements into actionable work for technical and creative teams, maintaining alignment across business needs, user experience, website functionality, e-commerce requirements, solution design, and technical delivery.
- Managed competing priorities across a high-volume project portfolio, monitoring project health, resource capacity, delivery risks, milestones, and launch readiness to maintain predictable delivery.

Project Manager / Implementation | Orbund LLC | 03/2016 – 08/2019

- Led full-cycle SaaS implementations for higher-education clients from discovery and current-state process assessment through requirements, configuration, integrations, testing, data validation, training, deployment, and post-launch support.
- Managed multiple client implementations, developing project plans and coordinating scope, schedules, milestones, risks, dependencies, issue resolution, customer readiness, and go-live activities across business and technical teams.
- Translated business and operational requirements into functional system configurations and technical requirements, partnering with developers, programmers, and integration teams to deliver solutions aligned with client processes and implementation objectives.
- Managed integrations across student information, admissions, enrollment, financial aid, billing, reporting, and third-party applications, coordinating data and system dependencies throughout implementation.
- Conducted business-process reviews to identify workflow gaps and opportunities for process improvement, standardization, and system optimization.
- Led UAT, data validation, issue resolution, customer training, production readiness, and post-launch support, ensuring implementations met business requirements before transition to production.
- Partnered with development teams to improve financial-aid estimation processes, translating customer requirements into system enhancements that improved accuracy and usability.

Office Manager | Vitreo Retinal Consultants and Surgeons | 05/2012 – 02/2016

- Managed healthcare business-office operations, procurement, inventory, vendor relationships, insurance workflows, staff training, and EMR-supported processes in a regulated clinical environment.
- Improved operational workflows while maintaining HIPAA, OSHA, coverage, and patient-access requirements; worked with Epic and NextGen EMR systems.
- Led training efforts for new employees and advised patients and physicians on insurance and treatment coverage.
- Facilitate patient enrollment in medication assistance programs and ensure compliance with HIPAA, OSHA, and insurance policies.

Prior Banking Experience

- US Bank | Overland Park, KS | 2008 | Bank Teller
- Sunflower Bank | Wichita, KS | 2006 | Bank Teller