

Paya Ebrahimi

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PROFESSIONAL SUMMARY

Seasoned Project Manager adept at delivering complex projects using Agile and Waterfall Methodologies. Proven track record of success, skilled in scope definition, schedule development, resource allocation and risk management. Strong communication skills, capable of building rapport with stakeholders at all levels. Leader who motivates teams to perform effectively. Focused on driving business results.

Skills:

Project Management – Conflict Resolution – Strategic Planning – Team Leadership – Communication - Process Improvement – Cloud Migration – SmartSheet – MS Project – Trello – Jira – MS Office – Visio - ADO

EXPERIENCE

Project Management | Scrum Master Pacific Life, California

Feb 2024 – May 2025

- Managed technology portfolio projects for stabilizing, scaling and strengthening technology operations
- Managed **SaaS vendor** platform **scalability and stability** initiative, translating non-functional requirements into technology specifications. Led collaboration with vendors to design test scenarios, conduct testing, and implement improvements, ensuring platform reliability for future volume demands.
- Managed data delivery and governance projects as part of the road map program (Scrum Master role)
- Managed third-party platforms migration to **SSO** to ensure smooth operations and compliance. Enhanced **workflow efficiency and security** through streamlined access management solutions.
- Facilitated **security audit** process, ensuring smooth coordination between third-party auditors and the security and technology team. Oversaw preparation efforts for audits covering both internal teams and vendors, including data collection and interviews, to support comprehensive internal audits.
- Led **disaster recovery** assessment, analyzing service outage impacts on critical business operations. Identified recovery solutions, including technological and manual processes, to ensure continuity.

Project Management TATA Consultancy Services, California

Jan 2022 – Aug 2023

- Successfully led a division-wide **data masking** project across all lower environments, ensuring secure access and compliance for users.
- Successfully migrated **Jira and Confluence** to their **cloud**-based equivalents, streamlining processes, optimizing performance, and eliminating hosting hassles.
- Efficiently supervised identification of issues causing performance snags for multiple **high-impact applications**, boosting users' performance and satisfaction.
- Seamlessly transitioned the centralized document repository from **Nexus** to **jFrog**, reducing complexity and enhancing access control while maintaining strict company standards.
- Successfully managed migration from **Jenkins** to **Azure DevOps**, improving productivity, cost savings, security, and customer satisfaction.
- Spearheaded **QA regression testing automation** project, accelerating development cycle & continuously reducing expenses.

Project Management Pacific Life, California

Apr 2021 – Dec 2022

- Led migration of **YouTrack** projects and merging them into **JIRA** projects with zero downtime or impact to business, resulting in simplicity for developers and business customers.
- Implemented an **AI-powered process intelligence platform** to optimize workflows and drive continuous improvement.
- Launched strategic intelligence portal for better decision-making, forecasting, and competitive analysis.

Project Financial Analyst Pacific Life, California

Apr 2018 – Apr 2021

- Automated aspects of project financial reporting using innovative techniques, saving time, and improving accuracy.

VP of IT and Administration (Volunteer Work)

2016 – Present

PMI – Orange County Chapter (Volunteer Organization), California

- Revamped IT department structure and processes, increasing efficiency and effectiveness.
- Helped revitalize mentorship program, fostering growth and professional development among members.
- Collaborated with online programs and knowledge management teams to enhance digital learning experiences and content curation.
- Established PMI-OC Online Programs initiative, expanding access to educational resources and networking opportunities.
- Founded study group for members to collaborate on exam preparation and professional development.
- Assisted in reviving the chapter eMagazine, promoting thought leadership and engagement among members.
- Launched photography group to create visual content for events and social media marketing initiatives.

Program Management Office Subject Matter Expert

2010 – 2015

Tehran Stock Exchange, Tehran

- Streamlined project/program reporting, enhancing visibility and efficiency.
- Created a comprehensive enterprise project portfolio managing 40+ annual projects, maximizing resource allocation and alignment with organizational goals.
- Spearheaded online survey system implementation, significantly boosting participant involvement (300%) while reducing human resources requirements by fivefold. This innovation expanded the scope of potential respondents, including previously unreachable investors.

Consultant

2009 – 2010

Arzesh Afarinan pasargad Co., Tehran

- Generated new business through targeted outreach, cultivating strong relationships and securing long-term business partnerships.

Consultant

2008 – 2009

Karafarin Bank, Tehran

- Evaluated company needs and developed essential processes for streamlined project management.
- Established effective two-way communication channels between project managers and upper management.
- Created a centralized reporting system for real-time project tracking.

Assistant Manager – Program Management Office

2007 – 2008

Emirates NBD, Dubai

- Participated in the successful merger of Emirates Bank and National Bank of Dubai merger of IT Program Management Offices. (Involved in introducing and implementing process requirements for IT department as well as reporting requirements and templates)
- Maintained over 200 service-level agreements to ensure optimal performance and compliance.
- Produced regular high-level reports viewed by top management, including the CEO.
- Project Management for internal projects
- Coordinated department wide training for more than 120 employees.
- Provided assistance throughout the annual budgeting cycle with a value of more than \$20M on IT expenses

Project Coordinator/System Administrator

2005 – 2006

PDSR Technologies, Dubai

- Successfully oversaw network administration tasks, optimizing connectivity, security, and reliability across multi-faceted platforms.
- Coordinated IT initiatives from start to finish, collaborating with cross-functional teams to achieve desired outcomes.

EDUCATION

Paya Ebrahimi

Master of International Business / University of Wollongong (UOW)
Bachelor of Information Technology / American University in Dubai (AUD)
Founded the official web-based magazine of the university.

2007-2008
2002-2006