

# KAUSHAL MANANDHAR

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## PROFESSIONAL SUMMARY

Results-driven Project Manager with a strong technical background in Information Technology and 5+ years of experience managing project lifecycles, leading cross-functional teams, and delivering complex system solutions. Skilled in requirements gathering, stakeholder management, Agile/SDLC methodologies, deployment management, and data-driven reporting using SQL and Tableau. Proven track record of bridging the gap between client leaders, technical teams, and business executives to ensure project milestones and deliverables are met on time. Currently pursuing a Master of Science in Information Technology & Business at University of Fairfax (Expected Graduation: August 2027).

## TECHNICAL & MANAGEMENT SKILLS

**Project Management:** SDLC, Agile Methodologies, Project Lifecycles, Scope Management, Milestones & Deployment Scheduling, Stakeholder Management, User Acceptance Testing (UAT)

**Analytics & Data:** SQL (T-SQL, PL/SQL), Tableau, QlikView, SSRS, SSIS, Python, R

**Tools & Systems:** Trello, Lucidchart, Gantt Charts, Slack, MS Office Suite, SharePoint, MS SQL Server, Oracle SQL Developer, Azure, Visual Studio

**Technical Concepts:** HTML/CSS, JavaScript, C#, .NET, PHP, Database Architecture

## PROFESSIONAL EXPERIENCE

**Open Access Technology International (OATI) / Minneapolis, MN**

**Project Manager / Business Systems Analyst**

Jan 2023 – Present

- Partnered directly with client leaders, executive stakeholders, and software engineering teams to manage end-to-end project lifecycles, establish project timelines, and define key milestones.
- Led cross-functional discovery sessions with key business stakeholders and client teams to gather, scope, and document functional system requirements and technical specifications.
- Monitored project deliverables and managed User Acceptance Testing (UAT) phases to ensure software releases aligned strictly with client business rules.
- Built visual dashboards and executive reports in Tableau using SQL data analysis to present operational trends, risk assessments, and project progress to key stakeholders.
- Managed project risks and scope changes by tracking dependencies, documenting requirements, and maintaining central project logs.

**Application Manager / Support Analyst**

Aug 2019 – Dec 2022

- Managed application environments across Dev, QA, and Production, coordinating system patch deployments and release schedules with engineering teams.
- Investigated, diagnosed, and troubleshoot complex software and database issues, collaborating closely with developers to create permanent fixes and system enhancements.
- Executed thorough integration, functional, and regression testing prior to production deployments to maintain high application stability and uptime.
- Optimized backend data processes and SQL stored procedures to automate job scheduling and streamline business reporting workflows.
- Led onboarding and technical training sessions for client users and internal staff on application workflows, core functionality, and new software releases.

**T-Mobile / Mankato, MN**

Jul 2017 – Jul 2019

**Technical Sales & Customer Analyst**

- Consulted with enterprise and retail customers to analyze technical needs, manage expectations, and deliver tailored service solutions.
- Maintained accurate project and client records during system setups, data migrations, and device account configurations.
- Handled complex client escalations and communication to drive continuous customer satisfaction.

**Mentor Network / Mankato, MN**

Jul 2017 – Jul 2019

**Direct Support Professional**

- Facilitated structured, daily communication across administrative staff, healthcare professionals, and key client contacts.
- Maintained comprehensive documentation, status logs, and progress reports in compliance with operational standards.

## EDUCATION

**Master of Science in Information Technology & Business / University of Fairfax**

Expected Graduation: Aug 2027

**Bachelor of Science in Information Technology / Minnesota State University, Mankato**

Graduated: Dec 2019