

SUHANA SHRESTHA, PMP®

Toronto, ON | +1-437-422-1161 | suhana.shrestha1a1@gmail.com | linkedin.com/in/suhana-shrestha

PROFESSIONAL SUMMARY

PMP-certified Technical Project Coordinator with experience delivering regulated, high-stakes technical projects — including a CPHA-compliant healthcare claims system handling live PHI data and a full SaaS platform implementation owned end-to-end. Background in network engineering and security research before moving into project management, enabling stronger technical fluency with engineering stakeholders. Skilled in Agile, Waterfall, and hybrid delivery, requirements engineering, and cross-functional stakeholder facilitation. Full project portfolio and case studies available at [portfolio URL].

CERTIFICATIONS

Project Management Professional (PMP)® — PMI, July 2026 • Atlassian Agile Project Management Professional Certificate • Project Management Ready (PMR™) • Agile Project Management with Jira Cloud • Scrum: Advanced • Business Analysis: Essential Tools and Techniques • CNSS Certified Network Security Specialist — ICSI

CORE COMPETENCIES

Project Delivery: Agile • Waterfall • Hybrid • Scrum • Sprint Planning • RAID Log Management • Risk & Issue Management • Change Management

Business Analysis: Requirements Elicitation • BRD Development • Gap Analysis • UAT • Process Mapping

Tools & Platforms: Azure DevOps • Jira • Smartsheet • MS Project • Trello • Ceipal

Technical: VM Migration • Storage Migration • LAN/WAN • Network Infrastructure • Virtualization • Server Upgrades • Database Migration (Oracle) • ITIL • ISO 27001 • NIST • PCI DSS • CPHA

Leadership: Stakeholder Communication • Cross-Functional Team Leadership • Training & Onboarding • Technical Documentation • Vendor Management

PROFESSIONAL EXPERIENCE

Project Coordinator

Apr 2025 – Aug 2026

Trinetra Systems, Markham, ON

Healthcare Claims Processing System (CPHA-compliant)

Aug 2025 – Aug 2026

- Managed BA and QA delivery on a live, compliance-driven claims system in a regulated industry, translating clinical and regulatory workflows into functional specs across intake, routing, adjudication, and response
- Contributed to stakeholder workshops with 30+ participants and co-authored the Business Requirements Document (~100 requirements), preventing scope creep through unambiguous functional specifications
- Maintained the RAID log during early project phases, tracking risks, assumptions, issues, and dependencies to give the team real-time visibility
- Collaborated across development, infrastructure, security, and testing teams to build and deliver the system in line with agreed-upon requirements
- Designed and executed 110+ test cases in Azure DevOps, achieving a 97%+ pass rate against every requirement end-to-end; coordinated release-milestone sign-off with the QA lead
- Built a comprehensive testing dashboard used by stakeholders and senior program management to track readiness in real time
- Maintained full data integrity across QA delivery on a system handling sensitive PHI data, with zero compliance issues flagged at launch

Ceipal Workforce Management Implementation

Apr 2025 – Sep 2025

- Led end-to-end SaaS implementation across 7 modules (timesheet, leave, placement, employee, vendor, client, invoicing), acting as sole liaison between vendor and organization
- Owled platform configuration, workflow alignment, and end-user training across the full implementation, front-end and back-end
- Co-authored the BRD through stakeholder interviews, translating business needs into technical specifications
- Managed delivery using a hybrid approach — Waterfall for risk and issue tracking, Agile for module rollouts
- Built user guides and a training video series; delivered hands-on sessions to 20+ employees and contractors, driving full platform adoption with zero unresolved issues post-launch
- Led a security incident from detection through investigation and resolution, maintaining a 88-item issue log resolved over two months

Junior ITS Project Management Specialist (Co-op)

Jan 2025 – Apr 2025

Seneca Polytechnic, Toronto, ON

- Supported senior project managers in planning and executing IT infrastructure projects using Agile, Waterfall, and hybrid methodologies
- Managed and delivered seven technical projects across teams of 5–20 members:
 - NetApp Storage Migration** (Waterfall) — owned from charter through closure, coordinating a weekend cutover; achieved 100% data integrity with significantly reduced downtime
 - LAN Room Upgrade** (Waterfall) — coordinated rewiring and infrastructure improvements across facilities, technicians, and vendors; improved network speed and reliability.

- **DevOps HR Platform Enhancement** (Agile) — ran two-week sprint cycles, balancing evolving HR requirements against development capacity; reduced ticket backlog by 35% over four months
- **Glassfish Server Upgrade** (Waterfall) — planned and tracked a legacy server upgrade going off vendor support
- **Identity Management (IDM) Remediation** (Waterfall) — resolved security and access issues, strengthening user management controls
- **VM Migration** (Agile) — re-engaged a stalled, unresponsive project team and restored accountability and progress
- **Oracle Database Migration** (Hybrid, 20+ people) — supported a senior PM on a high-stakes transition from subscription-based hosting to an in-house database center
- Built and maintained Smartsheet dashboards for senior management and the PMO across all projects

Chief of Staff, Hackathon 2025
Oct 2024 – Mar 2025

- Seneca Hackathon
- Built a 6-team organizing structure from scratch (Student Success, IT Development, Partner Experience, Marketing, Finance, Operations) and led the event end-to-end, from initial scoping through post-event wrap-up
 - Designed the full operational plan: timelines, communication systems, resource allocation, delivery checkpoints
 - Ran pre-event mixer sessions with 50+ participants to validate workflows before the main event
 - Delivered one of Seneca Polytechnic's largest innovation events: 1,000+ students and alumni from 35+ institutions, supported by 30+ industry partners

Project Management Intern
Jul 2023 – Dec 2023

- Peak Studios, Kathmandu, Nepal
- Supported planning and delivery of multiple concurrent projects using Jira, maintaining documentation and tracking progress across teams and external clients
 - Captured and tracked requirements, monitored risks, and adapted priorities across shifting project deadlines

OD Computing Expert
May 2022 – Mar 2023

- Innovate Tech, Kathmandu, Nepal
- Produced and maintained technical documentation on IT systems and networking concepts across a diverse hardware and software portfolio, simplifying complex concepts for non-technical audiences
 - Produced e-learning content using Camtasia and Articulate, including teleprompter scripts, instructional videos, and animations to support technical training

Security Research Analyst
Dec 2021 – May 2022

- SecurityPal, Kathmandu, Nepal
- Conducted third-party security assessments of vendor systems, applications, and services, identifying vulnerabilities and control weaknesses using ISO 27001, NIST, and PCI DSS frameworks
 - Reviewed and evaluated security questionnaires and compliance documentation to assess vendor security posture

NOC Engineer
Aug 2019 – Oct 2021

- NH Nepal, Lalitpur, Nepal
- Monitored live network environments continuously, responding to incidents affecting connectivity, routing, packet loss, and traffic performance
 - Investigated root causes of network incidents and coordinated resolution with internal teams and external stakeholders, maintaining service SLAs

COMMUNITY LEADERSHIP

Founder & Chairperson, Give Together
Jun 2025 – Present

- Seneca Student Federation, partnered with Canadian Blood Services
- Founded a student-led club making blood and plasma donation accessible, guided by ongoing partnership with Canadian Blood Services
 - Guide multidisciplinary volunteer teams delivering donation awareness campaigns across campus
 - Founded and now run the Annual Give Together Golf Tournament, now in its 2nd year

Founder, Monkey.ko
Feb 2022 – Jan 2024

- Animal Welfare Fundraising Initiative
- Founded and operated a bakery during COVID, donating 100% of proceeds to local dog shelters for food, medicine, and emergency treatment
 - Managed the entire operation end-to-end: baking, packaging, sales, delivery, and donation coordination

EDUCATION

Post-Graduate Certificate, Project Management (IT) — Seneca Polytechnic, Toronto, ON
 Graduated May 2025

4.0 GPA | President's Honor List

Bachelor of Science (Hons.), Networking and IT Security — London Metropolitan University, UK
 2018 – 2021

First Class Honours