

Rikin Shah , CSM

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PROFESSIONAL EXPERIENCE

Creative Business Solutions - Bowie, MD

Nov 2025 – Present

SAP Project Manager Contract

- Led requirements gathering and architecture design for SAP analytics initiatives; partnered with business stakeholders to translate reporting and process needs into SAP-aligned technical specifications and delivery plans.
- Managed Jira and Azure DevOps boards to drive sprint planning, backlog grooming, and milestone tracking; supported SAP reporting workflows and consolidated 5+ enterprise data sources into Power BI dashboards.
- Tracked project performance, risks, and dependencies across SAP-enabled initiatives using Excel and PM artifacts; improved delivery predictability and reduced reporting delays by 15%.

Arizona State University, Polytechnic, AZ

Feb 2024 – Dec 2025

Project Management / Grader(Part Time)

- Optimized development and delivery lifecycles by embedding best-practice architecture principles, enhancing solution design, and improving operational efficiency.
- Led automation and process improvement initiatives across IT and architecture functions, driving measurable gains in performance, accuracy, and scalability.
- Oversaw enterprise-wide testing, validation, and assurance programs, establishing frameworks and standards to ensure coherent, secure, and resilient technology architectures.

Key Technologies: AI/ML, Zero-Trust, Salesforce, SAP, NIST, PCI, HIPAA, AWS, Azure and Google Cloud.

Deloitte Consulting, Mumbai – SAP Consultant

Jan 2021 – Dec 2023

SAP Consultant

- Deployed 3 end-to-end SAP ERP implementations at Deloitte Consulting across agro-business, healthcare, and automobile clients like Toyota, Cargill and J&J supporting SAP ABAP, BW, BW/4HANA, Datasphere, and S/4HANA; built, delivered, and provided post-go-live supports.
- Designed and optimized enterprise reporting and analytics solutions using SAP BW, HANA, Tableau, and Business Objects; engineered scalable ETL pipelines in SAP BODS processing 3.2M+ records, enabling high-visibility OTC and financial reporting and improving reporting accuracy by 30%; aligned outcomes with change management and OKR/KPI reporting frameworks.
- Developed and supported SAP integrations using EDI, ALE/IDocs, BAPIs, and RFCs across SAP and non-SAP systems (Node.js and other services), contributing to process optimization and data-quality improvements that generated 7.5% cost savings and enhanced DevOps efficiency.
- Executed Agile delivery and production support in fast-paced Azure environments; managed Jira and Azure DevOps workflows across 12 sprints, authored functional documentation, delivered user training, and improved delivery cycle time by 45% through effective back-log, risk, and stakeholder management; drove roadmapping, stakeholder management, and risk management across SDLC milestones.
- Assisted with project status reporting using Microsoft Project Management, maintained risk and issue logs, managed stakeholder communications, and supported post-go-live activities, driving a 15% improvement in delivery cycle time

Information Techserve, Pvt ltd.

May 2017 – May 2020

SAP Project Co-ordinator

- Contributed to SAP BW/4HANA implementation projects by developing ADSOs and CompositeProviders, supporting ETL processes, and assisting with migration of legacy BW objects to BW/4HANA to improve data load performance and reporting stability.
- Coordinated development tasks release activities using Azure DevOps (ADO), Microsoft Project Management and assisting senior consultants with deployment and defect resolution.

PROJECTS AND RESEARCH PUBLICATIONS

Jobgrid – A unified job search extension

Jan 2026

- Built a Node.js-based Chrome extension aggregating 18+ job boards using secure iframe orchestration and with unified search, reaching 2500+ impressions on LinkedIn in one day.

IBM orchestration Watson Hackathon

Nov 2025

- Deployed a modular AI orchestration platform coordinating 4 autonomous agents, scaling Watson API integration with open-source code, and delivering unified company insights that improved decision-making efficiency by 80%.

EDUCATION & CERTIFICATIONS

- Arizona State University – M.S., Information Technology (Project Management) Jan 2024 – Dec 2025 | GPA: 4.00
- Mumbai University – M.S., Information Technology (Data & AI) Nov 2020 – Aug 2022 | GPA: 9.88
- Certified Scrum Master PMI - Gen AI for Project Manager, PMP (In-Progress), Leading Agile Teams with Jira, AWS Cloud Architecting, Cloud Operations, Databricks Fundamentals, SAP Fundamentals, MERN Stack , Git/GitHub Version Control

TECHNICAL SKILLS

PM & Agile	Scrum, Agile, Airtab, Jira, Confluence, Azure DevOps, Microsoft Project Management, Visio, OKRs, KPIs
Data & Cloud	SQL, Fabric, PL-SQL, Python, Databricks, AWS, GCP BigQuery, Hadoop, ETL/ELT Pipelines, Data Modeling
AI & Analytics	Power BI, IBM Orchestrate, Tableau, MS Office, ML, NLP, Cursor, n8n, Crew.ai, Bedrock, Phantombuster
SAP & Tech	SAP BW/4HANA, S/4 HANA, BODS, Datasphere, BTP, SSIS, SSRS, Data Integration, Git