

# RISHI ARYAL

Senior Software Project Manager | Agile, Jira & Enterprise Systems

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📍 Kathmandu, Nepal



## PROFESSIONAL SUMMARY

Senior Software Project Manager with 15+ years of progressive experience delivering enterprise-scale software systems for governments, UN agencies, World Bank-funded programs, and international organizations. Demonstrated expertise in Agile and Scrum delivery, Jira-based project and backlog management, stakeholder coordination, and cross-functional team leadership across distributed teams in the United States, Europe, and Asia. Strong technical foundation in SDLC, health informatics, MIS, eCMS, EMIS, and social protection systems, with hands-on exposure to DevOps-enabled environments, containerized deployments, and data-driven reporting. Recognized for building sustainable systems, strengthening institutional ownership, and enabling long-term digital transformation.

## PROFESSIONAL EXPERIENCE

06/2019 – Present  
Kathmandu, Nepal

### Senior Software Project Manager & Consultant, Kathmandu, Nepal (Remote)

Lead end-to-end delivery of enterprise healthcare and management information systems for a US-based health informatics organization. Own full project lifecycle from initiation, planning, execution, monitoring, and delivery. Develop detailed project plans covering scope, timelines, milestones, dependencies, budgets, and resource allocation. Create, prioritize, and manage Jira epics, user stories, tasks, and sprint backlogs. Facilitate all Agile ceremonies including sprint planning, daily stand-ups, sprint reviews, and retrospectives. Collaborate closely with product owners, architects, and senior stakeholders to gather requirements and manage evolving priorities. Coordinate cross-functional teams including Engineering, QA, UI/UX, and DevOps across multiple time zones. Track delivery performance using velocity, burn-down charts, sprint reports, KPIs, and risk registers. Identify delivery risks early and implement mitigation and escalation strategies. Prepare and present executive-level project status reports, delivery metrics, and roadmap updates. **impact:** Portfolio of digital system implementations valued at ~USD 10 Million (combined). Successfully delivered production-ready healthcare MIS platforms supporting large-scale digital operations, regulatory compliance, and long-term sustainability. *System currently in development and production phase; not publicly published.*

05/2015 – 08/2018  
Dili, Timor-Leste

### Provedoria dos Direitos Humanos e Justiça (PDHJ),

Information & Communication Technology Specialist

Managed the nationwide upgrade and rollout of an electronic Case Management System (eCMS) across decentralized PDHJ offices. Developed detailed project schedules, coordinated deliverables, and managed technical and organizational dependencies. Oversaw vendor management, including source code updates, bug fixes, system enhancements, and maintenance agreements. Facilitated requirement-gathering workshops with legal officers, investigators, administrators, and IT staff. Planned and delivered user training programs, operational manuals, and technical documentation. Led change management activities to ensure system adoption and institutional ownership. Provided regular progress updates, risk assessments, and mitigation plans to senior leadership.

**Impact:** Effectively managed Programme with value: USD 1.46 Million. Achieved nationwide eCMS adoption, improved system sustainability, and strengthened institutional capacity for case handling. System (Intranet): <https://ecms.pdhj.tl>

08/2014 – 04/2015 Dili, Timor-Leste	<p><b>United Nations Development Programme (UNDP), ICT Audit Specialist</b> Conducted a comprehensive technical and governance audit of a PostgreSQL-based electronic Case Management System. Assessed system architecture, performance, scalability, security, and documentation Identified operational, security, and maintenance risks. Coordinated remediation activities with external contractors and internal technical teams. Ensured compliance with UNDP ICT governance standards and handover requirements. Supported containerized testing and deployment activities using Kubernetes <b>Impact:</b> Improved system reliability, governance compliance, and readiness for long- term maintenance.</p>
10/2013 – 07/2014 Dili, Timor-Leste	<p><b>UNICEF, Education Management Information System (EMIS) Consultant</b> Led national assessment and enhancement of the Education Management Information System (EMIS) Integrated multiple education databases into a single centralized national platform Coordinated infrastructure upgrades, virtualized environments, and data migration activities Worked with education stakeholders to define data standards, indicators, and reporting requirements Delivered training sessions, user guides, and system documentation for ministry staff <b>Impact:</b> Enabled nationwide EMIS adoption and improved evidence-based education planning and decision-making. <i>Portal:</i> <a href="https://www.moe.gov.tl/pt/">https://www.moe.gov.tl/pt/</a></p>
09/2012 – 08/2013 Dili, Timor-Leste	<p><b>UNDP, IT / Case Management System Consultant</b> Led design and delivery of a Django-based electronic Case Management System Translated paper-based legal and complaint-handling workflows into secure digital processes Defined functional and technical requirements, delivery milestones, and deployment plans Managed system rollout, user onboarding, and production support Mentored internal IT staff to ensure knowledge transfer and sustainability <b>Impact:</b> Successfully replaced manual processes with a secure, scalable, and auditable digital platform.</p>
04/2012 – 05/2013 Timor-Leste	<p><b>The World Bank, Management Information System Consultant</b> Designed and delivered a centralized Management Information System supporting national social protection programs. Led requirement gathering, system architecture planning, and stakeholder coordination Integrated multiple cash transfer and beneficiary management programs into a single platform Supported vendor coordination, testing, and quality assurance <b>Impact:</b> Improved transparency, efficiency, and scalability of national social assistance delivery. System: <a href="https://segurancasocial.gov.tl">https://segurancasocial.gov.tl</a></p>
07/2011 – 03/2012 Timor-Leste	<p><b>The World Bank, Information Technology / MIS Consultant</b> Defined technical and functional requirements for an integrated national MIS Designed system architecture aligned with World Bank governance standards Assessed feasibility of mobile devices and digital payment integrations Supported ICT procurement planning and vendor evaluation</p>
11/2010 – 06/2011 Dili, Timor-Leste	<p><b>IOM – UN Migration, ICT Consultant</b> Analyzed disaster risk management and IDP reintegration workflows Designed data management, verification, and complaint-handling systems Developed reporting and monitoring mechanisms for operational transparency</p>
01/2007 – 12/2007 Kathmandu, Nepal	<p><b>Government of Nepal – Ministry of Health, IT / Data Management Specialist</b> Managed HMIS system administration and disaster recovery planning Implemented Windows Server, Active Directory, SQL Server, Exchange, and virtualization Oversaw server infrastructure, backups, security, and availability Developed internal web applications and delivered staff training <b>Impact:</b> Improved system reliability and strengthened institutional ICT capacity.</p>

## EDUCATION

**Master of Information Technology**, *Indira Gandhi National Open University (IGNOU) – 2004*

**Bachelor of Information Technology**, *Indira Gandhi National Open University (IGNOU) – 2002*

**Master of Economics**, *University of Delhi- 2008*

## CORE COMPETENCIES

**Project Management**

**Jira, Backlog & Sprint Management**

**Project & Program Delivery**

**Agile & Scrum**  
(Certified Scrum Master)

**Stakeholder & Donor Coordination**

**Vendor & Contract Management**

**SDLC & Release Management**

**Reporting, KPIs & Dashboards**

**Health Informatics Systems**

**Risk, Issue & Dependency Management**

**DevOps & Engineering Collaboration**

**Distributed & Remote Team Leadership**

**MIS / eCMS / EMIS Platforms**

## LANGUAGES

• English                      • Indonesian                      • Tetum

## AVAILABILITY

Available within one week's notice

## CERTIFICATIONS & PROFESSIONAL TRAINING

- Certified Scrum Master (CSM)
- Google Project Management Professional Certificate
- Python for Everybody – Specialization
- Google Data Analytics Professional Certificate