

Alaiya Karasch

Implementation Manager

Profile

An Implementation Manager with 5 years of experience in successfully leading diverse teams and driving seamless execution of complex projects. Proficient in project management methodologies, adept at identifying business requirements, and skilled in implementing customized solutions to optimize operations. Demonstrates exceptional communication skills, fostering strong client relationships, and delivering tangible results to drive business growth and client satisfaction.

Employment History

Implementation Manager at Infosys Limited, NJ

May 2023 - Present

- Successfully led the implementation of a large-scale software solution for a major client, resulting in a 25% increase in operational efficiency and generating \$2 million in annual cost savings.
- Managed a cross-functional team of 20 members to deliver a complex IT infrastructure project within budget and on time, achieving a 98% customer satisfaction rating and securing a follow-up project worth \$1.5 million.
- Streamlined the implementation process by introducing new project management tools and methodologies, reducing project delivery times by 15% and increasing overall team productivity by 20%.

Associate Implementation Manager at Cognizant Technology Solutions, NJ

Aug 2018 - Mar 2023

- Successfully led a team of 10 members in the implementation of a complex software solution for a Fortune 500 client, resulting in a 25% reduction in manual tasks and a 15% increase in overall process efficiency.
- Coordinated and executed the seamless migration of a client's legacy system to a new platform, achieving a 99.5% data accuracy rate and completing the project 2 weeks ahead of schedule.
- Drove process improvements for a major healthcare client, streamlining operations and reducing operational costs by 20%, while increasing customer satisfaction by 10%.
- Played a key role in securing a \$5 million contract by delivering a comprehensive implementation plan and presenting it to the client, showcasing the company's expertise and commitment to excellence.

Education

Master of Business Administration in Project Management at Rutgers Business School, Newark and New Brunswick, NJ

Aug 2013 - May 2018

Relevant Coursework: Project Management Principles and Practices, Strategic Planning and Implementation, Organizational Behavior and Leadership, Financial Management, Operations Management, Risk

Details

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Links

linkedin.com/in/alaiyakarasch

Skills

Salesforce

Agile

Scrum

Jira

Tableau

SQL

Python

Languages

English

German

Hobbies

Photography

Homebrewing beer

Gardening