

QA SERVICES PROJECT MANAGER				
PART 1 – SUMMARY				
Contractor	PYXIS Management Consulting Group LLC		Candidate Name	Swati Lohia
Position in the Company	Senior Manager		Length of Time in Position	3 Years, 3 Months
Project Position & Responsibilities	Swati has served as a Project Manager and QA/OCM lead across multiple high-visibility California DMV and Health and Human Services initiatives, driving the successful delivery of complex, statewide programs.			
	In her most recent role as Project Manager for the DMV Digital eXperience Platform (DxP) OCM project, she provides leadership across planning, scheduling, budgeting, and resource management, overseeing State OCM resources and aligning multiple workstreams to ensure timely delivery. She manages Deliverable Expectation Documents (DEDs), Deliverable Acceptance Documents (DADs), and Personnel Change Order (PCO) approvals, leads Persona development and Readiness Assessments, applies human-centered design principles to ensure solutions meet stakeholder and end-user needs, tracks risks and issues using a RAID log, and delivers executive-level updates to DMV leadership on project health, risks, and mitigation strategies.			
	As Project Manager for the DMV CCFO project, Swati delivered credit card payment capabilities at 179 DMV field offices and online within a nine-week pilot, managing all SDLC phases, coordinating DMV teams and vendors, implementing financial controls, facilitating daily UAT meetings, conducting feasibility studies, leading root cause analysis, and applying lessons learned to drive continuous improvement.			
	As Pre-Migration Lead on the C-IV Quality Assurance project, she managed design difference analyses and documentation for 40 CalACES counties and later all 58 CalSAWS counties, developed standardized processes, templates, and metrics, facilitated review sessions, led the QA Scorecard Review Process, trained Consortium staff, and delivered executive-level presentations to ensure alignment and informed decision-making.			
	As QA Release Manager on the C-IV Quality Assurance project, Swati oversaw QA services for 39 counties and multiple welfare programs, managing analysis and validation of all System Change Requests (SCRs) and System Investigation Requests (SIRs), coordinating release planning and execution with vendors, conducting System Test QA and independent verification/validation (IV&V), preparing Release Green Light Reports for executive Go/No-Go decisions, and leading lessons learned sessions to improve release management.			
Skills & Qualifications for Project Position	In her UAT Lead role on the CalWIN Quality Assurance project, she directed UAT efforts for 18 CalWIN counties, overseeing all major releases from planning through production. She developed UAT processes and checklists, delivered training, facilitated detailed walkthroughs of change requests, conducted daily status meetings, and implemented metrics to track progress and drive continuous improvement.			
	Swati brings extensive project and change management experience to successfully lead large-scale, statewide initiatives in complex, multi-contractor environments similar to CalSAWS. With over 20 years of experience, including more than 10 years in Project Management, she has a proven record of delivering mission-critical projects for California DMV and Health & Human Services agencies. She holds a Bachelor's degree in Business Administration with a concentration in Management Information Systems, providing a strong foundation in both business operations and technology. Her qualifications are further reinforced by multiple professional certifications, including PMI Project Management Professional (PMP), PMI Agile Certified Practitioner (PMI-ACP), Certified Scrum Master (CSM), and Prosci Certified Change Practitioner.			
	Swati's skills encompass project planning, scheduling, budgeting, resource allocation, and multi-workstream coordination, ensuring programs are delivered on time and within scope. She has deep expertise in risk and issue management, leveraging RAID logs and other tools to proactively identify, track, and mitigate risks while supporting data-driven executive decision-making. Her experience in quality assurance, user acceptance testing (UAT), and release management enables her to oversee system changes, ensure defects are efficiently resolved, and guide Go/No-Go decisions with confidence.			
In addition, Swati brings advanced Organizational Change Management (OCM) expertise, including leading readiness assessments, persona development, and change strategy alignment to foster adoption and stakeholder engagement. She is highly skilled at building strong relationships with internal teams, external partners, vendors, and multi-county stakeholders, providing executive-level presentations, updates, and performance metrics to promote transparency, accountability, and alignment. By applying PMBOK and IEEE standards, she drives continuous improvement while maintaining structure and consistency across projects. Swati's combination of leadership, project management, technical knowledge, and stakeholder management ensures measurable outcomes and lasting success for the programs she supports.				
Education (add rows as needed)				
Start	End	Degree / Course of Study	School	
9/1/1998	5/31/2001	Bachelor of Science in Business Administration (Management Information Systems)	California State University, Sacramento	
Professional Certifications or Designations (add rows as needed)				
Certification or Designation	Organization	Dates		
PMI Agile Certified Practitioner (PMI-ACP)®	Project Management Institute	05/05/2025 to 05/05/2028		
Prosci Certified Change Practioner	Prosci	4/23/2023 (No expiration date)		
Certified ScrumMaster	Scrum Alliance	10/17/2010 to 09/28/2027		
Project Management Professional (PMP)®	Project Management Institute	09/13/2007 to 09/13/2026		

PART 2 – PROJECT MANAGER MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -	PYXIS Management Consulting Group LLC		Candidate Name - Swati Lohia		
Minimum Qualification - S3	A minimum of eight (8) years of experience leading QA services in the information system projects (health and human services systems preferred).				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
C-IV Quality Assurance	6/1/2015	7/19/2019	100%	49.6	49.6
C-IV Quality Assurance	1/14/2013	5/31/2015	100%	28.6	28.6
CalWIN Quality Assurance	10/6/2008	7/31/2011	100%	33.8	33.8
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
			Totals	112.0	112.0

PART 2 – PROJECT MANAGER MINIMUM QUALIFICATIONS PROJECT DETAILS					
Minimum Qualification - S3	A minimum of eight (8) years of experience leading QA services in the information system projects (health and human services systems preferred).				
Project #1				Contact	
Company Name:	First Data Government Solutions/Fiserv			Contact Name & Role:	June Hutchison, Customer Engagement Director
Project Name:	C-IV Quality Assurance			Company/Org Name:	CalSAWS Consortium (Former)
Start Date (MM/DD/YYYY):	6/1/2015	End Date (MM/DD/YYYY):	7/19/2019	Phone Number:	(909) 528-1878
Staff Role:	Pre-Migration Lead	Percentage of Time:	100%	Email:	jjjh4@msn.com
Description of relevant experience:	Swati led Quality Assurance (QA) services for a large-scale IT systems project aimed at consolidating California's welfare systems into a single integrated platform. She began by providing overall QA, project management, and oversight for the C-IV Pre-Migration Planning, which focused on merging the C-IV and LRS systems. Early in the project, she collaborated closely with Consortium and contractor staff to develop strategies for presenting design difference analyses to 40 counties, facilitating informed review and decision-making. To support these efforts, she created processes and project management templates, including the Design Difference Tracking Report, Escalation Process/Report, and design difference metrics. Swati proactively identified risks and implemented mitigation strategies, provided timely issue resolution, and collaborated with contractors to review deliverables and work products, ensuring alignment with project standards. She oversaw the documentation and review of design differences between C-IV and LRS, maintaining accuracy through collaborative Design Difference Review sessions with county stakeholders. As system changes evolved, she updated documentation, facilitated ongoing reviews with committee members, and contributed to QA deliverables to support informed decision-making. Her role extended into the statewide consolidation phase, where she supported planning for integrating C-IV/LRS and CalWIN into a single welfare system. In collaboration with Consortium and contractor staff, she participated in review sessions with all 58 counties, documented requirements, and identified opportunities for process improvements to enhance QA and project management efficiency. Additionally, Swati led the QA Scorecard Review Process, ensuring all change request scorecards complied with established standards. She trained Consortium staff on the QA Scorecard process and presented QA metrics, issue resolution outcomes, risk mitigation efforts, and process performance to executive management and the Project Steering Committee (PSC), driving continuous improvement, transparency, and accountability.				
Project #2				Contact	
Company Name:	First Data Government Solutions			Contact Name & Role:	Jennifer Rutheiser, QA Project Manager
Project Name:	C-IV Quality Assurance			Company/Org Name:	First Data (Former)
Start Date:	1/14/2013	End Date:	5/31/2015	Phone Number:	(530) 574-0337
Staff Role:	QA Release Manager	Percentage of Time:	100%	Email:	jrutheiser@yahoo.com
Description of relevant experience:	Swati led Quality Assurance (QA) services for a large-scale IT systems project supporting 39 counties and multiple welfare programs. She was responsible for analyzing all System Change Requests (SCRs) and System Investigation Requests (SIRs) to ensure system changes and fixes aligned with the Consortium's requirements. She provided oversight of the QA validation process, ensuring all SCRs and SIRs were reviewed, validated, and addressed in a timely manner. Swati proactively identified risks, implemented mitigation strategies, and provided issue resolution to minimize project impact. She collaborated closely with the maintenance contractor to review deliverables and work products, ensuring alignment with quality standards and project expectations. Swati facilitated weekly meetings with the contractor's Release Manager to coordinate release planning and execution activities and led QA review sessions with her team, presenting findings and recommendations during Change Control Board (CCB) meetings. To enhance transparency and support informed decision-making, Swati created Release Tracking Reports with measurable metrics on the status of SCRs and SIRs for each release. She actively participated in System Change Review Board (SCRB) and CCB meetings to align on priorities, quality standards, and process improvements. Additionally, she led System Test QA activities, ensuring adherence to documentation standards while conducting independent verification and validation (IV&V) of system changes to support the Consortium System Test team. Swati played a key role in release readiness, conducting assessments to evaluate release health and preparing Release Green Light Reports with recommendations for Go/No-Go decisions by executive leadership. She facilitated Green Light meetings with the Consortium QA Executive Director and maintenance contractor leadership to formalize approvals and led lessons learned sessions with internal and external stakeholders to drive continuous improvements in QA processes, release management, and overall system quality.				
Project #3				Contact	
Company Name:	First Data Government Solutions			Contact Name & Role:	Elizabeth Grisham, WCDS Lead
Project Name:	CalWIN Quality Assurance			Company/Org Name:	WCDS (Former)
Start Date (MM/DD/YYYY):	10/6/2008	End Date:	7/31/2011	Phone Number:	(916) 296-2113
Staff Role:	UAT Lead	Percentage of Time:	100%	Email:	elizabeth.grishamPMP@gmail.com
Description of relevant experience:	Swati led Quality Assurance (QA) services with a focus on managing User Acceptance Testing (UAT) for the CalWIN system, serving as a liaison between the 18 CalWIN counties, the WCDS Consortium, and the maintenance contractor to ensure clear communication, alignment, and accountability throughout the release cycle. Under the general guidance of Consortium project management, she directed UAT efforts from planning through production implementation, overseeing every major release. At the start of her tenure, Swati conducted a comprehensive SWOT analysis and provided actionable recommendations to enhance QA processes, proactively identifying opportunities for process improvements. She developed and formalized UAT checklists, processes, and procedures, incorporating measurable metrics to drive transparency and continuous improvement. Swati monitored project milestones to ensure timely delivery of releases to UAT, created UAT Test Plans for each release, and delivered training and orientation sessions to counties on UAT methodologies and best practices. She conducted detailed walkthroughs of each Change Request to ensure thorough understanding, proper testing, and alignment with system requirements. Swati collaborated closely with the maintenance contractor to review deliverables and work products, managed accelerated batch schedules, tracked defect resolution, and facilitated daily status meetings with county stakeholders to review test execution progress and address issues promptly. To support executive-level decision-making, she conducted Release Readiness Assessments, documented Go/No-Go Reports, and provided recommendations to the Consortium and the Integrated Oversight Committee. She contributed to QA deliverables throughout the release cycle and implemented lessons learned to improve future processes. Throughout her work, Swati applied PMBOK and IEEE standards, establishing a structured and efficient QA and UAT management framework that ensured successful, high-quality system releases while mitigating risks, resolving issues, and driving continuous improvement.				
Project #4				Contact	
Company Name:				Contact Name & Role:	
Project Name:				Company/Org Name:	
Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	
Description of relevant experience:					
Project #5				Contact	
Company Name:				Contact Name & Role:	
Project Name:				Company/Org Name:	
Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	
Description of relevant experience:					
Project #6				Contact	
Company Name:				Contact Name & Role:	
Project Name:				Company/Org Name:	
Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	
Description of relevant experience:					

PART 2 – PROJECT MANAGER MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -	PYXIS Management Consulting Group LLC		Candidate Name - Swati Lohia		
Minimum Qualification - S4	A minimum of five (5) years of Project Management experience in project planning, scheduling, budgeting, and resource management, and risk and issue management.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
CA DMV Digital eXperience Platform (DX	7/18/2022	10/27/2025	100%	39.3	39.3
CA DMV CCFO	7/22/2019	7/15/2022	100%	35.8	35.8
C-IV Quality Assurance	6/1/2015	7/19/2019	100%	49.6	49.6
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
Totals				124.7	124.7

PART 2 – PROJECT MANAGER MINIMUM QUALIFICATIONS PROJECT DETAILS					
Minimum Qualification - S4	A minimum of five (5) years of Project Management experience in project planning, scheduling, budgeting, and resource management, and risk and issue management.				
Project #1			Contact		
Company Name:	PYXIS Management Consulting Group LLC		Contact Name & Role:	Jason Barton, DXP Oversight	
Project Name:	CA DMV Digital eXperience Platform (DXP) Modernization		Company/Org Name:	CA DMV	
Start Date (MM/DD/YYYY):	7/18/2022	End Date (MM/DD/YYYY):	10/27/2025	Phone Number:	(916) 404-8117
Staff Role:	OCM Project Manager	Percentage of Time:	100%	Email:	Jason.Barton@dmv.ca.gov
Description of relevant experience:	Swati provides project management leadership for the DMV Digital eXperience Platform (DXP) Organizational Change Management (OCM) project, overseeing all aspects of planning, scheduling, budgeting, and resource management to ensure successful delivery of project objectives. She manages State OCM resources, aligning efforts across multiple workstreams and ensuring deliverables are completed on time, within scope, and to high-quality standards. Swati collaborates closely with multiple contractors to review their deliverables and work products, such as the Training and OCM Plan, providing feedback and oversight to maintain consistency, accuracy, and alignment with project goals. She also prepares and submits weekly status reports, offering visibility into project progress, budget considerations, and resource allocation. Swati leads key OCM activities, including Persona development and Readiness Assessments for the DXP Vehicle Registration (VR) project, applying human-centered design principles to ensure solutions meet internal and external stakeholder and end-user needs. She provides comprehensive OCM support across all phases of the lifecycle for both the Disabled Persons Placard (DPP) and VR projects, contributing to OCM deliverables, proactively identifying process improvements, and ensuring smooth execution. In addition, Swati led a special project assignment conducting a post-implementation assessment of the Occupational Licensing (OL) system. She analyzed system performance, stakeholder feedback, and process outcomes, and presented her findings and recommendations to the DXP Steering Committee, helping inform future system improvements and OCM strategies. To manage risks and issues, Swati utilizes a RAID Log to identify, document, and track Risks, Actions, Issues, and Decisions, implementing timely mitigation strategies and providing issue resolution to minimize impact. She facilitates lessons learned sessions with internal and external stakeholders to drive continuous improvement and optimize future project planning and execution. Swati has in-depth experience working in both Agile and hybrid SDLC methodologies. She provides executive-level updates to DXP Project Leadership and the DXP Steering Committee, ensuring they are informed of project health, potential risks, mitigation strategies, and process improvements. Her expertise in resource management, planning, scheduling, and risk management, combined with her focus on human-centered design and adaptable methodologies, has been instrumental in aligning OCM strategies with DMV's modernization goals while driving accountability, transparency, and successful delivery.				
Project #2			Contact		
Company Name:	Fiserv		Contact Name & Role:	Gavin Bhakta, Contract Manager	
Project Name:	CA DMV CCFO		Company/Org Name:	CA DMV	
Start Date:	7/22/2019	End Date:	7/15/2022	Phone Number:	(916) 578-9493
Staff Role:	CCFO Project Manager	Percentage of Time:	100%	Email:	Gavin.Bhakta@dmv.ca.gov
Description of relevant experience:	Swati served as the Project Manager for a high-visibility California DMV project focused on enabling credit card payments at approximately 179 DMV field offices and online for the Virtual Field Office (VFO), delivering the pilot site in just nine weeks to meet Governor Newsom's mandate. She led the project team, providing direction and oversight across DMV and sub-contractor resources, and ensured all phases of the SDLC were successfully executed, including scope management, requirements validation, development, testing, user acceptance, defect management, and release execution. Swati coordinated planning, scheduling, resource allocation, and budgeting, balancing competing priorities while maintaining financial controls to support the processing of credit card transactions. She collaborated closely with contractors to review deliverables and work products, proactively identified process improvements, and ensured project goals and deadlines were met. Swati also worked with DMV's accounting and finance teams to establish secure, compliant processes for credit card revenue collection, reconciliation, and reporting, ensuring system functionality aligned with accounting requirements and accurately tracked payments, chargebacks, and refunds. To drive progress tracking and accountability, Swati led daily UAT and project status meetings, implemented measurable metrics for release management, and provided real-time updates to internal and external stakeholders. Leveraging a RAID Log, she identified, documented, and tracked risks, issues, actions, and decisions, implementing mitigation strategies and providing timely issue resolution to minimize project impact. Additionally, Swati conducted feasibility studies and analyzed new change requests, outlining pros, cons, and recommendations to support informed decision-making. She led root cause analysis for operational issues, documented maintenance and operations processes, and ensured strict compliance with Service Level Agreements (SLAs). Through lessons learned sessions, she fostered continuous improvement across project planning, execution, and release management, ultimately delivering a mission-critical project on time, within scope, and with measurable results.				
Project #3			Contact		
Company Name:	First Data Government Solutions/Fiserv		Contact Name & Role:	June Hutchison, Customer Engagement Director	
Project Name:	C-IV Quality Assurance		Company/Org Name:	CalSAWS Consortium (Former)	
Start Date (MM/DD/YYYY):	6/1/2015	End Date (MM/DD/YYYY):	7/19/2019	Phone Number:	(909) 528 1878
Staff Role:	Pre-Migration Lead	Percentage of Time:	100%	Email:	jjjh4@msn.com
Description of relevant experience:	Swati provided project management leadership for a large-scale IT systems project consolidating California's welfare systems into a single integrated platform. She oversaw all aspects of project planning, scheduling, resource allocation, and risk management during the C-IV Pre-Migration Planning phase, coordinating efforts across 40 counties, the Consortium, and the maintenance contractor. She developed structured processes, templates, and metrics, including the Design Difference Tracking Report and Escalation Process, to monitor progress, mitigate risks, and ensure timely decision-making. Swati directed the review and documentation of system design differences, facilitated Design Difference review sessions with Consortium, contractor, and county staff, and ensured alignment as system changes evolved. She extended this oversight into the statewide consolidation of C-IV/LRS and CalWIN, managing cross-functional teams, coordinating resources, resolving issues, and supporting informed decision-making across all 58 counties. Additionally, she led the QA Scorecard Review Process, providing training, executive-level reporting, and performance tracking to enforce standards, drive continuous improvement, and ensure project milestones were achieved. Through her leadership, Swati ensured the project remained on schedule, mitigated risks effectively, and delivered high-quality outcomes aligned with program objectives.				
Project #4			Contact		
Company Name:			Contact Name & Role:		
Project Name:			Company/Org Name:		
Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	

Description of relevant experience:			
Project #5		Contact	
Company Name:		Contact Name & Role:	
Project Name:		Company/Org Name:	
Start Date (MM/DD/YYYY):		End Date:	
Staff Role:		Percentage of Time:	
Phone Number:			
Email:			
Description of relevant experience:			
Project #6		Contact	
Company Name:		Contact Name & Role:	
Project Name:		Company/Org Name:	
Start Date (MM/DD/YYYY):		End Date:	
Staff Role:		Percentage of Time:	
Phone Number:			
Email:			
Description of relevant experience:			

PART 2 – PROJECT MANAGER MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -	PYXIS Management Consulting Group LLC		Candidate Name - Swati Lohia		
Minimum Qualification - S5	A minimum of five (5) years of experience building and maintaining strong working relationships with clients and key internal and external stakeholders; conveying relevant information to an executive-level audience, ensuring client is aware of progress/service status; and building credibility and fostering business-partnering relationships.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
CA DMV Digital eXperience Platform (DXP) Mod	7/18/2022	10/27/2025	100%	39.3	39.3
CA DMV CCFO	7/22/2019	7/15/2022	100%	35.8	35.8
C-IV Quality Assurance	6/1/2015	7/19/2019	100%	49.6	49.6
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
Totals				124.7	124.7

PART 2 – PROJECT MANAGER MINIMUM QUALIFICATIONS PROJECT DETAILS					
Minimum Qualification - S5	A minimum of five (5) years of experience building and maintaining strong working relationships with clients and key internal and external stakeholders; conveying relevant information to an executive-level audience, ensuring client is aware of progress/service status; and building credibility and fostering business-partnering relationships.				
Project #1			Contact		
Company Name:	PYXIS Management Consulting Group LLC		Contact Name & Role:	Jason Barton, DXP Oversight	
Project Name:	CA DMV Digital eXperience Platform (DXP) Modernization		Company/Org Name:	CA DMV	
Start Date (MM/DD/YYYY):	7/18/2022	End Date (MM/DD/YYYY):	10/27/2025	Phone Number:	(916) 404-8117
Staff Role:	OCM Project Manager	Percentage of Time:	100%	Email:	Jason.Barton@dmv.ca.gov
Description of relevant experience:	Swati has extensive experience building and maintaining strong working relationships with internal DMV divisions - including Field Office Division (FOD), Customer Service Division (CSD), Operations (OPS), Investigations (INV), Accounting Services Division (ASD), Policy (POL), etc. - and external partners such as Auto Clubs, Business Partner Automations (BPAs), and Interface Partners. She actively engaged with stakeholders at all levels through Steering Committee participation, field office visits, and regular collaboration to solicit feedback, convey project information, and ensure alignment on project deliverables. Applying human-centered design principles, she ensured that system changes and process improvements addressed the real needs of end users and stakeholders. Her work on the Occupational Licensing (OL) and Disabled Persons Placard (DPP) projects included providing change management support, conducting Readiness Assessments, and facilitating workshops to promote adoption and usability of system changes. Swati regularly presented updates and project status to executive leadership, including DMV Deputy Directors and the DMV Director, while building credibility and trust with stakeholders and project teams, fostering strong business-partnering relationships, and ensuring stakeholders were informed, engaged, and confident in project outcomes.				
Project #2			Contact		
Company Name:	Fiserv		Contact Name & Role:	Gavin Bhakta, Contract Manager	
Project Name:	CA DMV CCFO		Company/Org Name:	CA DMV	
Start Date:	7/22/2019	End Date:	7/15/2022	Phone Number:	(916) 578-9493
Staff Role:	CCFO Project Manager	Percentage of Time:	100%	Email:	Gavin.Bhakta@dmv.ca.gov
Description of relevant experience:	Swati served as the Project Manager for a high-visibility California DMV project enabling credit card payments at 179 field offices and online for Virtual Field Office (VFO). She established and maintained strong relationships with internal DMV teams, including the Field Office Division, Customer Services Division, Operations, and Accounting, as well as external partners, ensuring alignment, collaboration, and accountability across all phases of the project. She facilitated field office visits, daily UAT meetings, and regular stand-ups, using metrics and RAID logs to track progress, identify risks, and provide timely mitigation strategies. She also conducted lessons learned sessions from pilot offices, applying insights and best practices to subsequent implementation efforts to optimize rollout and ensure consistent success. Swati regularly prepared and delivered executive-level updates to DMV leadership, providing transparency on project progress, service status, and key decisions. She conducted feasibility studies and change request analyses, providing actionable recommendations that fostered stakeholder confidence. Through proactive communication, strategic engagement, and demonstrated credibility, she strengthened business-partnering relationships and ensured the project was delivered on time, within scope, and with measurable results.				
Project #3			Contact		
Company Name:	First Data Government Solutions/Fiserv		Contact Name & Role:	June Hutchison, Customer Engagement Director	
Project Name:	C-IV Quality Assurance		Company/Org Name:	CalSAWS Consortium (Former)	
Start Date (MM/DD/YYYY):	6/1/2015	End Date:	7/19/2019	Phone Number:	(909) 528-1878
Staff Role:	Pre-Migration Lead	Percentage of Time:	100%	Email:	jjjh4@msn.com
Description of relevant experience:	Swati built and maintained strong working relationships with internal and external stakeholders across California's welfare system modernization efforts. Early in the project, she participated in the planning stages to strategize the presentation of design difference analysis between the C-IV and LRS systems to the 40 CalACES counties (39 C-IV counties and LA County), ensuring stakeholders were informed and aligned for decision-making. She developed processes and project management templates, including the Design Difference Tracking Report, Escalation Process/Report, and design difference metrics, providing structure, transparency, and consistency for the project. Swati oversaw the documentation of design differences between the C-IV and LRS systems and facilitated Design Difference Review sessions with the 40 CalACES counties, capturing requirements and reporting metrics to the Migration Planning Manager. In a later phase, she facilitated Design Difference Review sessions with all 58 CalSAWS counties (39 C-IV counties, LA County, and 18 CalWIN counties), documenting requirements and supporting statewide alignment. She also led the QA Scorecard Review Process, ensuring all change request scorecards completed by Consortium staff adhered to established standards. Swati provided training to staff on the process and delivered executive-level presentations on QA metrics and performance. Through proactive communication, structured engagement, and credible reporting, she strengthened partnerships with counties and project teams, kept stakeholders informed of progress and service status, and fostered trust and confidence in project outcomes.				
Project #4			Contact		
Company Name:			Contact Name & Role:		
Project Name:			Company/Org Name:		
Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	
Description of relevant experience:					
Project #5			Contact		
Company Name:			Contact Name & Role:		
Project Name:			Company/Org Name:		
Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	
Description of relevant experience:					
Project #6			Contact		
Company Name:			Contact Name & Role:		
Project Name:			Company/Org Name:		

Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	
Description of relevant experience:					

PART 2 – PROJECT MANAGER MINIMUM QUALIFICATIONS SUMMARY TABLE				
Contractor -	PYXIS Management Consulting Group LLC	Candidate Name - Swati Lohia		
Minimum Qualification - S6	Possess and maintain a valid Project Management Institute (PMI) Project Management Professional (PMP) certification throughout the term of this Agreement.			
Certification/Degree Title	Certification Number	Original Grant Date	Expiration Date	Online Validation Link, if not available attach a copy to the offer
Project Management Professional (PMP)®	486008	September 13, 2007	September 13, 2026	A copy of the PMP certification is attached to the Offer

The Trustees of
The California State University

on recommendation of the faculty of the
College of Business Administration

California State University, Sacramento
have conferred upon
Swati H. Shah

in recognition of the fulfillment of the requirements, the degree of
Bachelor of Science in Business Administration
(Management Information Systems)

with all the rights, privileges, and honors thereto pertaining.

Given at Sacramento this thirty-first day of May, two thousand one.

Magna Cum Laude



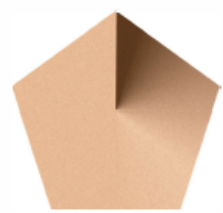
Gray Davis
Governor of California and President of the Trustees

Laurence K. Bowler
Chair of the Board of Trustees



Charles B. Reed
Chancellor of the California State University

Donald R. Gatz
President of the University



THIS IS TO CERTIFY THAT

Swati Lohia

HAS BEEN FORMALLY EVALUATED FOR EXPERIENCE, KNOWLEDGE AND SKILLS IN THE SPECIALIZED
AREA OF AGILE PRINCIPLES, PRACTICES, TOOLS AND TECHNIQUES AND IS HEREBY BESTOWED
THE GLOBAL PROFESSIONAL CERTIFICATION

PMI Agile Certified Practitioner (PMI-ACP)®

IN TESTIMONY WHEREOF, WE HAVE SUBSCRIBED OUR SIGNATURES UNDER THE SEAL OF THE INSTITUTE

Ike Nwankwo

Ike Nwankwo, PMP | Chair, Board of Directors



Pierre Le Manh

Pierre Le Manh | President & CEO

Certification Number: 4105912

Original Grant Date: 05 May 2025

Expiration Date: 05 May 2028





Prosci® Certified Change Practitioner

ISSUED TO
Swati Lohia



Issued on: 23 APR 2023 | Issued by: Prosci
Verify: <https://www.credly.com/go/504D2vs9>



Swati Lohia

is awarded the designation Certified ScrumMaster® on this day, October 17, 2010, for completing the prescribed requirements for this certification and is hereby entitled to all privileges and benefits offered by SCRUM ALLIANCE®.



Certificant ID: 000107638 Certification Active through: 28 September 2027

Hubert Suits

Trainer

Tom Mellor, CST

Chairman of the Board



THIS IS TO CERTIFY THAT

Swati A Lohia

HAS BEEN FORMALLY EVALUATED FOR DEMONSTRATED EXPERIENCE, KNOWLEDGE AND PERFORMANCE
IN ACHIEVING AN ORGANIZATIONAL OBJECTIVE THROUGH DEFINING AND OVERSEEING PROJECTS AND
RESOURCES AND IS HEREBY BESTOWED THE GLOBAL CREDENTIAL

Project Management Professional (PMP)®

IN TESTIMONY WHEREOF, WE HAVE SUBSCRIBED OUR SIGNATURES UNDER THE SEAL OF THE INSTITUTE

A handwritten signature in black ink, reading 'Jennifer Tharp', is positioned above a horizontal line.

Jennifer Tharp | Chair, Board of Directors



A handwritten signature in black ink, reading 'Pierre Le Manh', is positioned above a horizontal line.

Pierre Le Manh | President & CEO

PMP® Number: 486008

PMP® Original Grant Date: 13 September 2007

PMP® Expiration Date: 13 September 2026

