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Senior Business Analyst | VMware, Bangalore – Oct 2016 to Mar 2020

- Business acceptance manager for CPQ program, major transformation project influencing VMWare business.
- Supported leadership team with reporting, highlighting risks/issues analysis with mitigation strategies, business presentations to inform status using Confluence.
- Interacted with internal customers to understand business needs, translated requirements to user stories, managed progress in JIRA.
- Defined and established project scope, goals and deliverables that support business objectives in collaboration with stakeholders.
- Guided teams and refined Agile techniques throughout journey and evolution of delivery cycles, establishing documentation framework to support Agile methodology implementation with Waterfall-centric delivery team.
- Active member in retrospective meetings to highlight pain points faced by team and working on improvement and resolution plan.
- Lead cross-functional local and global business teams for business acceptance in parallel for 3 major product categories of VMware (VMware, M&A - Air Watch and Velocloud SKUs) using Salesforce CPQ platform.
- Partnered with Sales, Deal Desk & Fulfilment teams to acquire VOC feedback for business demo's during sprints after development.
- Ride-along with sales reps to understand landscapes and offered solution recommendations.
- Augmented project efforts working with business for timely feedback on solution developed.
- Drove process improvement using **Lean Six Sigma** methodology improving project team efforts to optimize execution time by 40%.
- Represented business team on weekly program calls, lead UAT in WAR room and collaborated with support functions, involving IT/ Dev and IT QA team to ensure seamless execution of business acceptance.
- Developed diverse reporting packages to meet individual needs of sales, marketing, product management and senior leadership.
- Managed team performance by implementing measurable metrics to track delivery of supporting requirement artifacts.
- Managed on feasibility and identifying business testing scope for automation, onboarding business team on automation strategies to enhance overall test efficiency and to reduce business participation during test execution.

IT Business Analyst | VSN Consultancy Services UK, Manchester – Aug 2015 to Feb 2016

- As Scrum Master, spearheaded daily scrum related activities involving scrum calls, scope planning, capacity planning meetings, requirement walkthrough meetings, reviews, retrospectives and other meetings.
- Managed planning poker in consensus-based technique for estimating relative size effort of development goals.
- Enabled collaboration between business stakeholders and developers on project team.
- Shielded Agile team from external interferences and supported them extensively for removal of impediments.
- Skilled in handling risks, issues, conflict resolution with multiple stakeholders.
- Orchestrated functional acceptance of Smart Point advertising application over Web, iOS and Android in liaison with stakeholders.

Manager | Capgemini, Bangalore – Jul 2014 to Dec 2014

- Managed QA - SIT for T Mobile US HR process migration from SAP to workday application.
- Lead team of 30 members in offshore and onshore offices empowering resources for quality results achieving customer recognition.
- Maintained team efficiency by strategically delegating daily activities, monitoring output and rewarding positive contributions.
- Applied strong leadership and problem-solving skills to maintain team efficiency and organize workflows to meet any daily demand.
- Cross-trained existing employees to maximize team agility and performance.
- Evaluated employees strengths and assigned tasks based upon experience and training.
- Established team structure and empowered leads for ownership in collaboration with onshore counterparts.
- Ensured activities to be focused on business change objectives by providing a framework to manage change process.
- Estimated efforts and costs using TCP (Test Case Points) and negotiated with customer and stakeholders for time/budget.
- Ensured resource pipeline is in place to accommodate business need.

Previous Roles

- Principal Consultant | Sogeti UK, London | Aug 2011 to Jan 2014 (**Project Manager**)
- Consultant | Sentaca UK, Slough | Oct 2010 – Mar 2011 (**UAT Management**)
- BSS Operation System Analyst | Truphone UK, London | Jul 2009 – Oct 2010 (**Business Analyst**)
- Technical Consultant | Wipro, Bangalore | Apr 2005 – Dec 2008 (**Customer Interfacing - Sydney/London/Helsinki**)
- Technical Associate | Tech Mahindra, Mumbai | Sep 2003 – Mar 2005
- Consultant | Mphasis, Bangalore | Jul 2003 – Sep 2003

Education

- **Masters in Computer Application: 1998 – 2001** | Utkal University
- **Bachelor of Science(Mathematics): 1994 – 1997** | Sambalpur University

Certifications

- SAFe 5.0 Agilist - <https://www.youracclaim.com/badges/c76a9b5d-35af-4cfb-afdc-4c1f679b5a1e>
- Scrum Alliance (Certified Scrum Master) - <http://bcert.me/slsdhadvk>
- Scrum Alliance (Certified Scrum Product Owner) - <http://bcert.me/sftzhokez>
- Dale Carnegie Programme – Win-Win Negotiations
- VMWare BPEX – Lean Six Sigma Yellow Belt
- ISTQB - Foundation Certificate in Software Testing

Technical Skills

- Sales Force, Steel Brick CPQ, HP ALM, JIRA, Confluence, Workday, MS Office, Visio, MS SQL Server, SQL, Big Data, Python, R
- Product/ Pricing, Discounts, Catalogue Management, Mediation, Billing, CRM System, CDRs, Provisioning, Fulfillment