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**Business Analyst**

**Devi S Garlapati**

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Professional Summary

* **7 years** of comprehensive experience as **Business Analyst** and Scrum Master in the field of **Business Development process** and extensive work Experience in fields of Retail Banking and E-Commerce sectors.
* Worked in multiple projects with **Business Users**, **Key Business Stakeholders, Subject Matter Experts (SMEs)**, **Project Managers, Scrum Product Owner, Testers, Developers, Architects and Deployment Analysts**.
* A **Certified Scrum Master** with hands on experience in various Software Development Life Cycle methodologies.
* Adept at working with senior leaders to **define strategies and organizational structure to support agile transformation**. Competent in **stakeholder management** in an organization and **negotiations** for the project.
* Expert at driving the **adoption and enforcement of Scrum rules** at **Program/Portfolio** level, creating self-sustaining teams. Conversant with creation and management of Agile **reporting artifacts like Release/ Product Burndown Charts, Sprint Burndown charts, Velocity and Earned Value Management analysis.**
* Facilitate **PI Planning readiness** by fostering the preparation of **Vision and Backlogs**, and through **Pre and Post-PI Planning** meetings. Summarize Team PI Objectives into and assisted in **Program PI Objectives** (the RTE) and publish them for visibility and transparency.
* Extensive experience working in a **Scaled Agile Framework (SAFe) environment as a Scrum Master** and Mastered the art of facilitating Scrum Meetings such as **Sprint Planning, Daily Scrums, Sprint Review and Sprint Retrospectives ensuring timely completion and delivery of the project to the client.**
* Facilitated **technical coordination between scrum teams** by participating in the "**scrum of scrums**" and proactively coordinating between inter-related work teams
* Participated in train ceremonies including **PI Planning, Scrum of Scrums, System Demo and Inspect & Adapt**
* Expertise in **prioritizing techniques such as MoSCoW, KANO model, value stream mapping, walking skeleton, business value based, technology-risk based, 100-point method**
* Robust experience on **estimation techniques** such as **planning poker, t-shirt size, relative mass-evaluation.**
* Able to assess **risks and impediments** efficiently and determine effective **courses of action,** resulting in successful implementations and continuously developing enterprise agile practices.
* Initialed cross functional team effort to support the Minimal Viable Product (MVP) for each sprint cycle.
* Multiple years of experience facilitating/coaching **Scaled Agile and Scrum ceremonies** including **Program Increment (PI) planning, sprint planning, retrospective and backlog grooming; prioritization at portfolio/program/team level; cross team dependency management; features and user story writing workshops.**
* Proponent of adopting **Extreme Programming (XP)** best practices such as **Pair programming, Test Driven development (TDD), Acceptance Test Driven Development, continuous integration** for improved software quality.
* Comprehensive knowledge on **HIPAA Transaction and Code Sets** (EDI 834, 835, 837, 270, 271, 276, 277)
* Collaborated on creating **Work Breakdown Structure (WBS)** using **MS Project**, tracking schedules and milestones.
* Helped business in decision making by providing **SWOT** Analysis, **Feasibility study**, **Root cause analysis**, **Cost- Benefit Analysis**, **AS-IS To-Be** business analysis, **Pareto analysis**, **why-why analysis**, **Regression analysis**
* Facilitated discussions for **decision making** and **conflict resolution** to ensure good work environment
* **Rendered hands-on supervision** and mentorship to a team which was entirely new to Agile Scrum methodology
* Facilitated **tracking of Sprint and Release** by using **Burn-down charts** and tracked and **managed product backlog, burn-down metrics, velocity, and task break-down**
* Strong experience in working with agile lifecycle, and/or tracking, and process management tools like **JIRA**
* Extensively used **JIRA** for maintaining **User Story Hierarchy, Backlog Grooming, Updating Tasks**
* Helping the team to maintain their **Scrum tools (Story board, Action board, burn up/down charts, backlogs)**
* Radiated information and ensured the team's progress and successes is **highly visible to all stakeholders** and team

Technical Skills

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| **Software Development Methodologies** | Waterfall, Scrum, SAFe, Water-scrum-Fall (Hybrid waterfall & Scrum) |
| **Testing Tools** | HP ALM 11.5, HP QC v10.0, Selenium Web Driver (v 3.14.0) |
| **Statistical Tools** | Minitab (v 18.0), Ms Excel (2013, 2016, office 365) |
| **Project Management Tools** | Ms Project (v 2010,2013,2016), Ms Office 365 (Ms Word, MS-Visio, MS Excel, MS-PowerPoint, MS-SharePoint. Ms Access, Ms OneNote), Atlassian JIRA (6.3,7.0), HP ALM (v 11.5), Confluence v 6.15, ServiceNow, Dynatrace. |
| **Modelling Tools** | Mockups, Wire Frames, ER diagram |
| **Reporting Tools** | Tableau, MS office Suite, Splunk |
| **Databases** | Microsoft SQL Server 2005/2008, Oracle 9i |
| **Certification** | Scrum Master Accredited Certification(SMAC) |

Professional Experience

1. **Centene Corporation- Chesterfield, MO**

### **Business Analyst/Project Lead** *Nov 2019- Present*

**Project Description:**

To gather requirements to reconcile EDI Corporate and West transactions and create a dashboard with centralized view in the Splunk for end- to- end tracking of EDI transactions in a unified view. Worked with Splunk resources to understand the Splunk requirements to know possible connections of Splunk Index, Splunk DB and Splunk Enterprise to Corporate and West systems. Worked with Splunk Enterprise team to ingest the data on to Splunk in the second phase of the project. Created all the dashboards very close to real-time for both corporate and west `i.e. (837,834, 835 transactions & 270/271 & 276/277 Real time transactions).

**Roles and Responsibilities:**

* Facilitated **JAD Sessions, Document Analysis,** and **Focus Groups** to elicit requirements from various stakeholders including business users and Subject Matter Experts (SME’s).
* Interacted with **Business Analysts, Product Owner, Development team** and other stakeholders to define the **scope** and set the expectations.
* Help team in **self-management** by creating artifacts like **Requirement Document, UI** and **Functional Requirements.**
* Conducts analysis that identifies **current state business processes** or **system inadequacies** and presents ideas for process and systems improvements in the dashboard.
* This is a **client-facing rol**e that will require regular status reporting and **excellent communication skills**; **reporting directly to the Director** of the project.
* Met the manual, **automation functional and non-functional deliverables** with quality and time constraints.
* Ensure effective client and stakeholder engagement to **mitigate risk**s and **manage expectation**s.
* Creates **use cases**, **user stories**, **functional specifications**, diagrams and **technical documentatio**n as needed to articulate requirements.
* Analyze use cases, complex system requirements and business requirements to ensure testability of the Dashboard
* **Manage scope** to ensure commitments are achieved within agreed upon **time, costs** and **quality parameters**.
* Work with **Developers, Program Managers, Project Managers** and **other stakeholder**s to meet project **milestone**s.
* Identifying, **writing, managing business requirements** and provide suitable solutions to client’s business process.
* Contributing to the functional and technical design, prototyping at process design stages of implementation.
* Assisted in converting **business solution into technical design** i.e. **validations on database tables and SQL**
* Co-ordinated with **Oracle Corporation core support team** on the technical and functional issue faced in the process of implementation and provided debug logs and custom code details to find out collusive solution.
* Performed process **demo’s to business leadership, re-designed solution** as per feedback and bought in the approval on final solution
* Quality Analysis will be performed against **global initiatives, enhancements**, and **day-to-day operational** production defects. Tasks include creation of **Test Plans, Test Case Creation, Test Data Creation, Manual Testing, Defect/Issue Management Resolution** and Documentation.
* Met with EDI Production team to identify the pain points and gaps to overcome the issue.
* Helped team to understand the gaps and solution to mitigate the issue to create Splunk dashboard.
* Representing the team to report overall **project statu**s and upcoming risks and suggest solutions about it.
* Created Requirement gathering documents for **EDI Transactions** and **Project Charter**, and logical design documents for the appropriate EDI transactions and code sets for the transactional information
* Proactively involved in creating dashboards for 837, 834, 835, 270, 271, 276, 277 Transactions.
* Removed **team level** **impediments** and escalated complex **organizational impediments** which blocked the team’s progress and focused on early resolution of conflicts to keep the **team’s velocity** and progress on track.

**Environment:** Agile-Scrum, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), EDIFECS, Oracle Sql Developer18, Confluence, Benthic Golden DB 6.3, Java 1.8, JIRA 7.10.2, SharePoint, Jenkins, Microservices.

1. **Centene Corporation- St. Louis, MO**

### **Business Analyst/ Transition Manager** *Jan 2019- Nov 2019*

**Project Description:**

Centene Corporation claims processing solution was AWD, which had limitations and involved manual process on workflow management and tracking. Later started to build workflow management system that automates and modernize pend claim assignment and appeals process. CenPAS is workflow management system for AMISYS Adjudication system to systematically assign work to the analysis to investigate and resolve the pended claim inventory and inbound correspondence items from providers.

**Roles and Responsibilities:**

* Worked as **Scrum master** for **2** scrum teams for multiple releases by efficiently collaborating with the **Release Train Engineer (RTE)** for the successful implementation of the Project.
* Created **KT Tracker, Daily monitoring activities** and **Transition plan** to be in line with Offshore team. Maintained team confluence page which has **Standard Operating procedure**, **SLA Compliance** and **escalation Matrix.**
* Facilitating daily **scrum meetings**, enforcing timeboxes and responding to the **impediments,** **tracking baseline, sprint planning** and **sprint retrospective**
* Ensuring Product backlog is of manageable size, preparing Product **Release Burndown charts**
* Provide visibility to team **impediments/risks** and help eliminate them
* Help team in self-management by creating artifacts like team **task board, sprint Burndown chart, impediments list.**
* Facilitating Mid Sprint checkup to review the **acceptance criteria** of committed Product backlog items
* Preparing charts of **new PBIs completed VS new one** added thus detecting schedule drift in early stage.
* Representing the team to report overall **project statu**s and upcoming risks and suggest solutions about it.
* Tracking milestones and Publishing team's progress and successes to make sure they are **highly visible to product owner / stakeholders.**
* **Resolving** internal **team conflicts** and keeping the **team motivated** to ensure successful sprints.
* Training new team members in **Agile principles**, **Scrum processes** and helping them to understand agile practice.
* Involved with the teams from **inception to production** and in broke down features into small, independent and testable user stories.
* Built credibility and **maintained communication** with **internal** and **external stakeholders**.
* Worked **cross functionality** throughout the organization to understand all applications that would impact the system by performing **end to end analysis** on all **impacted processes.**
* Facilitated **technical** and **business user stories** to support system scalability, performance, and regulatory changes.
* Worked with the product owner and development team in deciding and negotiating the **definition of done** and **acceptance criteria** for **Potentially Shippable Product Increment (PSPI)**.
* Delivered quality and tested solutions to the business to obtain **User Acceptance Testing (UAT)** approvals.

**Environment:** Agile-Scrum, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), ServiceNow, Oracle Sql Developer18, Confluence, Pega version 7.1.8, Benthic Golden DB 6.3, Java 1.8, JIRA 7.10.2, SharePoint, Jenkins, Microservices,

1. **MetLife - NC**

### **Sr. Scrum Master** *Nov 2017-Dec 2018*

**Project Description:**

The Objective of this project is to build the **GSSP** screens which should handle the illustration, mobile application and the paperless processes of the **MetLife Japan Business**. To realize paperless operation for creating illustration report and application procedure of new contract. To also realize the single platform with **GSSP (Global Sales and Service Platform**) and to make it possible to easily deal with the addition of banks and products by configuration in the future.

**Roles and Responsibilities:**

* Worked as **Scrum master** for multiple releases by efficiently collaborating with the **Release Train Engineer (RTE)** for the successful implementation of the Project.
* Identified and **mapped stakeholders** to ensure smoother change process and to clarify roles and responsibilities in the cross-functional project environment.
* Interacted with **Business Analysts, Product Owner, Development team** and other stakeholders to define the **scope** and set the expectations. **Facilitated** and **time-boxed Scrum ceremonies** such as **Sprint planning, daily scrum, Sprint review, Sprint retrospective and backlog refinement meeting.**
* Assisted the **Product owner** in decomposing the **Epics** into **User Stories** and maintain the **Product Backlog** by managing the product backlog with **DEEP, INVEST and DIVE Criteria**.
* Assisted the product owner in **prioritizing** the **PBI** using **prioritization techniques like MOSCOW and 100-point method** and **Estimation Techniques** such as Planning Poker, T-shirt Sizing, and Relative Mass valuation.
* Worked with the product owner and development team in deciding and negotiating the **definition of done** and **acceptance criteria** for **Potentially Shippable Product Increment (PSPI)**.
* Ensured **coordination** between **product owners, analysts, developers and QA**. Created and routinely updated **Sprint Burn-down Chart, Sprint Burn-up Chart, and Task Board** to track team’s progress toward goals.
* Worked with **RTE** in the **Scrum-Of-Scrum meetings** and made all necessary **team performance metrics** available for the **PI Planning Meeting (Program Increment)**.
* Removed **team level** **impediments** and escalated complex **organizational and infrastructure impediments** which blocked the team’s progress and focused on early resolution of conflicts to keep the **team’s velocity** and progress on track and made sure **ART** cross team dependencies/conflicts are resolved
* **Tracked** **stories** using **JIRA software** and maintained the entire project related **documents and decisions in Confluence** and collaborated with the **Traders** and the technical team. Created widgets on dashboard to help the **scrum team** view progress.
* Reported **sprint progress, metrics like Burndown, Burn up, and velocity** to the upper management and the team.
* Conducted **Retrospective Techniques** such as **ORID**, Happiness Histogram, and Star Fish etc. every sprint to improve the upcoming sprints and the overall team's productivity.
* Organized **Scrum Workshops** to educate the team about **Scrum concepts**. Also, conducted **User Story Writing** Workshops for the stakeholders to train them in story writing.
* Used **Kanban** board to simplify the workflow of **sprint tasks** and encourage **self-organization** in the team updated to the Project Management.
* Effectively handled the **Requirement Churn** during the **sprint cycle** and added the **PBI** to the next sprint.

**Environment:** Agile-Scrum, MS Office (MS Word, MS Excel, MS PowerPoint, MS Visio), Tableau 8.1, MS Project 2013, HP ALM 11.0, Wireframes, Mock-Up Screens, MSSQL Server 2012, UML, Confluence, Bitbucket, Bamboo, Microservices.

1. **Online banking Application, India**

### **Scrum Master** *Feb 2015- July 2016*

**Project Description:**

The scope of the project is to provide online banking facility where a customer can login into the application to pay review payment information, View transaction history, transfer of funds between accounts, Account Balance, maintenance of customer profile, Address Change , Report Lost or Stolen Card, get reward Information and option to talk to agents for assistance.

**Roles and Responsibilities:**

* Assisted and worked with Project manager in creating and assigned task through **Work Break-down Structure** (**WBS)**.
* Worked in **Waterfall** as System Development Life Cycle (**SDLC**).
* **Gathered requirements** from key stakeholders to define the scope and requirements of **online banking system**.
* Worked closely with the development team to verify that business needs are fulfilled within budget**, quality** and **time.**
* Defined the context of the system by creating various **Use Cases** for the development system requirements specifications encompassing **Functional and Non-Functional requirements**.
* Developed **UML Diagrams** for modeling static and dynamic aspects of Online Banking System.
* Created **Requirements Traceability Matrix** (RTM) using HP QC tool.
* Developed **data maps** for retrieval of information from existing account systems and outlined security measures for accessibility and transmission of information.
* Created **ad-hoc reports** using **MS-Excel and Pivot tables** to do the calculations and creating reports accordingly.
* Managed **Change Requests** by doing **Impact Analysis** on business and technology front and submitted the same to the **Change Request Board (CAB)** for further approvals.
* Assisted the Project Manager in setting realistic project expectations, in evaluating the **impact of changes** on the organization and plans accordingly and conducted **project related presentations**.
* Developed plans for **verification and validation** of requirements at all levels so that developed software successfully fulfilled user expectations and business needs.
* Worked with the QA team for designing **Test Plan** and **Test Cases** for the **User Acceptance Testing (UAT)** and **Regression Testing**.
* Helped creating and modifying **SQL queries** to match the requirements.

**Environment:** Waterfall, MS Office, SQL, UAT Testing, HP QC.

1. **HDFC Bank – India**

### **Jr. Software Engineer** *Aug 2014 – Jan 2015*

**Online Banking Transaction System:**

The scope of the project was to **interface the new system** with an **existing transaction system**, which **stores** the online banking **transaction information** and the **billing** and **payment history** system to view the payment details before making any kind of transaction.

**Roles and Responsibilities:**

* Participated in **open ended discussions**, **brainstorming** and **prototyping** to understand the **Business Requirements**.
* Responsible for **Interacting** with onsite team lead for **daily status** and requirement understanding.
* Involved in **Project Planning**, **Project Design** and interacting with **Business users** for requirement **elicitation**, translation of **Business** and **functional** requirements into technical requirements.
* Worked with MS project to create **work breakdown structure** and **network diagram**.
* Handled Communication with different **portfolio information** in the form of files to load them to **data warehouse.**
* Developed single pages using **HTML5, CSS3, Bootstrap, Java script.**.
* **Documenting** and maintenance of company-wide **Vision** **modules** and **financial** **reports**.
* Used **email and chat applications** to give clients quick answers to **simple IT issues**.
* Involved in **fixing** **bugs** in **web applications**, enhancements and performance improvement adhering to the best java practice.

**Environment:** Waterfall, MySQL, HTML5, CSS, JavaScript, MS Excel, MS Office Suite, HP QC, MS Office, UML.

Education

Bachelor from Electronic Engineering

Certification

Scrum Master Accredited Certification(SMAC)