

## SARTHAK JAIN, CSM

BUSINESS ANALYST / PROJECT MANAGER / SCRUM MASTER



+1-(508)-410-6276



sj.2111@hotmail.com

Certified Scrum Master / Business Analyst passionate about identifying and solving unique business problems. Adept at identifying and removing roadblocks, implementing creative solutions, and mitigating potential risk in any business objective. A proven ability to consistently go above and beyond to contribute to the success of the company and team.

## WEBSITES &amp; SOCIAL LINKS

<https://www.linkedin.com/in/sj2111/>

## EDUCATION

## M.S.-IT

Clark University / Worcester, MA  
2018

## MBA

Clark University / Worcester, MA  
2015

## BACHELOR OF TECHNOLOGY

Uttar Pradesh Technical University / INDIA  
2014

## SKILLS

- Project Management
- Scrum/Agile
- Business Analysis
- Financial Analysis
- Operational Analysis
- Coach
- Communication
- Strategy Planning
- Team Management
- Risk Management
- Ad-hoc Reporting

## TECHNICAL SKILLS

- **Project Management Tools-** JIRA, MS Project, TFS, Advance Excel, MS PowerPoint, Microsoft SharePoint
- **Process/Model Tools-** MS Visio, Rational Rose, Enterprise Architect, UML, Use Case Diagrams, Activity Diagrams, State Diagrams, Sequence Diagram
- **Operating System-** Windows, Macintosh, Linux
- **Database-** MS-Access, SQL Server, PL/SQL, Window

## KEY ACADEMIC PROJECTS

- Recommended best practices for building the Leicester District School portal for their IT Portal.
- Used Splunk data mining software to look at patterns and discrepancies in the NASA server request log file.
- Created Internal Database System (tables, forms, reports) using Relational Database Management System –Microsoft Access, MySQL, and Oracle SQL.
- Developed an interactive Tableau dashboard as a special project for the Business Intelligence course.

## WORK EXPERIENCE

## SR. BUSINESS ANALYST

National Grid / Feb 2020 - Present / Waltham, MA

- Facilitated global cross-functional teams to decrease resolution time of business-critical issues by reorganizing the current process, improving accountability.
- Developed project execution strategy to revamp user experience by gathering business requirements and owning JAD sessions, creating prototypes and wireframes
- Tracked and maintained project timelines and financial trackers on a regular basis.
- Documented User-Stories and Process Flows diagrams in JIRA
- Coordinated with testing teams to develop test cases and validated system alignment with business objectives.
- Adapted project plans, schedules, and resource assignments as required throughout pilot projects to respond to emerging requirements and risks
- Helped in creating a project plan and budgeting and resource allocation.
- Automated manual process of user access management to reduce time spent and mitigate human risk by translating business needs into technical requirements and planning end-to-end implementation with the minimal defects.

## BUSINESS ANALYST

National Grid / Mar 2019 - Feb 2020 / Waltham, MA

- Developed Investment Plan for the whole Cyber Security Portfolio for FY21.
- Performed cost-benefit analysis at tower level for regulators.
- Created project execution strategy, business cases and sanction papers to revamp and kick off the projects.
- Worked on Rate-Case submissions by regulators and provided apt responses for cost recovery.
- Built out risk assessment documents supporting risk controls and frameworks like CAF, NIS, etc.
- Provided regular project-level metrics that enabled a clear understanding of the status of assigned projects.
- Built clear documentation outlining processes and guidance related to cybersecurity projects.
- Provided ongoing project management oversight for the project while ensuring that the impacted teams clearly understand the desired security goals and benefits.

## BUSINESS ANALYST / SCRUM MASTER

HighMark Health Care / Oct 2018 - Feb 2019 / Pittsburgh, PA

Robotic Process Automation, Claim Processing System

- Facilitated and conducted Scrum ceremonies effectively and increased productivity by 20%
- Participated in the initial business requirement discussions and cost-analysis to understand the application impact and identified manual processes to be automated by RPA.
- Coach and helped team members to clearly understand Scrum values and become self-organized and cross-functional.
- Helped Product Owner in refining the product backlog and helped in prioritize per business values
- Analyzed the client supplied business requirements and developed AS-IS and TO-BE process flows.
- Managed and tracked project progress using TFS and built out ad-hoc reporting as required with the Agile methodology.

## GRADUATE ADMISSION ASSISTANT

Clark University / Aug 2017 - May 2018 / Worcester, MA

- MBA and M.Sc.- IT representative for Clark University assisting over 3,000 graduate students.
- Managed applications and performed analysis by extracting required data using SQL queries
- Developed reports using SLATE for useful management information/decision.

## BUSINESS ANALYST

Rector IT Consulting / Jan 2016 - Jul 2017 / NOIDA, INDIA

- Liaised with the client to gather customer requirements.
- Gathered and translated requirements to create concise FRDs, use cases, and workflow diagrams.
- Responsible for translating BRD into functional specifications & test plans to closely coordinate with both users, developers and testers.

## CONSULTANT

Commerce Bank / Aug 2015 - Dec 2015 / Worcester, MA

- Piloted JAD sessions to define the project and efficiently completed deliverables.
- Identified and analyzed business processes for future process-improvements.
- Conducted gap analysis to derive requirements for internal process enhancements.