**SUMMARY:**

* **10 years’** of experience as **Technical Program Manager, Scrum Master** and **Product Owner**, with domain knowledge of **Healthcare, Finance, Manufacturing & Telecom** bringing over 20+ successful projects to completion.
* Spearheaded **large-scale projects with budgets exceeding $5 million** with agile transformations, utilizing **agile methodologies** with cross-functional teams (Product Managers, BSA's, Multivendor, Developers), ensuring effective communication with stakeholders, upper management and third party clients.
* Expertise in complete **Software Development Life Cycle (SDLC)** methodologies using **Project Management tools and Agile Product Lifecycle tools** (Agilecraft, Rally, VersionOne, Jira, Confluence, Easy BI, Tableau, MS Office and Google Suite).
* Experienced in creating requirement and design documents, use cases, user stories and process diagrams using **MS Visio,** version control using **Team Foundation Server-TFS** and issue managementusing **JIRA, EasyBI, and Confluence.**
* Hands-on experience in DB technologies, Cloud, Machine Learning like **MS-BI, Azure, AWS, ML-SL algorithm.**
* Strong knowledge of **Software Development Life Cycle (SDLC)** methodologies – waterfall, RUP, Agile (Scrum) and Project Life cycle using **Rally, TDP- agile.**
* Broad understanding in **Query Optimization and performance tuning of stored procedures**, views, SSIS packages etc. with execution plans, profiler and indexing.
* Experienced with tools like Red-gate to deploy changes from Development to Production environment, Idera-SQL check for performance monitoring, TIDAL for scheduling.
* Data-Analysis and Statistical Modeling knowledge with Data Mining tools like SAS Enterprise Miner, SAS Enterprise Guide.

**CERTIFICATIONS:**

* SAFe 4.0 Agilist (SA)
* Certified Scrum Master (CSM)

###### TECHNICAL SKILLS

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| **Project Mgmt. Tools** | Rally, TDP – agile, MS-Project, Agilecraft, Clarizen, Version One, Jira, Confluence, Easy BI |
| Database & BI tools | MS-SQL Server, MSBI Suite ,Oracle, Red-gate, IDERA, MS-Azure ,TIDAL Scheduler |
| **Programming**  | ASP.NET, HTML with CSS, VB, Java Script, T-SQL, PL/SQL, .Net, C#, Java, UML |
| **Other Utilities** | Business Intelligence Development Studio, Team Foundation Server, SharePoint , SAP FI |

###### EDUCATION

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| **Degree** | **College/University** | **Graduated** |
| **M.S Business Administration – MIS** | Texas Tech University | 2011 |
| **B.Engg Computer Science** | University Of Mumbai | 2008 |

**EMPLOYMENT HISTORY:**

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| **Name of the Company** | **Designation** | **Location** | **From** | **To** |
| Capital One (CTS) | Technical Program Manager / Scrum Master (Products) | Plano TX | March 2020 | July 2020 |
| CVS Health (CTS) | Product Owner / Business Analyst (PBM)  | Irving TX | June 2018 | March 2020 |
| AT&T Inc. (CTS) | Technical Program Manager / Scrum Master | Dallas TX | May 2016 | May 2018 |
| 3M Company (CTS) | Business System Analyst  | Austin TX | Nov 2015 | May 2016 |
| Anthem Inc. (CTS) | Business System Analyst (Provider Data team)  | Norfolk VA | May 2014 | Oct 2015 |
| Title Source (Quicken Loans) | Business System Analyst (Data Warehouse/DBA) | Detroit ,MI | Feb 2012 | May 2014 |
| GTL USA Inc. | System Analyst  | Plano ,TX | Mar 2011 | Feb 2012 |
| BACS | BI-Support Analyst (Data Operation) | Lubbock, TX | May 2010 | Mar 2011 |

**PROJECT PROFILE:**

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| **Project Name(s)** | Consumer Cyber Security FS Technology |
| **Client** | Capital One, TX | **Duration** | March 2020 - July 2020 |
| **Role** | Technical Program Manager / Scrum Master (Products) | **Team Size** | 18 & third party company’s |
| **Environment** | Google Office, Microservices, AWS-EC2,Shape, Oracle 11G, JIRA, Core Java / J2EE technologies, Spring framework (Full Stack application), Confluence |

**Responsibilities:**

* Worked with the teams responsible for **cyber security upgrade** with implementation of Shape security, Perimeter VPC with WAF, AMI Rehydration, API configurations on Amazon EC2 Cloud.
* Responsible to break **stories into executable tasks**, validating for **acceptance criteria** and making sure appropriate UAT has been completed prior to release to production
* Achieved **metrics like ROI, burn-down, portfolio cyber compliance** to provide visibility to stakeholders on scrum progress with the existing velocity.
* Collaborated with several development teams from Auto-Nav application to **remediate security vulnerabilities**, which included remediation of OSS License, infrastructure, dynamic application security, code violations using tools like Qualys and Eratacode Scans.
* Worked with development team to remove impediments during the **sprints**, helped Product owner to maintain **Product Backlog** and facilitated the **daily stand up**, backlog grooming, sprint planning, demos, reviews and retrospectives to maximize value of product
* Facilitated discussion for **decision-making**, and **conflict resolution** along with internal and external communication to improve the productivity of **scrum team**
* Created **dashboard** within **JIRA** / **Confluence** / **EasyBI** tools that reflect test velocity, performance, and other key **KPIs** along with burn-down/burn-up charts, reports

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| **Project Name(s)** | CVS pharmacy PBM commercial health plan |
| **Client** | CVS Health, TX | **Duration** | June 2018 - Present |
| **Role** | Product Owner / Business Analyst (PBM)  | **Team Size** | 24 & third party company’s |
| **Environment** | MS Office, Visio, SQL Server, SVN, NLP (Natural Language Processing) systems, Oracle 11G, JIRA,TOAD, Java, Rally, TDP-Agile , RX-Claim |

**Responsibilities:**

* Worked with client for discussions, documentation, driving collaboration and communication to ensure successful program delivery with domain expertise in Claims processing and enrollment
* Wrote **EPICS,** **User story** and **Requirements in Mapping document** based on the client inputs along with discussion with Product Manager**,** PBM experts and Clinical teams
* Worked on Databases (DB) with data sources having Oracle, XML’s, XSD’s to analyze the data trends and **validations for Natural language processing (NLP)**
* Handled relationship with external clients, business teams and third party vendors to improve the **free form NLP text** setup as part of **machine learning** with Bayes Algorithm
* Supported claims coding team activities by clarifying any business questions and **grooming**. Provided inputs to coding/testing teams on defect resolution based on technical and domain expertise through business/client alliance
* Identified areas of automation in the current processes and guided automation/tool team on requirements. Performed **UAT** to make sure that business intent is met
* Implemented **sprints ceremonies**, helped Product managers to maintain **Product Backlog** and facilitated the **daily stand up, backlog grooming, sprint planning, demos, reviews and retrospectives and** removed **development impediments**

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| **Project Name(s)** | AT&T Business Center & Click-2-Chat application (EBiz, Premier, CHAT) |
| **Client** | AT&T Inc., TX | **Duration** | May 2016 – May 2018 |
| **Role** | Technical Program Manager / Scrum Master | **Team Size** | 20 & third party company’s |
| **Environment** | MS Office, Visio, SQL Server, SVN, TIDAL Scheduler, Oracle 11G, JIRA,TOAD, Java, Rally, TDP-Agile |

**Responsibilities:**

* Wrote **User story** and **technical debt backlog** based on the requirements along with discussion with **Product Owner** & marketing managers, Synchronized with UX to make sure the redlines are aligned with requirements, having backend teams for data setup
* Worked as **technical project manager** for development teams to bridge the gap between **solution dependency’s,** Coordinated with downstream applications to align the solution and **data requirements** based on the design approach, **UML diagrams**
* Created **process flow** diagrams for current and new systems to incorporate changes or enhancements using **Microsoft Visio**. Perform root- cause analysis and defect tracking for current projects during the **IST** and **UAT** phases with development team
* Aligned the integrated **delivery plan** of the application based on the team **capacity** and **velocity**, communicated the blockers and handled the escalations while managing the requirements till the **production deployment**
* Owned the status report task of the project, including milestones discussion, challenges & risks of project using **Gantt chart** for project manager and upper management. Facilitated **Scrum of Scrums** to ensure cross-team co-ordination, delivery and status reporting
* Worked with development team to remove impediments during the **sprints**, helped Product owner to maintain **Product Backlog** and facilitated the **daily stand up, backlog grooming, sprint planning, demos, reviews and retrospectives** as required to maximize value of product

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| **Project Name(s)** | 3M - Tolling, Parking and DMV |
| **Client** | 3M Company, TX | **Duration** | Nov 2015 – May 2016 |
| **Role** | Business System Analyst  | **Team Size** | 11& third party company’s |
| **Environment** | MS Office, Visio, SQL Server, BIDS- Visual Studio 2008,SSMS, ,Power Pivot, SVN, TIDAL Scheduler, Oracle 11G, JIRA,TOAD, Antenna house, java, Embedded systems |

**Responsibilities:**

* Provided application subject matter expertise to troubleshoot various application issue, Developed **understanding, KA documentation** and presented demonstrations on system functionality to business and development team
* Documented requirements (**BRD, FSD, use cases**) and involved in detailed design & business documents to support the requirements throughout project, considering impact of technology to the current and future business environment
* Created **Business Requirement Document (BRD)** and converted it to **System Requirement (SRD), user stories**, **wire frames** for development team using **MS-Visio, MS-Office**
* **GAP analysis** of As-Is and To-Be process flow by understanding existing business processes and interacting with different department leads
* **Managed Scrum Teams** from requirements till deployment, facilitated scrum ceremony’s **daily stand up, backlog grooming, sprint planning, demos, reviews and retrospectives**. Provided status reports based on SOS along with leadership
* Extensively worked on **Data warehousing** and **ETL** process, to ensure the business continuity for the analytical operations and reporting for upper management
* Monitored databases restructuring and data migration process along with development team to resolve data integrity issues across platforms and verify data for consistency for efficient data retrieval
* Worked extensively in designing **UAT** for a select group of key end-users in testing the user interface and functionality of the application as per BRD for signoff’s purpose
* Performed complex data and functional analysis to plan the migration of current system to the target system application including RTM, data mapping, also involved in data extraction by writing complex SQL queries

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| **Project Name(s)** | PIT – Provider Import Tool ( MA Migration Healthcare) |
| **Client** | Anthem Inc, VA | **Duration** | May 2014 – Nov 2015 |
| **Role** | Business System Analyst  | **Team Size** | 12 |
| **Environment** | MS Office, Visio, SQL Server (SSAS, SSIS), BIDS- Visual Studio 2008,SSMS, ,Power Pivot, SVN, TIDAL Scheduler, Oracle 11G,Facets, JIRA,TOAD |

**Responsibilities:**

* Maintaining the **Product Backlog** after discussing with Product Owner, understanding **product planning** and involved with the team to create clear and concise backlog items though **user stories** and arrange it on story board(**Kanban**) accordingly
* Analyzed and created **business requirement document (BRD)** and **functional requirement specifications (FSD)** using supporting documents from business, Lead end-to-end solution development to meet customer expectations including **User Acceptance Testing (UAT)** with business team during the claims processing and enrollment
* Ensured the needed work is well understood by development team to have high value product delivered along with maintaining the **agile scrum principles** within the team and educating them for betterment of product
* Performed complex data and functional analysis to plan the migration of current system to the target system application including **RTM**, data mapping, also involved in data extraction by writing complex SQL queries using SSMS
* Extensively worked on creation of **tables**, **stored procedures**, **views**, **indexes** in all environment, also worked on **performance tuning** sp’s and packages, ad hoc queries for business in **SSMS , SQL-Developer ,TOAD and BIDS**
* Designed **ETL** packages dealing with different data sources (**SQL Server**, Flat Files, and **Oracle** etc.) and loaded the data into target data sources by performing different kinds of transformations using SQL Server Integration Services (**SSIS**).
* Created **SSIS** package using different task like For-each Loop Container and multicasting to migrate data from flat files and excel files, also responsible for deploying approved changes to production on SQL Server using **SVN, JIRA ,TFS**
* Created **TIDAL** jobs to run SSIS packages as schedule daily or monthly, and trigger files to execute the job ad-hoc.
* Managed **index** on system including **creation, rebuild, reorganized** etc. also used various third party tool like Idera-SQL check to monitor performance of DB.

**Achievements**:

* The project helped to migrate around 3 million providers to FACETS and Claims & membership information was processed on schedule for that enrollment year

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| **Project Name(s)** | Loan Pool – Intra company loan distribution and messaging platform |
| **Client** | Title-Source Inc, MI | **Duration** | Feb 2012 – April 2014 |
| **Role** | Business System Analyst | **Team Size** | 8 |
| **Environment** | MS Office, UML, SQL Server (SSAS, SSIS), BIDS- Visual Studio 2008,SSMS, TFS, Power Pivot, SharePoint 2010, Red gate tools |

**Responsibilities:**

* Created **database,** table, stored procedure to fetch data from various data sources like SQL-Server, Flat files, Xml, used **SQL agent jobs** to automate and store in stage-DB.
* Created **SSIS** packages to populate data in Data warehouse **OLTP to ODS** and **ODS to DW** having DFT, sequence containers, data connections, package configuration, transformations etc.
* Involved in **performance tuning and query optimization** of the database as required for extraction and tune some of existing **stored procedure** which were used for various reports in **T-SQL**
* Build Cubes for reporting along with **Calculated Measures, KPI, role-playing dimensions, Measures, Partitions ,MDX** using **SSAS Cubes** by views and BIDS
* Worked on **deployment** ,**processing** **dimensions and facts** of **SSAS cubes** on production server , with **syncing cubes** to reduce build times for data analysis/reporting
* Worked with various business groups while developing their applications, assisting in database design in order to get accustomed with business and dataflow for the system
* Worked with installing and managing **MS SQL Server 2008 /2008R2** with DBA’s and data architects ,including scripting **SSIS packages and migration SSAS cubes**
* Creating and managing schema objects such **as tables, views, indexes, stored procedures**, and **triggers** etc. as part of task in existing project
* Created **SSIS** packages to populate data from data sources like Flat Files, Excel Files, and OLE-DB to SQL Server with transformation like **For Each Loop** tobackfill data.
* Involved in database and **transaction log backups** & restoration, backing up user databases and restoring them whenever necessary.

**Achievements**:

* The project execution was on schedule and resource utilization within project budget
* Successful implementation of data warehouse and BI solution to the company

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| **Project Name(s)** | Global Storage and Report System (GSRS) |
| **Client** | Plano ,TX | **Duration** | Mar 2011- Feb 2012 |
| **Role** | IT System Analyst | **Team Size** | 12 |
| **Environment** | SQL Server 2008 Enterprise Edition (SSIS, SSAS), Windows Server 2008, Oracle 10g, Erwin 7.1, Quest Performance Analyzer and Quest Lite Speed backup tool. SAP, SAS,.Net, MS-Azure |

**Responsibilities:**

* Developed Complex T-SQL stored procedures triggers, views, and adding/changing tables for data load and transformation, and data extraction.
* Responsible for gathering/refining requirements from the customer for developing reports.
* Experience in using SSIS tools like Import and Export Wizard, Package Installation, SSIS Package Designer. Proficient in Creating SSIS Packages to automate the Import / Export of data in SQL Server 2005/08

**Achievements:**

* Successfully implemented BI solution for GSRS