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Professional Summary:

* Overall 8+ years of experience in various roles of various roles of Information technology Project Manager/Scrum Master/Lead Business Analyst in client facing roles of the project software development and implementation life cycle.
* Experience in Project Management, Team Handling, Resource Mapping, Project Estimation, Planning & Execution, working on multiple platform.
* Coordinating experience in preparing project scope, Project Charter, Plans, Schedules, Resource Planning and Status reports.
* Excellent knowledge of industry standard methodology Software Development Life Cycle (SDLC) such as Waterfall, Agile-Scrum.
* Experience in requirement gathering techniques like JAD /JAM sessions, brainstorming, Interviews, Story Boarding and Structured Questionnaires.
* Successful ability to prioritize, manages multiple assignments, and directs the work of others to meet deadlines.
* Organized meetings with stakeholders to identify their needs and problems so as to be able to resolve issues and develop a better methodology to ensure an accurate and desired solution.
* Facilitated Scrum ceremonies ,Daily scrums, Sprint planning, back log grooming , retrospectives and Reviews.
* Excellent knowledge on Business Analysis and/or Business process improvement
* Acted as liaison between management and development/test team for requirements and QA.
* Design and review of various documents such as Functional Requirement Document (FRD), Business requirements document (BRD),Use Case Specifications, Requirement Traceability Matrix (RTM).
* Strong experience in Gap Analysis to analyze and compare actual performance against potential performance and identify the key areas, which need to be improved.
* Experienced working with flexible schedule to accommodate global business users across time zones and ability to provide leadership to both Offshore/Onshore Teams across different US/India/Canada/Malaysia/Philippines state locations.
* Proficient in Business Analysis, Requirement Analysis, UML diagrams such as Use case models, Activity Diagrams, ER diagrams, MS Visio & Rational Rose.
* Employed tools such as Balsamiq Mockups to create wireframes, mockups and UI prototypes to capture functional requirements of the proposed application.
* Knowledge and experience with leading Implementation/Integration/Data migration.
* Expertise in performing User Acceptance Testing (UAT) and worked with stakeholders, business users and have prepared Test plans, Test scenarios, and Test Cases.
* Experience in providing L1and L2 Production support ,reviewed ,analyzed and escalated issues and documented step by step corrective measures.
* Experienced in Defect and Change Management process, Deployment and User training
* Excellent logical skills for understanding and developing system workflows and well suited for communicating with both Technical and Functional professionals.

Educational Qualification:

Master’s Degree of Science in Engineering Management, International Technological University, USA

Master’s Degree in Business Administration, Sikkim Manipal University, India

Bachelor of Commerce-Business Management, Goa University, India

Certified Scrum Master Certification 2019

PMP -Expected May 2020

Technical Skills:

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| --- | --- |
| Operating Systems | Windows, MAC OS |
| ERP/CRM Application |  Oracle ERP NetSuite/ Salesforce, SAP |
| Project Management Tools | MS Project, JIRA, Rally, Trello, Gantt chart, Mind mapping, Confluence, Slack |
| Databases | Oracle, MS SQL Server, MS Access  |
| Defect Management Tools | Bugzilla, HP ALM, Remedy |
| Modelling Tools | MS Visio, Rational Rose, iRise, Balsamiq, Lucid Chart |
| Documentation Application & Reporting Tools | SharePoint, Gsuite |
| Web Technologies | SOAP, REST |
| Languages | SQL, XML, Jason, CSV |

Career Related Skills:

* Project/Requirements Analysis, Estimation Team handling & Test/Dev Coordination Project/Release Management
* Root Cause Analysis Gap & Impact Analysis Business Development Initiatives
* Risk Management analysis Incident management SDLC Waterfall methodology & Agile Scrum Business Process Improvements Client Relationship Management
* Problem solving/Interpersonal skills

Project Details:

Clients -Cohesity Inc and Udemy Inc, San jose CA May 2018 - Till present

Project Manager/Scrum Master- IT

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Project:

**Cohestiy**: Project 1 As a Project Manager /Scrum master the scope of project was to do implementation and intergration using Oracle ERP NetSuite SAAS based project for Ecommerce order to cash and procure to pay and saleforce integration for most accurate and efficient way so that it helps to bring in more revenues to the firm.

**Udemy**: Project 2: In the role Project Manager The scope was to implement Advance electronic funds transfer /Bank payment intergration for domestic and international subsidiaries and to re-design the system and support the ERP NetSuite implementation

Project 3: As a Scrum Master ERP NetSuite to SFDC intergration lead to cash.

Responsibilities:

* Strong experience in managing projects for ERP Implementation /Integration /Data migration/Web development until roll out in Oracle ERP NetSuite and Salesforce and post go live /support. Handled multiple project simultaneously.
* Act as the primary point of contact for all project delivery activities for various stakeholders (Product Management, Business, PMO, DEV, Engineering, etc.)
* Responsible for Working on budget, estimation, capacity planning of the resources, tracking the milestones, project health monitoring, identifies risks and work with the team on the preventive and contingency plans.
* Served as a Scrum Master and lead backlog grooming, sprint planning, daily scrums, and sprint retrospectives.
* Onshore/Offshore team coordination, mentoring, task allocation among team members.
* Tracked Velocity, Capacity planning, Burn Down Charts at the daily, iteration, release and project level
* Hosting scrum calls on daily basis for defect burn down, track/follow up for test execution progress & share the status with client/vendor leadership.
* Collaborated and engaged with stakeholders, business owners for JAD/JAM session
* Create and manage Service Level Agreements (SLA). Structure and negotiate significantly complex business relationships to avoid any escalation.
* Responsible for creating the detailed project road map for the team aligning with the project timeline, stake holder expectation worked with MS Project.
* Provide regular project plan updates and status reporting on financial and delivery progress, including weekly executive dashboards
* Assisted in Functional consulting around SaaS applications such as NetSuite and Salesforce.com for small to mid-size implementation projects including setup, configuration, basic customizations, business process improvement.
* Develop and follow a project communication plan to all stakeholders.
* Delivery of the full lifecycle of projects assigned providing leadership to deliver on time, within budget and defined scope
* Ensure, through monitoring and project oversight, actively identifying, tracking, reporting, and escalating issues as appropriate to the Sr. management.
* Facilitate post implementation project reviews and the incorporation of lessons learned back into policies, procedures, and the in-house knowledge base
* Worked on Jira ticketing system and for user request solutions to bugs and system enhancement requests and requirement traceability matrix.
* Owning and managing requirements traceability matrix (RTM), performed NetSuite/salesforce requirement gap analysis and change impact to enable business processes.
* Also worked on Ms Visio for process flow documentation for client documentation.
* Worked with cross functional teams to develop and implement solutions for the business users used tools like Slack for communication.
* Reviewed daily/weekly work schedule with key stakeholders ensured project milestones and objectives are met for both internal and client projects. Interfaced with Sales group for lead generation and sales prospect products Demos

C1X Inc, CA January 2018 - May 2018

Project Manager/Scrum master

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Project : As a consultant for a banking client .The scope of the project was integrate Applications for short terms payments ,bank transfers.

Responsibilities:

* Implemented Agile Scrum SDLC with complete line of traceability for all the artifacts of development projects.
* Captured Business requirements by engaging with stake holder /business process owners and performed gap analysis and delivered solutions.
* Worked with cross functional team and Created and documented Business Requirement Documents (BRD) ,(FRD)and prepare Use-Case Specifications and translated functional specification(FSD) to tech development team writing user stories and developing wireframe.
* Facilitated Scrum meetings and supported Product Manager. Managed the product feature backlog prioritized Epics, User Stories and Features and implement key tasks into the release
* Gathered requirements from stakeholders /business users via JAD /JAM session.
* Performed gap analysis and prepared Use Cases, Activity Diagrams using Rational Rose.
* Created and maintained the Requirements Traceability Matrix (RTM) and assisted in UAT testing in Scrum environment across the sprints.
* Involved in UI enhancements and created wireframes in Visio Maintained high quality requirement artifacts
* Reviewed the plan for web services using RESFUL APIs, and Synchronized with the backend service layer teams in understanding API dependencies for the various business transactions.
* Coordinated with the QA team for Test Cases, Test Plans and Test Scenarios. Participated in Daily scrum meetings, planning, review and retrospective sessions.
* Managed multiple release cycles. Worked towards the continual improvement of the application and bring out ideas for enhancements

Silicon Spectra Inc, Santa Clara , USA September 2017-December 2017

Business Analyst

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Project : The scope of the project was to enhance the website SALE page has undergone customizations to streamline the presentation of special offers making it a better shopping experience for our customers.

Responsibilities:

* Worked on Waterfall SDLC methodology.
* Assisted the project manager and the business team in gathering requirements and documenting them in the form

of business requirements document.

* Proactively communicated and collaborated with external and internal customers to analyse information needs and functional requirements and deliver the following artifacts as needed: (Functional requirements (Business Requirements Document), Use Cases, GUI, Screen and Interface designs).
* Participated in gathering business process requirements from clients facilitated strong engagement with customer business unit to align business requirement in JAM sessions.
* Created prototypes and wireframes in Just in mind for the developing team to understand the overall look of the web page.
Worked on developing the business workflow for the project and Requirement traceability matrix for the Project manager.
* Managed the Change Request and edited the documents accordingly .Wrote Use Case and Use Case Diagrams for the developing team to understand the functional requirement.
* Translated requirements into features and user stories that can be used to design and implement solutions
* Used personalized dashboards, alerts, and bookmarks to deliver snapshots of key performance indicators (KPIs) for online marketing initiatives.
* Ensured that all documentation followed the quality standards and publish the artifacts of SDLC and worked on process tools (Rally/ Just in mind, Ms office).Performed SQL queries to pull user-specific data and data responsive to particular user queries as people navigate their sites.
* Collaborated with user interface web designers to create screen layouts with emphasis on user friendliness, clarity and consistency with applications and standards.
* Supported Production support team and conducted UAT and KT session.

Vodafone Shared Services Private Limited, India September 2013-December 2014

ERP Project Lead

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Project scope: Worked for Vodafone shares services UK -Project EVO a new global transformational model based on a single, integrated ERP SAP solution delivering a common suite of applications. Vodafone operate as a global business, maximizing the benefits of a core business model and the use of shared services for finance, HR and supply chain.

Responsibilities:

* Assisted the Project using hybrid Waterfall and Agile Methodology. Supporting the Project Manager in managing the project process, creation and maintenance of project artifacts - schedules, documents, templates.
* Analyzed and solved incidents and problems and documented as per Vodafone Germany’s processes.
* Identified gaps in business operations and suggested solutions. Functional support to SAP Master data Management.
* Collaborated well with the business representatives, solution architects and technical teams for solution development.
Analyzed the business processes and systems while being involved in solution design from early stages.
* Collaborated with the product owner in conducting Scrum ceremonies including Sprint planning, Sprint review and Sprint retrospective sessions participated in daily scum meeting to prioritize work.
* Developed solutions and mitigation plans where needed and managed project escalation issues as SPOC
* Responsible for project documentation, such as business process maps and work breakdown structures.

Shalini Foods Private Limited, India June 2011-December 2012

Business Analyst

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Project Scope:  This company in the industry for manufacturing milk and milk products started in 2009 engaged in providing our customers a superior quality range of Milk and Milk products. The scope of the project was to develop a website and mobile application better business opportunity.

Responsibilities:

* Involved in implementation of the website and mobile application and business development of the company for CRM application development using a Agile scrum methodology approach of SDLC to the project and prepared presentations.
* Created Business Requirements Document, System Analysis and Integration specifications documents and reviewed with business and team for approvals before detailed design document was created.
* Involved in creating Use Cases and workflow diagrams and part of scrums, sprint planning, sprint reviews.
* Planning and document procedures for data processing and prepare data flow diagrams for the application.
* Working on databases to query data and generate reports for business applications and validate data and various other tasks using SQL.
* Employed tools such as Balsamiq Mockups to create UML diagrams, wireframes and screen mockups to capture functional requirements of the proposed application.
* Created and Involved in UAT and systems demos user acceptance testing UAT plans with test cases to ensure the system works as per proposed plan.
* Coordinating the change request process and using JIRA to maintain requirements and track the changes.
* Facilitate walkthroughs with the stakeholders of the project including the technical users to design complete and detailed test plans and test cases.
* Facilitated hands on Training and prepared user manuals for the Business users

KPMG , India `May 2010 –November 2010

Analyst

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Project scope :Worked as Business analyst for Client in banking (AML,KYC)and International tech company verification services as a analyst research.

Responsibilities:

* Applied business practices ,defined, analyzed and documented business requirements (BRD) (FRD)and worked with cross functional teams to provide solutions.
* Worked in waterfall Software development methodology approach.
* Wrote a variety of technical documentation for internal and external use (client user guides, manuals) documenting development, database, and information architecture through SharePoint
* Conducting Risk assessment & Integrity Due diligence, AML,KYC (CDD,EDD) for High, Medium and Low Risk Customers as per the Policy.
* Identifying patterns of suspicious transaction activity (SAM) and investigate suspected cases related to money laundering or related financial crimes and remediate Client documentation where required in accordance with Regulatory Requirement.
* Prepared MIS reports using and also risk rating using dashboards.
* Define AML monitoring and data transformation scenarios; understand and document business and workflow scenarios.
* Performed the sanity check on the applications and worked with developers to review modules for compliance purposes. Identified errors issues and completeness for transaction monitoring.
* Worked with the world check, K-check, E discovery software with ETL team and provided all the data required for the end to end workflow of the modules, customer risk monitoring and reporting by creating data mapping document using Bank internal/ KYC database.
* Identify, track, document and manage issues, constraints and assumptions.
* Performed the day-to-day operational responsibilities for accurately researching, analyzing, evaluating and documenting AML Know Your Customer (KYC) information.
* Conducted user acceptance testing(UAT),SIT testing with the business users and SME’s.

Dreams Real Estate Constructions, Goa India May 2009 - April 2010

Marketing Manager

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* Planned and directed all functions of the company – Enforced strong leadership skills to ensure efficient/effective utilization of corporate resources.
* Established and integrated the functional strategies of the company utilizing business expertise to reach financial/operational goals and objectives.
* Deployed resources to achieve and business objectives
* Record of success in guiding and directing an enterprise through substantial change management, balancing engagement with strong and effective strategic leadership.
* Developed sales and marketing plans and programs for company sales personnel.
* Analyzed  market trends and statistics to determine potential of growth – monitored sales performance regularly

Infosys Limited ,India (AT&T and HSBC) June 2006 – November 2008

Business Process Consultant

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Project 1:AT&T,SBC USA- Implementation of ERP SAP for Telecom giant ERP SAP for implementing SAP from legacy system to new system until Go Live/Production support.(SAP Netweaver portal ECC)

Project 2: Discover Financial Services, US -rollout of new banking products and services Finacle was used by DFS’s banking platform strategy and support all banking products. DFS also built its enterprise CRM system called Atlas.

* Understanding business requirement and worked on the ticket request for roles ,users, customization of forms/reports
* Documented the requirement changes via change and release management
* Supported partnering team from non sap systems with development team and leads to identify opportunities for better collaboration And process improvements.
* Offshore lead for a team of 4 and played a lead role in Assisting with the business use case, planning and monitoring activities, requirements management, analysis and communication.
* Monitoring of queue and exception fallouts in SAP ECC SXMB\_MONI Production batch reports and resolution of any issues within SLA of 24 hours in BMC Remedy
* Multitasked in quick paced environment and good team player. Analyzing and providing resolution for critical defects in stipulated time.
* Client Interaction for fixing the Business Rules and Requirements gathering, Preparation of mapping templates for technical data migration team.
* Supported Technical team in Tier1 and Tier2 level of support post release.
* Bug Fixes for shipments in Order Management, Billing, and Inventory. Gap analysis of existing process and Root Cause Analysis of defects.
* Supported three-tier landscape Development, Testing and Production(DEV, QAS, and PRD) in all SAP systems.
* Functional analysis of various master data related issues Responsible for data consistency & cleansing. Customizations and configurations in R/3 systems.
* Updating existing Use case models and process flows as per strategic business process the changes.
* Coordinated the team from onsite and monitored the end to end process of the application.

Awards and Accomplishments

* Awarded as star Performer of IT Finance - Advisory team spot Award in KPMG 2010
* Awarded Top Performer of PMI stack team in Infosys 2008