

Pulkit Kaushal

Product Owner/ Sr. Business Analyst
SAFe Certified PO/PM, MSIM, PSM

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Summary

- Certified Product Owner with 7+ years of varied experience in Product Management, Business Analysis and Data Analysis across various domains like Health Care, Long Term Services and Supports (LTSS), Medical Billing.
- Adept with different SDLC methodologies such as Waterfall, Agile Scrum and Kanban.
- Well versed with Agile Software Development Lifecycle of Requirement Gathering through JAD sessions with Business users, Document analysis and Reviews, UI/UX prototype design, Development, Product testing, implementation and End User Engagement Training.
- Successfully managed and delivered multiple IT projects like ETL (Data Migration), Broadcast & Bi-Directional Data Integration, System Integration, Software and Application Development, Report Building, End user training etc.
- Managing and leading communication with management, development teams & Core team, external stakeholders for gathering requirements, project status updates, PI Planning, Scrum Ceremonies, user acceptance demo etc.
- Expertise in Customer Engagement and breaking down the business requirements in the form of Epics, Features, User story with Acceptance Criteria, Enablers etc. to prioritize the Product Backlog based on business value.
- Successfully proposed and delivered multi-year product road map spanning across multiple agile teams after defining the scope, strategy and baseline of the project.
- Excellent analytical & critical thinking skills, team player with strong interpersonal and communication proficiency.
- Strong problem solving and technical skills coupled with confident decision making for enabling effective solutions leading to high customer satisfaction and low operational costs.

Experience

Product Owner/ Sr. Business Analyst • FEI Systems • Columbia, MD

July 2015 - Present

- Successfully lead and delivered multiple projects such as Application Development for Health Department Programs, IVR Systems, Reporting Module, ETL Data Migration, Claims Billing, while working with multiple agile development teams.
- Lead and managed the full SDLC on Healthcare IT SaaS projects working with State clients on development of Long Term Services and Supports (LTSS)
- Collaborated with business and IT stakeholders to identify business requirements, convert these requirements appropriately into Epics, Features, User stories and capture acceptance criteria in Team Foundation Server.
- Authored Work Orders and Change Requests for work and budget authorization from the stakeholders.
- Build and Maintained Project Scope and Plan, Budget, Roadmap & Timeline, Project deliverable tracker and resource allocation for individual work effort.
- Conducted various stakeholder meetings to review Project Scope, gather requirements on Epics & Features, and provide Project updates on product design, software development, Testing, deployment & launch.
- Prioritized the Product Backlog for the future Program Increments (PI) to be refined and groomed with the teams.
- Conducted Backlog Refinement sessions with the development teams, ensuring work items are estimated, ready-for-work and team has shared understanding of Definition of Done for the sprint backlog to achieve PI Goals.
- Worked in conjunction with developers, testers (QAs) and other sprint team members in validation and testing of complex project scenarios and in the maintenance of quality standards of projects.

- Followed Agile Principles and actively participated in scrum ceremonies such as Program Increment Planning (PI), Sprint Planning, Sprint grooming/ Refinement, risk and problem-solving sessions, Retrospectives, Standups.
- Support application integrations by conducting Gap Analysis to identify and document business process flows using standard Business Process Modelling methodology.
- Created and maintained Business Requirements Document (BRD), functional and non-functional requirements document and use case specification document. Creation of Data Flow Diagrams (DFD), interpretation of ER diagrams, UML Activity Diagrams and Sequence Diagrams.
- Worked as a Subject Matter Expert (SME) in assisting teams in performing system integration
- SQL queries for data mapping and reporting purposes.
- Successfully conducted User Acceptance Testing (UAT) and End User Training for every project.
- Build User Manuals, User Guides and recorded Webinars for End Users for every project deployed.
- Experienced with current industry standards such as HIPAA and 508 Compliance and PHI data Protection policy.
- Monitored individual sprint/iteration reports in TFS– Sprint Burndown Report, Velocity Chart, Control Charts and Cumulative Flow Diagram.

Data Analyst • University of Maryland • College Park, MD
August 2014-May 2015

- Descriptive, inferential statistical analysis and report writing associated with undergraduate applications.
- Utilize various databases of prospective and admitted students to create queries and reports using SQL Server.
- Statistical support for office research projects Viz. research design, selection and manipulation of data in SPSS.
- Periodically conducted Seminars for Prospective Students and Lead student counselling with Admissions office.
- Used the legacy system for data clean up and data entry.

Data Analyst Intern • Olive Tree TV • Remote
August 2014-May 2015

- Managing Organization's analytics and statistics across web, social media platforms using Google Analytics.
- Providing reports and strategic recommendations for Olive Tree TV based on Google Analytics.
- Maintaining the Google Analytics Dashboard for report generation and to perform market research.
- Managed Statistical analysis for the web interface and customer-application interaction.

Key Skills

Analytical Tools	RStudio, SPSS, Google Analytics, MS Excel, Tableau
Programming languages	C, C++, HTML, CSS, PHP, R Programming, SQL
Prototyping & CMS	Justinmind, WIX, Fluid, SharePoint
Agile Scrum Tools	Team Foundation Server (TFS), Kendis
MS Office	MS Word, MS Excel, MS Visio, MS Project, MS Teams, PowerPoint, OneNote
Cloud Platforms	Amazon Web Services (AWS)

Education & Achievements

- **Master's in Information Management • University of Maryland, College Park • 3.34 GPA**
September 2013 - May 2015
- **Bachelor of Electronics and Communication Engineering • Rajiv Gandhi Technical University, India • 3.5 GPA**
August 2007 – June 2011
- **SAFe Certified Product Owner Product Manager**
- **Professional Scrum Master**
- **Employee of the Year recognition**