Data driven IT professional (12+ years) with **Business Analysis & Quality Assurance** experience across industries. Highly adept with different levels of organization including Chief executives. Well versed with project management, program leadership, and Interpersonal skills. **Scrum Master**, **Agile Coach**, assisting Product owner/SMEs and key driver between business & technical teams. Self-motivated, team player, proactive with adaptive consulting mindset

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| * Object Oriented Analysis and Design (OOAD) | * Agile, Hybrid, Waterfall Methodologies |
| * Rational Unified Process (RUP) | * Organizational Change Management (OCM) |
| * Unified Modeling Language (UML) | * Consulting, Facilitating, Mentoring |
| * Software Development Life Cycle (SDLC) * Joint Application Design (JAD) | * Leadership, Project/Vendor Management * Event Planning and Program coordination |

**Education Background**

* Master of Business Administration - Information Systems – Indiana University of Pennsylvania – USA
* Bachelor of Technology in Computer Science and Engineering – Bapatla Engineering College - India

**Certifications & Credentials**

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| * Certified Scrum Master (CSM) - Certified * Advanced Scrum Master (A-SCM) - Certified * IC Agile Certified Agile Coaching (ICP-ACC) - Certified * Salesforce Certified Administrator - Certified * Salesforce Certified Sales Cloud Consultant - Certified * Salesforce Certified Service Cloud Consultant - Certified |  |

**Professional Summary**

**Client:** Liberty Health Share, Canton, OH

**Domain:** - Healthcare, Non-Profit

**Duration:** Nov 2018 – June 2019

**Role:** Senior Business Analyst/Scrum Master

* Leading BA efforts for a Unique custom medical self-pay business model monitored by HIPAA
* Facilitating daily scrum calls, coordinating sprint planning, story prioritization and story estimation
* Directly worked with CTO, CIO, CFO and board of directors in gathering business needs
* Working with architects and coordinating design sessions, coordinating conflict resolution
* Working with development teams across different applications including websites and web applications
* Documenting functional/technical stories using Jira along with Acceptance criteria
* Performed project management, business and technical analysis and systems design in delivering complex software solutions in multi-tier development that involves complex pricing and rate changes
* Lead effort on transformation project from Salesforce to COTS solution Share Direct (SD3)
* Learnt and tested on website, enrollment application Share Direct3(SD3) an all integrating applications
* Worked on creating mockups and documented XML requirements for website application screens
* Documenting & streamlining business processes, building mock-ups, conducting business show and tells
* Aiding with Organization change management and assisting business users with UAT
* Home grown java app SD3 tracks corporate record systems with PII data and privacy requirements
* Successful in sprint release notes, post release floor support to end users, escalating unresolved issues/risks and getting traction with product owner on either completion or prioritization of backlog
* Mentoring & guiding Business analysts/Developers with continuous process improvement and development

**Employer:** JP Morgan & Chase, Columbus, OH

**Domain:** Banking/Global Security Technology- Corporate, Retail

**Duration:** May 2017 – Oct 2018

**Role:** Lead – Business Analyst/Scrum Master

* Multiyear Tier1 multiple projects in alarm/video automation in global physical security space
* Mainly working with multiple 3rd party vendor applications and managing multiple assignments
* Role of Business analyst, Quality assurance analyst and assisted business with UAT
* Globalization, standardization and maintaining consistency of requirements
* Flexible in supporting multiple time zones with multiple regions across the world
* Actively conducting sprint planning, agile scrum calls, stakeholder and SME meetings
* Exhibited strong analytical, writing skills, in writing functional specifications, integration, System calculations
* Documenting test plans, validating IST scripts, coordinating UAT cycles, documenting execution plans, prioritizing defects, and managing stakeholder communication
* Documented record access management system requirements, functional requirements for physical and cyber security of corporate technology
* Deep working knowledge COTS product Qognify Situator for crisis management in areas of requirements, proof of concept, testing and UAT signoff and delivery
* Worked extensively on security apps March Networks, Onguard, Nicevision, Traka Web, VisionHub
* Mentored/Trained/coached peers and teams as needed

**Client:** Nationwide Insurance Company, Columbus, OH

**Domain:** Financial/Insurance/Sales/Service/Marketing

**Duration:** Dec 2013 – Feb 2017

**Role:** Program delivery lead - Product Owner/BA/QA

**One brand Program:** Multiyear Tier 1 effort to implement branding across 11 products and 5 companies of Nationwide Company (Nationwide Financial, Victoria Insurance, Titan Insurance, Retirement plans – Public, Private) on print media, digital and websites

* Reviewed implemented 200+ projects companywide to make sure requirements are complied
* Handled high volume, complex data and content changes in an efficient way
* Set up processes for requirements and QA management for tight schedule projects
* Established checkpoints to review and document QA milestones
* Worked on UX/UI on all the apps that needed branding updates at Nationwide
* Exhibited excellent leadership skills within the requirements/QA discipline ensuring quality
* On-time delivery; making sure resource, cost and schedule constraints are mitigated
* Closely partnered with business lead to define, review, document business decisions, risks/issues
* Skilled in managing dependencies, achieving reverse traceability, documenting defects/decisions

**NF Salesforce Sales & Service Cloud implementation:**

* Salesforce Enterprise edition to 1200 users nationwide for field and in-house representatives
* Rolled out Enterprise edition of Salesforce Service cloud for Enterprise Applications (EA) to Marketing– Office of Compliance Advocacy (OCA): 800 users nationwide including SPOCs (in house) and CRCs (offsite)
* Features like Single sign on, knowledge management, communities and chatter were configured
* Genesys (NF)/Incontact (EA) were integrated with Salesforce to implement telephony requirements
* Provided insight and leadership within the requirements discipline; ensuring quality and on-time delivery; making sure upstream and downstream projects are not impacted due to dependencies
* Worked with multiple cross-functional teams, offshore (30), Onsite (CTM, ECIF, AIMS, Siebel, SOA, and Infrastructure), third party vendors (Genesys, Incontact, Cipher, Filenet, and GIS)
* Gathered requirements from business stakeholders, documented processes and assisted in re-engineering for existing processes for optimization.
* Responsible for Test management for all projects within the program including end to end testing
* Assisted data governance for data mapping from legacy systems to Salesforce
* Identified and trained users such as internal resources and business teams through lunch & learns
* Assisted Organization Change management director with incorporating **ADKAR** standards
* Participated, coordinated war room planning during pre/post release for production end user support

**Company: Cognizant Technology Solutions**

**Role: Delivery Lead – Product Owner/Business Analyst**

**Client:** AAA Insurance– Concord, CA

**Domain:** Insurance

**Duration:** Sep 2013 – Nov 2013

* Conducted interviews, product analysis via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methods
* Identified scope parameters of user requirements analysis to define impact and outcome criteria
* Worked with stakeholders and project team to collect, review and prioritize requirements
* Translated conceptual requirements into functional requirements comprehensible to project team
* Developed strategies for enhancing and further leveraging best practices to improve processes
* Requirements completeness, consistency, comprehensibility, feasibility, and conformity to standards

**Client:** Ally Financial– Southfield, MI

**Domain:** Financial, Insurance

**Duration:** Jan 2013 – May 2013

* Key resource in Service Cloud implementation and delivery of Auto loan case management process
* Defined scope and identified gaps to proposed model and designed Process Flows for complex use cases Involved in writing complex agile use cases and user stories in Version One from Team Room
* Worked closely with Salesforce in capturing the Data model and the Object mapping
* Scrutinized 1200 business use cases to capture Case Queues, Validation Rules, Case Escalation Rules, SLA Durations, Triggers, Workflow Rules, Formula Fields, Roles, Profiles

**Client:** INTTRA INC– Parsippany, NJShipping/Accounting

**Duration:** Nov 2012 – Jan 2013

* Engaged in assessing main modules of Inttra’s business process- Account Maintenance, Registration and Onboarding to choose best solution that meets business needs
* Met with various business stakeholders to gather and understand their pain points in the current process
* Defined scope identified gaps and presented the proposed model with technology recommendations
* Provided detailed documentation on the proposed roadmap, feasibility study summary, recommendations based on benchmarking and assessment report
* Onboarding had in house FOIP system customized in Salesforce for which transformation was done.

**Client:** Johnson & Johnson– PA & CAHealthcare/Pharmaceutical

**Duration:** May 2012 – October 2012

* Engaged in Salesforce implementation of Project Stratus: Diabetes Care Foundation Animas/LifeScan merger
* Extensively travelled between California and Pennsylvania to ensure requirements consistency
* Responsible for creating/maintaining use cases, translating system requirements, UAT coordination
* Obtained extensive HIPAA, SOX and life sciences training to comply with regulatory bodies and compliance
* Integration requirements include capturing real time integrations touch points and reporting capabilities
* Worked extensively on COTS replacement requirements on medical pharma application called Veeva.

**Client:** BMC Software– Houston, TX Retail/Technology

**Duration:** Oct 2011 – Mar 2012

* Meetings with business to analyze requirement milestones - Salesforce
* Documented user stories, use cases, test scripts, and change requests, traceability matrix, version control
* Worked with Qualtrics technical support team and created SFDC-Qualtrics Integration manual for end users

**Client:** Cardinal Health– Columbus,OH Healthcare

**Duration:** Jan 2011 – Aug 2011

* Performed SWOT analysis – Salesforce implementation
* Engaged in feasibility study, gap analysis, requirements elicitation for retiring home grown systems
* Assisted in Architecture design based on the functional and non-functional needs
* Point of contact for client and offshore, assisted in resource recruitment for project

**Company: Midasis Technologies**

**Role: Salesforce Consultant - Business Analyst/Administrator**

**Client:** Generation Mortgage– Atlanta, GA Financial/Mortgage

**Duration:** Aug 2010 – Dec 2010

* Business process analysis and architecture redesign for reverse mortgage company
* Re-engineered existing systems and processes resulting in succinct relational data structures, uncomplicated user interfaces, simplified administrative processes, eliminating redundant steps
* Cycle time reduction process between leads, opportunities, processing, funding, underwriting, post closing
* Worked on data mapping and integration between Salesforce and legacy systems like GEMS and Leads 360

**Client:** Saveology.com– Fort Lauderdale, FL Retail, Website

**Duration:** Jan 2010 – Aug 2010

* Agile based requirements gathering, analysis and configuration of business needs for Salesforce.com
* Served as the point of contact for business users for all business and reporting needs
* Conducted seminars and Salesforce training for business users internal to the firm

**Previous Employers**

Telugu Association of Central Ohio Charity/Event Coordinator – Volunteer Jan 2018 – Dec 2020

African American Cultural Center Education/Social Awareness Program Manager Aug 2008 - Dec 2009

Pennsylvania State Higher Education IT Research Scientist May 2008 - Aug 2008

University of North Florida Computer Research Lab Tutor Aug 2007 - Dec 2007

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| Technical Knowledge: MS Office Suite, Salesforce.com, Atlassian Suite – Jira, Bit Bucket, Sharepoint, Confluence, Lucid Chart, HP ALM( Quality Center), Maria DB, SQL Server, Visual Studio, DOMO, Baseload, SysAid, WebEx, Websites, Shared Direct, Sharebox, Enrollment application, Sage, Javelina, Genesys Pure connect, Qognify Situator, ArcGIS, March Networks, Onguard, Picture Perfect, Nice Vision, Traka Web, Vision Hub, Skype, Symphony, Remote Link, DMP, Version One, Team Room, Qualtrics, Survey Monkey, PMO Tool Kit, Informatica On Demand, Siebel, Lotus Notes, Rational Rose Composer, Rational Team Concert, Quality Center, InContact, Cipher Cloud, Cicero, RIVA, Instant Tech, Web Focus, ECIF, CTM, GIS, Filenet, Conga Composer, Google Analytics, Snagit, Wordpress, PhotoShop  **Language Skills:** English/Hindi/Telugu/Tamil – **Native,** French – **Basic** | **Awards & Recognition**   * Little Hands Big Heart – YMCA * People of the Year * Outstanding Performance Award |
| **Interests**   * Charity/Volunteering * Travelling * Reading Books * Music/Singing * Bicycling * Photography/Editing |