# Samir Ekram (U.S. citizen)

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# PROFESSIONAL SUMMARY

* Experienced in defining the vision of a Product, working on prioritizing and maximizing the value of a Product created by a scrum team.
* Project Lead experience with all aspects of an IT project, from conception through implementation, ensuring project meets agreed upon scope and achieve the desired business outcomes.
* Applied best practices, principles and processes in working with teams on developing software solutions that support and enhance client needs.
* Analytical, enthusiastic and innovative Business Analyst with extensive experience in Health Care, Insurance and Retail (eCommerce) industry.
* Extensive knowledge of Software Development Life Cycle (SDLC) using methodologies like Agile/Scrum and Waterfall.
* Adept at creating and transforming business requirements into functional requirements and designing business models using UML diagrams - Use Case, Gherkins based scenarios, Activity diagrams.
* Exceptional problem solving and sound decision making capabilities, recognized by alternative solutions, and confident, accurate, decision-making coupled with excellent communication and interpersonal skills.
* Experienced in facilitating requirement gathering sessions, conducting walkthroughs, surveys, questionnaires, interviews and brainstorming sessions with end-users, clients, stakeholders and development team.

# TECHNICAL SKILLS

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| Project Methodologies | Agile/Scrum (Certified Scrum Master - 2018), Waterfall |
| eCommerce Tool | ATG, Google Analytics |
| Agile Project Management Tool | JIRA, IBM Jazz, Azure DevOps  |
| Business Modeling Tool | Microsoft Visio |
| Operating Systems | All versions going back to Windows 3.0, iOS, Android |
| Databases | SQL server, Oracle, MongoDB |
| Programming Languages (basic understanding, not coding)  | CSS, HTML, Java, XML |
| Microsoft Office Tools | MS SharePoint, MS Project, MS Visio, MS Office |

# EDUCATION

**Bachelors in Economics**

Michigan State University – East Lansing, MI.

Courses taken include: Advance Econometrics, Business Statistics, Macro and Micro Economic, Labor Relations and Labor Market Policy, International Economics, Principles of Financial Accounting and Computing Competencies.

**WORK EXPERIENCE**

**State of Indiana - (IT Consultant) Indianapolis, IN (October 2013 – Present)**

*Multiple roles (Product Owner, Project Lead)*

Working on the Indiana Eligibility Modernization Project (IEMP), which aims to provide delivery of Food Stamps, TANF and Medicaid services to clients, with easier access to case data and multiple venues for benefit applications.

Responsibilities:

* As a Product Owner, defined the vision of the product, developed comprehensive product plans and effectively prioritized and managed the product backlog.
* Responsible for maintaining User Stories, preparing Business Requirements Documents, UI Specifications and Form Specifications.
* During sprints, lead multidisciplinary team meetings of up to 30 people including developers, testers, database administrators.
* Participated in Demos after each sprint, got feedback from client and anticipated client’s needs.
* Project Lead for the E2BP project, which was to move from IBM Curam framework to a custom Java based solution.
* As a Project Lead, identified and communicated project risks, benefits, and issues, and proposed contingency plans.
* Kept project moving and helped team members work productively by using effective project management techniques coupled with great people skills.

Environment: Cúram, AngularJS, MongoDB

**Gordon Food Service, Grand Rapids, MI (January 2012 – September 2013)**

*Product Owner/ Sr. Business Analyst*

Built and maintained an ATG based eCommerce website for GFS’s Marketplace stores.

Responsibilities:

* Worked with the Scrum team to develop User Stories and defined the boundaries of a user story by writing Acceptance Criteria.
* Created use cases in conjunction with wire frames and designed compositions to deliver a holistic solution.
* Planed and directed the analysis and gathering of functional requirements used in the design (e.g. use cases and process flows) or based on business requirements documents.
* Conducted demonstrations during sizing meetings to estimate development time required and to ensure that stakeholders’ needs are fully addressed
* Provided expertise through interpretation and translation of business requirements throughout the development lifecycle.

Environment: Hardcore Agile Environment, ATG, Java, HTML, JIRA, Confluence, Excel, Visio.

**State Farm Insurance, Bloomington, IL (November 2010 – December 2011)**

*Sr. Business System Analyst*

The project involved adding functionality to allow State Farm Clients to file new Life and Health Insurance claims online from their My Account Page.

Responsibilities:

* Meet with users and stakeholders to understand the problem domain, gathering customer requirements through surveys, interviews (group and one-on-one) along with JAD sessions.
* Carried out GAP Analysis to identify and fill in if any gaps exist.
* Created Business as well as System Use case to list the actors involved in different process of system.
* Involved with QA team to define the test plan and test cases for new application also perform Functional integration testing for the system.
* Created and routed RCN (change request form) to track the approval in case of change in requirement.

Environment: SharePoint, MEGA, Lotus Notes.

**Sam’s Club, Bentonville, AR (January 2009 – September 2010)**

*Sr. Business Analyst*

Integrated existing business process to ATG platform. With ATG’s web content management systems, Sam’s Club gained total control of its multichannel business.

Responsibilities:

* Analyzed existing B2C and B2B web properties and created new business, functional and technical requirements
* Conducted user interviews and documented business and functional requirements.
* Performed Requirement Analysis and developed Use Cases, Activity Diagrams.
* Documented requirements associated change requests with requirements and connected requirements with Use cases.
* Served as Liaison for managing requirements between the business,SME’s and the software development team.

Environment: Waterfall, ATG, Oracle9i, MS Access, MS Excel, UML using Visio.

**Fifth Third Bank, Cincinnati, OH (May 2008 – November 2008)**

*Business Analyst*

Initially, to assist the financial needs of a customer, the bank employee needed to use two different systems. The objective was to eliminate the need of accessing multiple systems to assist a customer.

Responsibilities:

* Obtained a detailed knowledge of the business process being followed in the project environment and developed a new Credit Card application which was all automated, replacing the existing system.
* Facilitated session to collect Business, Functional and Non-Functional Requirements.
* Extracted the business requirements from the end users keeping in mind their need for the application and documenting it for the developers.
* Involved understanding the current business process, defining scope of the project along with position statement. Conducted a budget planning of the project through walkthroughs and meetings involving various leads from Development, QA and Technical Support teams.

Environment: SQL, JIRA, Enterprise Architect (EA)