**Swetha Sree Burugula**

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# SUMMARY

* **IT Business Analyst**, **Lead & Product Owner - Scrum Master** with 9+ years of diverse experience in **Business Analysis**, **Project Management**, **Coding**, **Business Process Re-Engineering**, **Functional Training**, **Test Automation** and **Agile – SAFe & Scrum**
* **Certified Scrum Master (CSM)** - Comprehensive Agile Coach & Scrum Master experience in Software Development Life Cycle Methodologies (SDLC) – Waterfall, Agile, Scrum & Kanban
* **Certified SAFe** (Scaled Agile) **Agilist**
* Experience in **leading** various **Waterfall** & **Agile teams**
* Extensive knowledge on **Software Engineering (SQL, PL/SQL, JAVA, C#), Development, Test Automation & Quality Assurance**
* **Six Sigma Green Belt** Certified
* Led Fit-**GAP** sessions with **As-Is** & **To-Be** models and performed **Client Impact & Risk** Analysis
* Expertise in Health care Payroll/ Benefits Administration & Analysis, Time & Labor & Quality Control

# TECHNICAL KNOWLEDGE

Power BI, Java, SQL, PL/SQL, C#, HTML, Microsoft Visual Studio, Splunk, JIRA, Key Performance Indicators (KPI), IntelliJ (IDE), PowerShell, Gradle, Maven, Jenkins, BitBucket, Git, GitHub, Postman, CI-CD Pipeline, Selenium, TFS, Rational Quality Manager (RQM), IBM Rational CLM, Rational Functional Tester (RFT), Rational Performance tester (RPT), Udeploy, Agile Scrum, Kanban, SAFe, SDLC methodologies, Crystal Reporting, Data Modeling (DWH), Business Intelligence concepts, Reporting tools, Cloud, DevOps, Functional testing, System testing, Regression testing, User acceptance testing, Exploratory testing, Data analytics Microsoft Project, Microsoft Visio, Microsoft Access, Microsoft SharePoint, Quality Assurance Testing lifecycle

# CERTIFICATIONS

* Certified Scrum Master (CSM)
* Certified SAFe Agilist 4.6 (SA)
* Six Sigma Green Belt
* Certified Quality Analyst Certification (CBQA)
* Certified Neuro-Linguistic Programmer
* Certified Leader from Toastmasters International

# EXPERIENCE

**IT Business Analyst, Project Lead & Scrum Master** May 2019 – Current

## Cummins Inc. – Columbus, IN

* Act as a technical liaison between Business, End Users and Developers to gather, analyze, define and document technical requirements
* As a Project Lead, manage an Agile team of 10 analysts and developers.
* Elicit & translate Business requirements (BRDs) to technical documentation for Development Team
* As a Scrum Master, planned & facilities Scrum Ceremonies i.e. Release & Sprint Planning sessions, Demos, Retrospectives, etc.
* Maintained Product & Team Backlogs with a hierarchy of Features, Stories & tasks in IBM Rational
* Conducted User Story/ Backlog Refinement, velocity/ capacity planning using JIRA Dashboard
* Design and implement a data quality management framework via Six Sigma Projects
* Maintain/Improve technology infrastructures using Key Performance Indicators (KPIs)
* Produce Design and Construct specifications in Data Flow Diagrams and swim lanes.
* Create Test Case documents & lead User Acceptance Testing to ensure that the software meets the Quality standards
* Develop analytical dashboard & reports depicting multiple relationships using Power BI tool
* Perform Deployments & provide technical expertise to support the GO LIVE & other activities
* Perform Root Cause (RCA) & Risk Analysis using FMEAs, Pareto, scattered diagram, etc.
* Support Requirements traceability matrix (RTM) by linking requirements to test cases in ALM tools like Microsoft TFS, Rally, Jira, IBM Rational
* Develop test strategies & test execution scripts using tools like IBM Rational Quality Manager (RQM), Zephyr, etc.

**Technical compétences :** Six Sigma méthodologies & ToolsPower BI, Splunk, JIRA, Java, SQL, PL/SQL C#, HTML, Microsoft Visual Studio, Functional testing, System testing, Regression testing, User acceptance testing, Key Performance Indicators (KPI)

**IT Business Analyst / Product Owner-Scrum Master** Aug 2018 – Mar 2019

## Equifax Workforce Solutions - St. Louis, MO

* Led User Story Refinement, Joint Application Development (JAD) and system redesigns to eliminate redundancy and reduce complexity
* As a Scrum Master, planned & facilitated SAFe/ Scrum ceremonies like Program/ Team level sessions, Sprint Planning, Demos, Retrospectives, etc.
* Being a Product Owner, managed the Product Backlog & the Dev Team and focused on prioritization - scope, budget & time management
* Translate requirements into test case documents for hand-over to internal and/or external technical teams
* Guide application test development and maintenance activities which will help clients meet their testing needs
* Develop analytical dashboard to monitor engineer efficiency with GitHub, Jira, APIs
* Create acceptance tests/ test cases for automation development, to ensure that software meets the quality standards
* Verify that code meets the acceptance criteria, preferably through automated testing platforms
* Drive Risk & defect analysis through SWOT analysis, Risk Register logs & Defect tracker
* Set up the QA test environment including the creation or acquisition of test data.
* Use tools like Selenium, Rational Functional/Performance Tester (RFT/RPT), etc. to perform automation testing i.e. integration, regression, performance and other functional testing.

**Technical compétences:** Quality Assurance Testing lifecycle, Automation Test case design, Key Performance Indicators (KPI), Postman, Splunk, CI-CD Pipeline, JIRA, Selenium, TFS, Agile Scrum, Kanban, SAFe, SDLC methodologies, Cloud, DevOps, AWS, Java, C#, HTML, Microsoft Visual Studio, Azure, Functional testing, System testing, Regression testing, User acceptance testing, Exploratory testing, IntelliJ (IDE), PowerShell, Gradle, Maven, Jenkins, BitBucket, Git, GitHub

**IT Business Analyst/ Scrum Master** May 2017 – June 2018

## Cummins Inc. - Columbus, IN

* Served as liaison between Business & IT to help onboard & adopt Application Life Cycle Management solutions for 100+projects in Cummins
* As a Scrum Master, drive the backlog and manage end to end Release cycles via Inspect and Adapt workshops, and constant demonstration of Six Sigma mindset
* Also, facilitated Scrum activities like Release & Sprint Planning, Retrospectives, etc.
* Created Business Process Flows and Project Plans to execute sustainable projects across Plan, Develop & Release cycles.
* Configured automated build environment for various projects in IBM Rational Team Concert (RTC)
* Delivered Scaled Agile, Scrum & tool-based trainings for 100+ Product Owners, Project Managers & Leaders
* Built/ Analyzed Key Performance Indicator (KPIs) dashboards for the Executive Leadership
* Configured & developed SharePoint sites & customer surveys based on Business requirements
* Managed Functional, Regression, UAT, Integration and Performance testing

**Technical Competencies**: Rational Functional Tester (RFT), Rational Performance tester (RPT), Agile Scrum, Kanban, SAFe, SDLC methodologies, Crystal Reporting, SQL, C#, HTML, Udeploy, Functional testing, System testing, Regression testing, User acceptance testing, Data analytics, Data management, Microsoft Project, Microsoft Visio, Microsoft Access, Microsoft SharePoint

**Agile BA Lead/ Quality Analyst** Feb 2012 – Oct 2015

## Automatic Data Processing (ADP) - Hyderabad, India

* Elicited/ analyzed client’s Business requirements through workflow analysis & workshops.
* Managed a team of 20 associates processing Open Enrollment and Event-Change Benefits approvals/denials for various US employees on PeopleSoft applications
* As a Scrum Master, I drive continuous improvement via facilitating workshops; assess the agility of the projects
* Conducted Quality Checks & test scripts for 200+ clients in increased CSAT scores by 40%
* **Six Sigma Green Belt Project** - Enhanced Quality benchmarks & exceeded the Client SLAs in Payroll domain. Achieved Quality - 98.35% with 4.5 sigma level; Errors reduced by 51%; Cost avoidance - (8 hours \* 3Associates = 24 hours/day)

**Technical Competencies:** SQL, PL SQL, HTML, C+, Clarity, Siebel, Six Sigma Green Belt, Failure Mode Effect Analysis (FMEA), Root cause analysis, Agile, Scrum, BOSS applications, Quality Assurance, Quality analysis, Time & Labor applications

**IT Technical Analyst** Oct 2010 – Jan 2012

## Automatic Data Processing (ADP) - Hyderabad, India

* Participated in design walk-through to baseline the Business Architecture
* Analyzed & provided technical design/ improvements to streamline Customer Payroll processes
* Designed work-flow diagrams that provide strong Business insight to the executive leadership
* Increased the reliability of data by decreasing the errors by 40-50%
* Verified/ supported 1000+ insurance coverages on Health & Welfare applications
* Delivered PeopleSoft trainings to 10+ Payroll/ Benefit administration teams

**Technical Competencies:** SQL, PL SQL, HTML, C+, Clarity, Six Sigma Green Belt, Failure Mode Effect Analysis (FMEA), Root cause analysis, Agile, Scrum, BOSS applications, Quality Assurance, Quality analysis, Time & Labor applications

# EDUCATION

**Master of Business Administration (MBA), Project Management -** April 2012

Alagappa University, Hyderabad, India

**Bachelors of Science (BSc.), Biotechnology -** May 2010

Osmania University, Hyderabad, India