KIRAN ZAIDI

Chicago, IL || USC

**PROFESSIONAL SUMMARY:**

* IT professional with around **10 years** of experience working with **cross-functional Agile Teams**.
* Experienced and skilled within **Healthcare**, **Supply Chain**, and **Benefits domains**.
* Experienced in working with **Business Analyst** and **Product Owner** to elicit, analyze, and document business requirements in form of user stories.
* Served as **product subject matter** for **product improvement** and creating and documenting all **test plans**, **test cases**, and **requirement traceability matrix** (**RTM**) to track project status and create knowledge base / repository for documents.
* Professional experience in implementation of Software Development Life Cycle (SDLC) using various methodologies and frameworks such as **Waterfall, Agile, Scrum, Scaled Agile Framework (SAFe), Kanban, Scrumban and XP.**
* Strong experience in Software Development Life Cycle using Agile, Scrum, Waterfall methodologies
* Served as a member of **product management team**, **collaborated** with **stakeholders** to **prioritize projects**, **cost benefit analysis**, **define project scope**, **create product plans**, **document requirements**, **create user scenarios**, **conduct gap analysis** and **end to end testing.**
* Experienced in **UAT**, **web based, mobile** and **client-based testing**. Excellent communicator and innovative problem solver.
* Collaborated with key stakeholders and SME’s to set vision, **strategy**, **roadmap for products** that align with **business goals**.
* Managed multiple **projects/sprints** successfully for products in different stages of development: **design**, **development**, **test**, **build**, **nurture**.
* Drove process to create all **QA/UAT** procedures and processes, including implemented design review meetings to **identify gaps** early in the process and deploy innovative solutions to increase **quality/efficiency**.
* Empowered the team to work efficiently through **constructive collaboration**, **guidance**, **feedback** to **achieve all defined goals.**
* Worked closely with the team to **estimate**, **refine backlog items**, **create user stories**, **acceptance criteria**, **definition of done** and **ensured increments done** as per **acceptance criteria.**
* Volunteer and train individuals in field of **Quality Assurance, Testing guidelines**, **Project Management Tools, SDLC,** and **Agile/ Scrum.**
* Experienced in **Project Management**, tracking and reporting activities.
* Involved in **sprint planning, backlog grooming, creating, and closing iterations/sprints**.
* Help team apply the **Scaled Agile, Scrum framework** **and principles** of agility to benefit the team & business.
* Demonstrated working knowledge in using collaboration tools such as **JIRA**/Confluence
* **Remove impediments** that are preventing teams from accomplishing their goals.
* **Facilitate events** and activities as per the framework and ensure teams and the business realizes value from them.
* **Coach** **team** in implementation of adoption of **Agile Practices**.
* Empowered teams to be **self-organized** and grow **cross-functionally.**
* **Successfully manage resources**, **great team-player**, **highly efficient** in **time management**.
* Can efficiently **multi -task** and **add value** to the scrum team.

**EDUCATION AND CERTIFICATION:**

* **Bachelor of Arts** in **English** **Literature**, **Education** and **Psychology**
* **Scrum Master Accreditation Certification** from **International Scrum Institute**
* Certified **SAFe 5.0 Scrum Master** from **Scaled Agile** Inc.

**TECHNICAL SKILLS:**

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| --- | --- |
| Certified SAFe 5.0 Scrum Master, SMAC Certified | Agile Framework, Scrum, Kanban |
| Database and Tools | SQL Server, PL/SQL, MySQL, MS SQL. Tools- Oracle SQL Developer, Rapid SQL, SQL Management Studio |
| Tools & Utilities | Jira, Rally, VSTS, Azure, MS teams, Share Point, Visio, Microsoft Office Suite, Power BI, AS400. |
| Testing Automation Tool | Knowledge of Cucumber, Java, Selenium, and Eclipse. |
| Defect Management | Defect Reporting, Defect Tracking, Defect Summary, Defect Analysis. |
| Requirement Management | User Story writing, Gherkin |

**PROFESSIONAL EXPERIENCE:**

**BENEFITEXPRESS, Chicago, IL Jan 2019-Current**

**Sr. Scrum Master/ Product Owner**

BENEFITEXPRESS is an HR benefits administration company. I have worked on major projects such as PCP migration (migration of legacy platforms to new version); Employee Editor (users can input their information, open enrollments, and enroll in Benefits); Self implementers integration (making our platform simpler to use so that self-implementers can administer their own benefits); and Web Poll (users can take a Poll and let us know of their experience).

**Responsibilities:**

* Active involvement in Software Development Life Cycle (SDLC) - analysis, design, develop, build, testing
* Identify gaps in requirements and make suggestions to Business Analyst and Product owner
* Used Kanban board to simplify the workflow of sprint tasks and encourage self-organization in the team updated to the Project Management.
* Write user stories and acceptance criteria while assisting Product owner to prioritize and manage backlog of stories and issues
* Work with the development and Product team to refine user stories
* Coordinate UAT testing with stakeholders and operations team
* Create training and knowledge transfer documentation
* Improve testing practices to effectively reduce defects
* Execute all phases of testing and ensure quality of product is per stakeholders’ specifications
* Identify issues and bugs in all environments and prioritize them accordingly
* Develop, document, and maintain test plans, test cases, and other testing artifacts
* Test Production after every release
* Prioritize and triage hot fixes and issues

**Environment:** Agile/Scrum Framework/ three weeks Sprint. Project Management Tool: VSTS. User Story planning: PlanIt Poker. .Net backend, VB.Net. Frontend Angular. Azure, Devops. Business Tools:Teams, Outlook, MS Office Suite

**HAVI, Downers Grove, IL Nov 2017 to Jan 2019**

**Product Owner/Business Analyst**

Havi is a supply chain industry. I worked in Finance department creating solutions and tools for Financial projection of market based on key factors as supplied by Product Owner. We developed three tools as part of Havi Connect for customers such as McDonalds for price projections and management.

**Responsibilities:**

* Work closely with business and Product owner to elicit, analyze, and document business requirements.
* Collaborate with the business and technical teams and take the responsibility to understand and document the functional and technical specifications into user stories
* Identify gaps in existing and new features of the application through UAT testing and documenting the enhancements needed to meet the stake-holder’s requirements
* Break down User stories into simple acceptance criteria and review them with the team
* Actively worked with product owner to refine user stories, and requirement prioritization of backlog items
* Initiated and led meetings with SMEs as well cross-functional team
* Coordinate scrum activities with scrum master while participating actively in all scrum meetings
* Lead QA activities and conduct defect triage/user story meetings
* Coordinate testing efforts with off-shore QA teams
* Assist Automation in analyzing testing scenarios, LOAD testing and set up of data for Data Driven testing
* Identify opportunities for future growth of the product and align them with the help of Product Owner
* Run Functional and Regression testing
* Perform testing activities for multiple teams, multitasking and handling several projects at one time
* Actively involved in bringing forth new ideas to help development team process and fulfill the requirements
* Create and execute test cases while logging issues in Jira
* Follow-up on any defects logged and communicate open issues with the team

**Environment**: Agile/Scrum Framework/two weeks Sprints. Project Management Tool: Jira. Test case suite: Zephyr.

MS Visio. Business Tools: Skype for Business, Zoom, MS Office. CSharp Technology

**AIM Specialty Health Care, Chicago, IL Aug 2017-Nov 2017**

**Senior QA Analyst / Business Analyst**

AIM is a HealthCare administration organization. I participated in enhancement of their decision-making tool for Medical and Operations representatives where incoming calls were being handled by Operators and assessment of Patient illness was recorded. RNs and Doctors use this Tool to access patient medical condition and Approve or Deny a medical request.

**Responsibilities:**

* Interacted with Business Analyst and SME to validate the quality of business requirements, making and suggesting improvements and enhancements
* Analyzed BRD in a Waterfall environment to skillfully create test cases and test the application
* Performed application testing with user roles such as RNs and MDs
* Verified letter templates according to specific client and letter type
* Made sure Client benefit approval and denial letters are generated per requirements
* Validated that letters intended for specific recipients are only being generated for that specific recipients
* Executed testing across multiple testing phases, including QA, UAT, and Staging
* Analyzed requirements and created test case in Excel
* Reported issues in Jira and follow them to resolution
* Triaged Help tickets and help team identify the root cause
* Attended iteration meetings and provided positive insight for team success

**Environment**: Agile/Scrum Framework for Development. Waterfall for QA. Two weeks Sprints. Project Management Tool: Jira. Test case suite: Excel. Business Tools: Skype for Business, Outlook, MS Office Suite.

**KeHE Distributors, Naperville, IL Mar 2014-Aug 2017**

**QA Analyst/Business Analyst**

KeHe is a Supply Chain industry and I worked in their Promotions department where we worked on developing Automated system for KeHE to present Promotions, promote product, and approve Promotions for customers. Worked on Web based and Mobile Applications. I was also part of KeHE Connect Project where we worked on applications such as Announcements and Vendor relations.

**Responsibilities:**

* Organized, scheduled, and led cross functional team and team meetings
* Multi-tasked as a Business Analyst and QA; participating in meetings, and requirements gathering
* Demoed new features in front of stakeholders and presented completed features as well discussed upcoming sprint outlook
* Wrote User Stories with detailed Acceptance Criteria in Gherkin
* Worked closely with UI/UX to improve quality and functionality of project features
* Performed UAT Testing for Story acceptance
* Participated in ceremonies such as daily Scrum, User Story workshops, design reviews, retrospective meetings, Sprint planning and demo
* Created and maintained QA training documents and organized training sessions for QA teams
* Introduced software QA testing practices and importance of QA to teams on other projects
* Involved in Hiring process
* Coordinated QA activities and projects while diligently working with a cross-functional team, BA and product owner
* Worked closely with UI/UX to improve quality and functionality of project features
* Owned overall quality of each project by playing an active role in each phase of STLC
* Efficiently designed, developed, created, and executed test cases across multiple platforms and browsers
* Executed various forms of testing such as GUI, UAT, Smoke testing, Functionality and Regression testing
* Performed backend testing using SQL queries to validate database and manipulate data to validate values
* Ran Batch jobs using Robot SCHEDULER
* Ran queries on iSurveyor and performed AS400 testing
* Ensured test cases are aligned to the requirements and have a detailed coverage of the Acceptance Criteria for each User Story
* Demoed new features in front of stakeholders
* Executed automation test scripts and monitored Automation testing progress
* Generated reports on Automation progress

**Environment**: Agile/Scrum Framework. Two weeks Sprints. Project Management Tool: Rally. Test case suite: Rally. Business Tools: Skype for Business, Outlook, MS Office Suite.

**Schaumburg Township District Library Jan 2012- Dec 2013**

**UAT tester**

**Responsibilities:**

* Heavily involved in customer support activities
* Performed UAT in live environment
* Prioritized and used sound judgment for making decisions involving end user requests
* Assisted end users with step-by-step guidance for library’s website and various online services
* Maintained knowledge of current web standards and technologies
* Effectively used library’s integrated systems and workflows
* Trouble shoot and assisted IT in testing new apps and modules