**PROFESSIONAL SUMMARY:**

* Over 10+ Years of industry experience as a **Business System Analyst/ Scrum Master**/ **Quality Analyst.**
* **Scrum Master Certification** with excellent experience in **Business System Analysis/ Scrum Master/ Project Management**, and **Delivery Manager** by managing multiple IT teams delivering projects using Agile methodologies and conventional **Project Management** in various IT Industries.
* Trained the team in how to have focused effective meetings with the Scrum process sprint planning, daily standups, sprint reviews and user story refinement.
* Facilitate retrospectives at key project milestones and final project completion, to confirm project acceptance and satisfaction, and to establish lessons learned.
* Facilitated Scrum events such as Backlog Grooming, Sprint Planning, Daily Scrum Meeting, Sprint Review and Sprint Retrospective Meetings for every Sprint.
* Strong knowledge of Scrum practices such as Sprint planning, Backlog grooming, Daily scrum, Sprint review, Sprint Retrospective, Velocity, and Estimation.
* Experienced to set up of MFT interface in SFG, EFX IBM Sterling and worked with various file transfer Protocol: FTP, FTPS, SFTP.
* Extensive experience in Agile Methodology, Scrum processes, Sprint Planning, Story based Development and Project Management.
* Experience in Software Development Life Cycle SDLC including Agile, RUP and Waterfall through implementation and testing.
* Have performed role of Scrum Master for several projects, Verygood Knowledge of SAFe.
* Experience in conducting SWOT analysis, Cost-benefit / ROI analysis and Risk analysis.
* Used JIRA and HP ALM for documenting requirements and defects.
* Strong analytical, problem solving and troubleshooting skills.
* Able to work collaboratively, understand business needs and system architecture and focuses to achieve corporate goals.
* Excellent communication and inter-personal skills with strong troubleshooting, and problem solving ability, good team player, self-motivated and worked in multicultural environment.
* Responsible for well-functioning of the database by checking and applying Patch sets and interim patches.
* Experience in Object Oriented Analysis and Design techniques with UML using, Use Case Diagrams, Activity Diagrams, Process flow diagrams, class diagram and Sequence Diagrams.
* Familiar with UNIX shell scripts for database management and to automate various cron jobs.
* Expert in documenting apprehensive business requirements through use cases, user stories, product backlog in JIRA, wireframes, mock-ups, test cases, BRD, FSD, UAT, RTM.
* Extensive experience and knowledge of UML modeling, flowcharts diagrams and Activity
* Diagrams using tools such as MS Visio, Power Designer, Pencil and Balsamic.
* Executed and completed UAT activities, resolved issues by providing feasible solutions.
* Attained and Participated in various Information and Technology Programs representing Marshall University.
* Designed and developed functional, easy-to-understand reports and dashboards with tools like Tableau and Power BI.
* Professional experience with in depth understanding of all phases of SDLC, STLC, focusing on translating business requirements into viable technical solutions.
* Expertise in Business Process Modeling, System Development and Validation Methodologies.
* Facilitated effective communications between business and technical managers in the areas of financial industries to provide productive business solutions.
* Proficient in working with IT/ business managers to effectively prioritize activities and achieve defined objectives.
* server architecture and GUI based applications on Windows, UNIX and Linux platforms.
* Created SQL queries in SQL Query Analyzer for analyzing data in SQL Server and wrote various complex SQL queries to perform backend testing.
* Expert in identifying use cases, writing test plans, creating and executing test cases/ test scripts, bug/defect logging and tracking.

**TECHNICAL SKILLS:**

**Agile Tools:** Rally, JIRA, Version One, TFS

**Operating System:** Sun Solaris 7, 8 and 9, HP-UX 11.0, Red Hat Linux as 2.1, RHES 3.0/4.0, IBM-AIX 4.3/5L, SuSe Linux SLES 8/9, Win 7,8/.

**Hardware:** SUN Enterprise Server E350 E450 v490, SUN Storage 3310 3510, HP 9000, DEC-ALPHA DS 20E,IBM RS6000, IBM Netfinity, Dell Power Edge Servers, Citrix Servers, Compaq servers.

**RDBMS:** Oracle 10gR2, Oracle 9iAS, Oracle 9i RAC, Oracle 8i/8x, MS-SQL 6.5/2000.

**Oracle Tool:** Oracle Enterprise Manager 10gOEM , Export/Import, RMAN, Net 8 Assistant, TKPROF, Explain plan, Statspack, Dataguard, AWR ,ADDM, LogMiner, Erwin

**ETL Tools:** Oracle Warehouse Builder, SQL Loader, Oracle Data Pump.

**Protocol:** TCP/IP, HTTP, SSL

**Language:** C/C , VC , Java, Shell Script, SQL, PL/SQL,UML, HTML,XML,VB.Net.

**Tools and Utilities:** Visual Studio Ultimate 2010,Team Foundation , Test Manager, Test Complete,QTP ,Rational Rose, Websphere, IBM Director and Real VNC remote server and workstation control , PGP Encryption, WinBatch windows automation , MS Office Professional Suite, MS-Project, BackOffice, Lotus SmartSuite, BrioQuery Explorer, Cognos Impromptu Business Intelligence , CognosPowerPlay Business Intelligence , FOCUS Six for Windows Business Intelligence , Hummingbird Business Intelligence Suite, InfoMaker Business Intelligence , Lotus Notes, Norton Utilities, FreeLance, MS Publisher, Adobe Photoshop, Corel Flow,.Test Manager, TFS, Rally, JIRA, Version One, VisTa, File Man, Cache.

**3rd Party Tools:** Quest TOAD, Veritas/Tivoli NetBackup,SQL Server Enterprise Manager, Putty, SecureCRT, SSH Secure.

**PROFESSIONAL EXPERIENCE:**

**Client:** State of Chicago, Orland Park, IL. **From:** Jan 2019 - Present

**Role:** Business System Analyst/ SAFe Scrum Master

**Responsibilities:**

* Scrum Master and Coach responsible for leading agile transformation within the Consumer Banking organization by implementing Scrum
* Managed the Production Operations Support mailbox across all product lines/regions to triage Duck Creek, Genius, ImageRight and Reports issues on a day to day workflow basis.
* Created Tableau Dashboard for the top key Performance Indicators for the top management by connecting various data sources like Excel, Flat files and SQL Database.
* Excellent analytical, strategic and technical planning skills along with the ability to troubleshoot complex ECM issues
* Solid leadership and team-working skills with the ability to cope with fast-paced and dynamic work environment
* Effective communication and presentation skills and the ability to provide support to technical teams and business users
* Excellent organizational and multi-tasking skills with the ability to complete projects within specified deadlines and budgets
* Strong researching skills and the ability to recognize and adopt best practices for enterprise content management and governance.
* Used data analysis techniques to validate business rules and identify low quality missing data in the existing data warehouse.
* Conduct SAFe and Scrum events i.e., Release Planning Event (RPE), Refinement/Grooming, Daily Stand-ups, Retrospective, etc.
* Work as a Jira admin assign new user to project delete user and Create Project.
* Excellence understanding Jira and ALM.
* Facilitated Sprint planning, daily Scrum meeting, Backlog Grooming, Sprint retro & Sprint review.
* Prioritized the sprint backlog and came up with techniques/tools to efficiently manage Sprint backlog.
* Facilitated and involved in Functional & Technical decisions.
* Motivated and coached the team with agile best practices.
* Helped associates and stakeholders understand and enact scrum in their lines of business.
* User Jira Agile management tools maintained team metrics and make visible to team (including burn down charts).
* Worked on SAFe Framework with other scrum teams, Attended Scrum of Scrums to coordinate dependencies across various other scrum teams in Agile Release train, worked with Release Train Engineer, System Architects and system Team for Infrastructure requirements and to support integration testing.
* Supervised Testing teams consisting of couple of engineers to implement new and enhance existing website functionality.
* Review applicable documentation (such as business requirements, interface agreements, or design documents) and share gaps/ new findings with IT to enable complete understanding of project goals and requirements.
* Created automation workflow for on demand deployment of code changes using Jenkins and Git.
* Facilitated project management using JIRATask Manager Platform for all sprint related stories and epics with bi- weekly sprint planning and backlog grooming. Achieved 100% on target rate for timely completion of assignments.
* Continuous communications with the product owners in getting the requirement right and sign-off.
* Implemented automation using Selenium WebDriver, JAVA, Selenium Junit, Maven.

**Environment**: Java and Oracle, Oracle 18c/12c/11g RAC/10g RAC/, Data Guard, Disaster Repository/Sun Solaris, UNIX, Centos, Linux, RMAN, ASM, SQL\*Loader, Data Pump, Golden Gate, TOAD, Microsoft office suite Excel ,Word, Rational Rose, Clear Quest, SQL, Test Manager, Erwin.

**Client:** Genentech, South San Francisco, CA. **From:** Aug 2017 – Dec 2018

**Role:** Business System Analyst/ SAFe Scrum Master

**Responsibilities:**

* Worked on the team for LabWare LIMS enhancements and Environmental Master Data. Analyzed specifications, designed logic and wrote code for customization of the software, which included configuration in LIMS Basic, Crystal Reports and SQL. Responsible for assigning work to team members, providing weekly status to Project Manager.
* Involved in gathering and analyzing requirements and creating final documentation before development and implementation
* Responsible for importing and exporting huge volume of BRDs, SRSs and Test Cases and provided the required set of documentations.
* Help the SCRUM team,**finalize Sprint Backlog** during planning and communicate committed stories for the upcoming sprint to the Release Train Engineer or Senior Management and other stakeholders.
* Facilitate retrospectives at key project milestones and final project completion, to confirm project acceptance and satisfaction, and to establish lessons learned.
* Represent the team at the **Scrum of Scrums (SoS)** meeting to report progress a. If deviating from the ideal burndown then communicate team’s plan/commitment to get back to the line Report impediments for escalation, identify and share risks/concerns for review at program level.
* Facilitated the development of Acceptance Criteria for user stories
* Conduct Release Planning meetings and facilitate business analysis activities.
* Facilitate estimation meetings using relative effort estimation techniques. Gather/report all relevant Agile metrics burn down charts and team velocity.
* Implemented Agile deployments leveraging the Scaled Agile Framework® (SAFe).
* Responsible for importing and exporting huge volume of BRDs, SRSs and Test Cases and provided the required set of documentations.
* Used JIRA to maintain product backlog and sprint backlog and to create and track user stories, Sprint planning, tracking and managing sprints, created Scrum and Kanban boards, status reports and burn down charts.
* Proven ability to leverage technology to improve business processes, with special expertise in requirements analysis, database development, debugging, problem solving and user support.
* Superior communication skills, Experienced analyzing end-user requirements, presenting to upper management and supervising cross-functional project teams.
* Coaching and mentoring highly collaborative project teams that ae geographically distributed in Scaled Agile Framework (SAFe). Assisted with the implementation of SAFe (Scaled Agile Framework) to run the program.
* Inherited project that was in jeopardy or being lost due to bad design. Through series of actions, team subsequently delivered outstanding project that was completed on time and met customer's approval.
* Created and implemented design procedures that increased efficiency, accelerated customer satisfaction and slashed error rate.
* Dedicated to implementing on-site business requirements for application upgrades and converting the processing of time and attendance system.
* Worked on SAFe framework with other scrum teams, Attended Scrum of Scrums to coordinate dependencies across various other scrum teams in Agile Release train, worked with Release Train Engineer, System Architects and system Team for Infrastructure requirements and to support integration testing.
* Managed project and inter-project resource plans; maintained project budget. Tackled team challenges, conflict, and issues that were adding waste and slowing down the delivery of value to customer using Scrum and SAFe.
* Effective communication and accurate reporting manages technical expectations and streamlines development/implementation lifecycles.
* Provide ongoing support with the use of diagnostic skill together with internal skills to identify root causes for client.
* Setting up Imports and Exports of hours into the payroll system and accruals into the Time system.
* Wrote scripts using SQL to modify information in database.
* Ran scripts and queries to update, delete and modify the database.
* Maintained a high level of knowledge of product and service through internal and external training and experience.

**Environment**: Java and Oracle, Windows, Microsoft office suite Excel ,Word , Project and Power Point , Rational Rose, Clear Quest, SQL, Test Manager, Microsoft Project 2010, Erwin, Financial CAD, Web 2.0.

**Client:** Servion Global Solutions, San Jose, CA. **From:** Jan 2014 – July 2016

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

**Responsibilities:**

* Excellent working knowledge of System Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC) and Defect Life Cycle.
* Proactively communicated and collaborate with external and internal customers to analyze information needs and functional requirements and deliver the following artifacts as needed: Business Requirements Document and Use Case Model.
* Involved in gathering the requirements from the business and doing the impact analysis for various systems
* Planning sprint release and making sure team has a crystal clear understanding of sprint goals
* Working in tandem with Product Owner in finding ways to effectively maintain prioritize the Product backlog and release plan
* Facilitating daily scrum meetings, enforcing timeboxes and responding to the impediments, tracking baseline, sprint planning and sprint retrospective
* Making sure complacency doesn't set in team, at same time avoiding over committing to stakeholders
* Championed the cause for continuous design and refactoring to minimize code duplicity, complex logic, poor named identifiers etc.
* Ensuring Product backlog is of manageable size, preparing Product Release Burndown charts.
* Provided leadership role to IT staff, assisted IT Management in deploying IT solutions in an efficient manner.
* Prepared high quality documentation (user requirements, business and functional specifications) according to standard templates as well as written reports describing IT solutions and requirements in a clear and concise style using UML.
* Performed or served lead role during complex design, analysis, development, installation, and maintenance for support and expansion of applications.
* Manage delivery for critical applications such as point of sale system and client benefit manager for monthly release which involves cross functional apps.
* Manage changes and facilitate Root Cause Analysis for point of sale (POS) system and client benefit manager.
* Collaborated with developers and subject matter experts to establish the technical vision and analyze trade-offs between usability and performance needs.
* Application management and configuration on Word press, Share Point and GitHub.
* Ability to provide the highest levels of interpersonal communications with sensitivity to understanding the demands of a higher education environment.
* Support of Banner and Degree works application and database servers which includes management of infrastructure, upgrades, and web server.
* Used JIRA to maintain product backlog and sprint backlog and to create and track user stories, Sprint planning, tracking and managing sprints, created status reports and burn down charts.
* Involved in gathering of requirements and changes required to application.
* Periodically, create tools, applications, and automations to replace, improve, or add new value to job duties and tasks inside my department and sometimes outside as well.
* Trained new interns and helped them become familiar with IT work environment, meetings and live applications.
* Proactively communicated and collaborate with external and internal customers to analyze information needs and functional requirements and deliver the following artifacts as needed: Business Requirements Document, Use Case Model, and
* Provided leadership role to IT staff, assisted IT Management in deploying IT solutions in an efficient manner.
* Prepared high quality documentation (user requirements, business and functional specifications) according to standard templates as well as written reports describing IT solutions and requirements in a clear and concise style using UML.
* Performed or served lead role during complex design, analysis, development, installation, and maintenance for support and expansion of applications.
* Manage delivery for critical applications such as point of sale system and client benefit manager for monthly release which involves cross functional apps.
* Manage changes and facilitate Root Cause Analysis for point of sale (POS) system and client benefit manager.
* Collaborated with developers and subject matter experts to establish the technical vision and analyze trade-offs between usability and performance needs.
* Application management and configuration on Word press, Share Point and GitHub.
* Created JIRA tickets and assign to QA once code is deployed. Work with the team on defect resolution and closure.

**Environment:** Oracle 18c/12c/11g RAC/10g RAC/, Data Guard, Disaster Repository/Sun Solaris, UNIX, Centos, Linux, RMAN, ASM, SQL\*Loader, Data Pump, Golden Gate, TOAD, OEM/Grid Control, SQL, PL/SQL.

**Client:** Image API, Jacksonville, FL. **From:** October 2011 – Dec 2013

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

**Responsibilities:**

* Interfaced with different business units, clients/vendors, Subject Matter Experts (SMEs) and end users to gather requirements, and translate business needs into the measureable requirements that can be coded, tested, and implemented successfully in production.
* Led three agile teams through a transition into one new delivery team, as Scrum Master and LEAN/Agile Coach.
* Determined project scope and built interpersonal relationships with vendor partners and end users while keeping in mind business strategies of senior management throughout the design and implementation.
* Prepared source to target mapping documentation and created Functional Specification Documents (FSD) for health care data conversion.
* Led and participate on daily scrums, sprint planning meetings, sprint reviews and retrospectives to maintain transparency.
* Coached and mentored new teams / resources on agile and scrum philosophies and best practices.
* Troubleshoot/research client production defects, Analyze and interpret Regulatory changes and provide workarounds and implement system fixes.
* Worked extensively with Subject Matter Experts(SME) in understanding and documenting their requirements related to Health Care Plans and worked with all levels of clients/vendors either by conducting Brain storming sessions or by one on one process requirement gathering process.
* Actively participated in creation of logical database model, physical database design and implementation of large database models.
* Followed Agile development methodology with daily scrum standup meetings to keep track of project deadline.
* Setup new FTP/SFTP connections with PGP encryption for internal and external clients.
* Worked with IBM SFG and Anthem SFTP (Bridge) to migrate around 150+ client accounts from FTP into EFX as part of migration into EFX.
* Extensively used File Zilla to test the connectivity with the internal/external vendor accounts and worked on Global Scape Server and Changed the Server IP address as per firewall team.
* Used Jira for Agile Stories/Tasks/Defect tracking.
* Fixed the Connectivity Issues with various client servers, FTP Failure and Global Scape Server Errors.
* Supported on Release management activity for production implementation and worked extensively with Sterling EFX Support team to coordinate with end users for successful daily data transfer.
* Migrated data across different data sources and SQL server environments.
* Automated the manual processes in production with complex queries, correlated sub queries and joins in order to eliminate overall manual workload.
* Created overall project automated Workflow (FTP and, Extract) guidelines, Communicated and coordinated with offshore teams with daily status call and collaborated with multiple stakeholders to understand business processes and to determine the scope of the project.
* Supported the Web Team with integrations between third party systems and/or in house web products.
* Well-coordinated with Process Owners, Stakeholders, Business Architect, SMEs, DBAs, Network people, QA Team, Development Team, Project Managers and other Competitive Contractors and collected the minutes of meeting (MOM) from the session for future reference.
* Reduces test execution cost by 20% by implementing test automation using Hiperstation and helping team to automate various manual process to reduce time for manual process and increase the overall productivity.

**Environment:** MS Office tools-MS Visio, MS-Word, MS-Excel, MS-PowerPoint, MS SQL Server 2008R2/2012, Windows Server 2003, Windows 2000 / XP, Windows 7, Test/Use case modeling in SDLC using MS-Office Tools, Visual Studio 2008, FTP/SFTP Server, PGP, Filezilla, Putty, BIM Ops Portal, TSRM, UNIX, ServiceNow (SNOW), Tidal Schedulers, HP Quality Center, Share point, Clear Case.

**Client:** New Jersey Manufacturers, Trenton, NJ. **From:** Oct 2009 –Sept 2011

**Role:** Business System Analyst

**Responsibilities:**

* Extensively used Agile Methodology and participated in frequent agile meetings (daily stand-ups and scrum planning) with team members, project managers, QA Team for creating and managed user stories and Requirements Traceability Matric.
* Have good experience of Agile and waterfall methodology.
* Analyzed and used Microsoft Visio to construct and track requirements and workflows/diagrams and linked them with codes and test cases.
* Worked with development team to test and implement automated notification for tracking the failure in SQL Server Agent Jobs.
* Acted as a liaison between business owners, technical team, production team and end users.
* Involved in exporting client data from SQL Server database to .csv, text, xml files
* Documented Business requirements and Functional gatherings in BRDs and FRDs.
* Organized meetings with business owners, SMEs, technical leads and end users to resolve the existing issues and also to discuss on the development and implementation of the business requirements.
* Co-ordinated and worked on the data modules from inception through development and implementation of the product.
* Implement process improvements within team and organization
* Executed SSIS Packages, executed failed SQL Agent Jobs after thorough analysis and performed data profiling.
* Developed Statement of work, performed Data Analysis on unclean data, highlighted scope of work, and business requirement and helped data stewards to find the appropriate solution to the problem.
* Extensively worked in project management for implementations, performing process planning, and documentation in Systems Development Life Cycle (SDLC).
* Extensively implemented Agile Methodology using Scrum Model including sprint planning, Retrospection, Demo and Daily stand-ups on projects.
* Designed and developed test cases, used case diagrams, test scripts, entity relationship diagrams, and flow Charts using MS Visio and assisted Quality Assurance activities, with system integration testing (SIT) and user acceptance testing (UAT).
* Created project plans for various applications after gathering estimates from QA and DEV team.
* Extensively used SQL scripts/queries for data verification and validation and expertise in generating reports (line and pie charts, trend analysis and sub-reports) using SQL Server Reporting Services, Crystal Reports, and MS Excel spreadsheets and Power Pivot.
* Worked in data visualization tools (Tableau, QlikView and Crystal Reports).
* Performed risk analysis and testes User Interface Inconsistency and functionality of the application.

**Environment**: MS SQL Server, DB2-Main frames, SSRS, Crystal Report, MS SharePoint, SSIS, MS office 2010, Agile, MS excel 2010, MS PowerPoint 2010 and MS Visio 2010, SharePoint, UNIX, SQL server 2008/2012, Adobe Acrobat XI Pro.

**Client:** Micro- Core Solutions, Bangalore, India. **From:** May 2007 – Dec 2008

**Role:** Business Analyst

**Responsibilities:**

* Gathered information and created business requirements, designed functional specifications and flowcharts, implementation and integrated it into IT System and new developments.
* Performed GAP analysis for the modules in production and also conducted feasibility study for the performance impact analysis.
* Worked with business users and technical staffs of all levels and developed test plans for major production implementation and release management.
* Created business flow diagram, sequence diagram using different software tools MS Visio, Excel, Word, and PowerPoint.
* Assign resources to each project, review test plans/schedules/Strategies.
* Day to day status communication to IT stakeholders and senior management.
* Facilitate problem solving and collaboration between development and business teams to ensure defects /risks are addressed and resolved
* Worked with QA team to develop the test plans, test scenarios, test cases, test data to be used in testing based on business requirements and conducted User Acceptance Testing (UAT).
* Created various reports, reconciled project data, generated project reports and shared with business and testers, developers, SME in order to provide them with critical information about business status. .
* Used [Performance Monitor](http://www.indeed.com/r/Dany-Divi/fb85b74fcbad4c87#87739468) and SQL Profiler for Monitoring memory, processor, Disk I/O and SQL Queries.
* Worked on defect tracking management systems Quality Center, Bugzilla and JIRA.
* Worked on Agile methodology/environment to produce various User Stories to facilitate offshore project development.

**Environment:** MSOffice (Word, PowerPoint, Excel, Visio, Outlook), SQL Server 2008/ 2008R2, Reporting Services (SSRS), Integration Services (SSIS), DTS, T-SQL, MDX, Windows 2000/2003, XML, SAS, Linux, SDLC (Agile), UML, Quality Control.

**EDUCATIONAL QUALIFICATION:**

Bachelor of Arts in from NIFD, Bangalore, India.

SAFe SASM (Scaled Agile Advanced Scrum Master).