**Certifications:**



**Summary:**

* 7 years of experience as a business analyst and scrum master in telecommunication and healthcare client focused industry verticals.
* Experience in all phases of Software Development Life Cycle (SDLC), including methodologies Waterfall, Agile, and Scrum.
* Solid understanding of all agile approaches as Scrum, Kanban, XP, and Crystal. Solid experience in tracking the projects in JIRA and Confluence.
* Efficient in eliciting, gathering, normalizing, documenting and validating requirements, proposing solutions addressing the requirements. Proficient in analyzing Business Requirement Documents (BRD) document and developing Functional Specification Document (FSD)
* Extensive experience in creating Requirement Traceability Matrix (RTM) and other artifacts to ensure that all requirements can be traced to a proposed solution.
* Expert in conducting collaborative workshops like **JAR/JAD sessions** involving multiple stakeholders.
* Extensive experience in mapping business processes, identifying gaps and recommending improvements in business process.
* Strong affinity towards data analysis and understanding of the capabilities and limitations of technology.
* Strong interpersonal skills, comfortable dealing with large span of people
* Deep understanding of all approaches includes continuous improvement, and project transparency.
* Facilitate and collaborate meeting and discussion between the Product owner and stake holders in gathering, understanding business requirements, and creating, Grooming and prioritizing features.
* Coached multiple scrum teams within the organization to follow best Agile practices, conducted workshops along with Agile coach to define best practices and conduct story writing, story point estimation workshops.
* Worked in SAFe environment at program level as a Business Analyst and maintained multiple teams track the teams progress and used time management techniques.

**EDUCATIONAL QUALIFICATION**

* Master of Science (Project Management), Harrisburg University, Harrisburg, PA
* Master of Science (Information Systems), Long Island University Post, Brookville, NY,

Master’s Thesis: “Electronic Healthcare Interoperability among Healthcare enterprises”

* Bachelor’s in Economics Punjab University**.**

**CERTIFICATION**

* + Certified Scrum Master with **PSM1** (Certificate: https://**www.scrum.org/certificates/436399)**
  + **SAFe5 - Product Owner & Product Manager** **(CERTIFICATE ID: 45693084-7751)**
  + International Scrum Institute - Scrum Master Accredited Certification (**61715670932085)**
  + Pega certified business architect (PCBA V8)
  + UiPath certified Robotic **Process Automation analyst.**

|  |  |  |
| --- | --- | --- |
| PEGA  Portfolio Management  Agile Management.   * Stakeholder management * Prioritization & Scheduling * Impact Analysis * Risk Identification   Managed Network Services   * Business Process Enhancement * Budget Implementation | * Confluence * JIRA * Scaled Agile Framework   UML  Use Case   * Business Process Modelling * Scaled Agile Framework * Data flow diagrams   Requirement Elicitation   * Change Management | Problem Solving.  Managing global teams  Interpersonal skills.   * Activity Diagrams * Entity relationships * RDBMS * Data & Process Modelling   Data mapping document |

**KEY STRENGHTS**

**TOOLS**

|  |  |
| --- | --- |
| Type | Tools |
| Agile Framework | SAFe, Scrum, Kanban, Scrumban, Lean, XP |
| Project management | JIRA, Confluence, MS Project, MS SharePoint, HP ALM, Team Foundation Server (TFS) Rational ClearQuest, Rally, SharePoint |
| Testing | HP QC v10.0, HP ALM V11.5, Load Runner |
| Reporting | Tableau SSRS, Oracle BI Publisher, Business Objects |
| Database | Data Marts, Multidimensional Analysis, Data Mining, Slicing/Dicing  MYSQL, Microsoft SQL, Oracle, Informatica |
| Other | Visio, MS Visual Studio, |
| Languages | SQL, C#, JAVA, |

Work Experience

**Client – Verizon, NC**

September 2018– Present

Title – Business analyst and Program Manager.

Projects:

1. Lynx (Tracking Device Certification)
2. Managed network services bot (Auto site acceptance)
3. Sd-wan (Viptela, Versa, Silver-peak, Cisco Meraki)
4. Cooler Screens (IoT devices)

Worked as business analyst for innovative projects to enable digital operational excellence in Verizon Business Group (VBG) customer operations.

Roles and Responsibilities:

* Gathered and analyzed data from global customer operations environment to help data into actionable intelligence.
* Identified business needs and opportunities, collaborated to find potential solutions for virtual network services and customer premises equipment management.
* Designed solutions for certifying devices by completely redesigning processes and modernizing it, using PEGA solutions and Flex tools.
* Worked with Verizon Virtual Network cloud (VNS) services and AWS cloud virtualization solution for client needs.
* **Worked with Enterprise solution platform for Customer Inventory, Platform monitoring and provisioning of the orders (order management) and projects.**
* Fully involved in an automation project to help the project engineers accept the managed services orders and projects automatically by creating auto site acceptance tasks and Device query tasks.
* Worked in sd-wan network project to help Verizon managed service customer with their virtual networks, wan optimization and 4G solutions.
* Conducted As-Is analysis and To-Be analysis to ensure an optimal business process is derived.
* Trained, coached and mentored employees to ensure smooth adoption of new products, services, order management and provisioning.
* Conducted walkthrough for Line of Business, Development Team, and Quality Assurance team.
* Facilitated system maintenance and enhancement through design documents, process flow diagrams, use case diagrams etc.
* Designed screen layouts for proposed solutions, user interactions & screen mock-ups.
* Experience in testing Web Services using the SoapUI tool, validating WSDL, request and response XML.
* Demonstrated and explained the abilities of Pega to business stakeholders .
* Understood execute resolution of backlog items by working closely with the Product Owner(s) and the project team(s), making sure deliverables reflect requirements and on-time delivery with production quality.
* Played a key role in resolving business and team conflicts with active involvement in technical matters, finding gaps and ensuring Product Owner involvement in business decisions and description of the business flow.
* Worked closely with Verizon's 3rd party vendors and the Verizon IT systems to build one of the complex applications for its internal and external customers.
* Worked on the agile transformation of this project from Waterfall methodology.

**Environment:** Pega UiPath robotics,Agile- Scrum, Kanban JIRA, Confluence, SharePoint, Flex tools, Angular, MS office Tools, MS Project, Oracle SQL.

**Client – United Health Group, NJ**

October 2017 – September 2018

Title – Business Analyst.

Project- RPA

UiPath RPA solution to perform payment balancing between database and Zelis-RedCard and releasing check printing jobs

* Experience in requirement elicitation techniques like JAD sessions, workshops, interviews, surveys etc.
* Working knowledge in Business Process Mapping using Visio or similar tool.
* Created excellent documentation (e.g., functional requirements, non-functional requirements, user stories, etc.) that can be easily understood by technical and non-technical teams.
* Worked with business users to understand all processes undertaken for each email request so that accurate robotics automations can be built.
* Analyzed the behavior of Oracle-Siebel Service1st customer service platform to document the email request process automation.
* Lead the team from a system analysis standpoint
* **Worked with the development team to groom and refine requirements which spanned across multiple systems such as Pega 8.2 BPM, Pega7.3 robotics and Open Span**
* Created Gantt charts and project timelines in coordination from Managers and Directors
* Demonstrated and explained the abilities of Pega to business stakeholders

**Environment:** SDLC Tools - JIRA, Confluence, Bitbucket, Pivotal Tracker, Rational, Rally, Microsoft Office - Power Point, Word, Outlook, Excel, Access, Virtual Communication Tools - Skype, Google Hangout, Join Me, Zoom.

**Anthem, GA**

Aug 15 – Aug 17

Scrum Master

Project: Email Automation

Enterprise wide project which provides Anthem the capability of managing the inventory for millions of email requests received in the form of emails. This solution brings together not only a variety of Pega’s out of the box features such as utilization of the emails channel.

Responsibilities

* Used JIRA & Version One to manage Product Backlog and track Epics, User stories, Tasks and Bugs/defects.
* Conducted walkthrough for Line of Business, Development Team, and Quality Assurance team.
* Facilitated system maintenance and enhancement through design documents, process flow diagrams, use case diagrams etc.
* Manage and assist Scrum team (in SAFe) of 7 to 9 members with making appropriate commitments through story selection, sizing, and task definition; participate proactively in Scrum of Scrums to develop and maintain team standards, tools, and best practices.
* Gained in depth understanding of **health plan eligibilities and demographic factors involved in defining the eligibility for differing health plans in various locations.**
* Organized user story refinement sessions and promoted the approach of continuous refinement in order to have more clarity on the prioritized backlog items for upcoming sprints.

### Smith North View Hospital, GA

### July 2012 - July 2014

### Project Manager (Dept. of Quality)

Analyzed data to improve physician quality care initiatives. Analyzed and transformed data by leveraging (SQL/Excel/Pivot Tables) tools to validate physician performance reports. Participated in requirements gathering process and User Acceptance Testing (UAT). Monitored health care data via systems/applications, including PeopleSoft (EPM) system online reports/views. Developed, implemented and tested reports, with appropriate privileges, to fulfill operational needs of the enterprise and quality directives.

**Worked on the following**

Our administrative platforms, workflows and repositories support:

* Provider data alignment
* Network and product configuration
* Network adequacy
* Recruitment analysis
* Credential tracking
* Fee schedule management