**­­­­­­­­­­ Nafees Siddiqui, MS, CSM**

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**Certified Scrum Master/Agile Release Manager**

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* Scrum Master / Release Manager having 14+yrs experience with handling Implementation, Upgrade, Enhancements, M & A, Divestiture projects with IT and business coordination skills and have experience working with Healthcare, Finance, Pharma, E-Com, Banking and Manufacturing industrial experience using Agile (Scrum & Kanban) Methodologies.

* Facilitator between Business teams and I.T in the field of Project Management using JIRA, Confluence, VISIO, SAP, Oracle, SQL Server, Java, SharePoint, Dot.Net for Web & E-Commerce applications , Mobile apps and business processes.
* Specialize in implementing and enhance Mobile apps (responsive and ADA compliant) with integrating data analytics and Kiosk management.
* Specialize in Agile Ceremonies (Daily scrum stand up, Product backlog grooming, Sprint planning, Sprint Review, Sprint Retrospective)
* Experience implementing Salesforce and its features.
* Experience transforming applications to cloud services AWS (Amazon web services).
* Experience with SAP - SCM – Techno-Functional with EDI/IDOC Management.

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| **Languages** | Dot.Net , Java ; PL-SQL |
| **Databases** | **Oracle**, MS **SQL** server, MS Access, IBM DB2 |
| **Tools** | **AWS, JIRA, Confluence, HP ALM, Ms Project, Ms Visio** |
| **Industry Standards** | Agile, Waterfall, HIPAA, ISO, Six Sigma |
| **ERP Tool**  | SAP, Salesforce, JD Edwards, Oracle Suite, ISO Train  |
| **Reporting Tools** | Informatica, Cognos , Crystal Reports, SQL Server |
| **Documentation Tools** | JIRA Confluence, DMS, Documentum. SharePoint  |
| **Design Tools**  | UXPIN, Balsamic  |
| **CMS Tools**  | Adobe AEM, Oracle Endecca  |

**Education & Certifications:**

* Masters in Computer Science Engineering, Governors State University, Chicago 2007
* Certified Professional Scrum Master 2020

**PROFESSIONAL EXPERIENCE**

**IMS RETAIL, Morton Grove, IL June’19 – Current**

**Scrum Master/Agile Delivery Manager**

* Responsible for instilling Agile and Lean practices and providing Delivery support for the application teams.
* Manage and Deliver application development and enhancement efforts using the appropriate agile methodology.
* Work with the Product Manager/business owner to define the roadmap for any given effort and build release plans.
* Collaborate with the functional managers or team leads and coordinate day-to-day operation of the Kanban system
* Facilitate Kanban/Scrum Meetings.
* Facilitate agile ceremonies as needed (Daily scrum, Product backlog grooming, Sprint planning, Sprint Review, Sprint Retrospective).
* Work with appropriate technical team to create and manage Kanban boards in Jira.
Develops and communicate reporting metrics and/or program dashboards to stakeholders and leadership.
* Conduct Release Readiness reviews and Business Go/No-Go Reviews
* Performed Sprint Testing prior to Sprint review.
* Set expectation of definition of Ready (DOR) and Definition of Done (DOD)
* Identify risk and define mitigation options
* Created Test plan, Performed testing, assisted UAT and regression testing.
* Closely work with Product Owner to document and manage changes to requirements

**AON Insurance, Lincolnshire, IL Jan 19 – June’19**

**Release Manager/Scrum Master**

* Understands and supports prioritized Portfolio and Value Stream work by collaborating with Solution Architect, Business Architect, Product Manager and stakeholders to breakdown features into user stories.
* Advise and train members of the team to maximize overall productivity and effectiveness of the team
* Assist more junior members with identifying correct current or future processes within the team to ensure the success of release tasks
* Support and plan release activities for multiple scrum teams, parallel releases and multi-application dependencies.
* Iterate on existing release processes and tools to improve release cadences in support of business demands
* Conduct Release Readiness reviews and Business Go/No-Go Reviews
* Measure and monitor progress to ensure application releases are delivered on time and with great quality
* Proactively manage risks and resolve issues that affect release scope, schedule, reliability, and stability
* Provide contextual judgement and use data to drive tough decisions
* Monitor and provide regular release health status reports to executive leadership team
* Communicate status of releases, and any changes in plan/scope effectively across all cross functional groups
* Ensure quality, compliancy, and privacy standards are upheld across functionally
* Define definition of Ready (DOR) and Definition of Done (DOD)

**McDonalds Corp, Oak Brook, IL Apr’17 – Jan’19**

**Agile Project Delivery Lead/Sr. BA (US Market)**

* Understand new requirements and provide cost/time estimates to business for McDonalds.com and McDonald’s mobile app development.
* Create statement of work and business proposals.
* Responsible for all aspects of IT program/project management for all services impacting IT (scope, schedule, budget, resource, risks, issue management)
* Manage complex multi-faceted / interrelated projects that span across multiple departments and 3rd party agency/vendors by following the SDLC guidelines.
* Communicate and work closely with developers/stakeholders on-site and offshore to meet their needs and address issues/concerns
* Facilitate and manages scope, resource planning, cost estimation, risks and issues.
* Drive development team to meet the project plan, business requirements and goals.
* Assist BA’s on writing User stories with Acceptance criteria, Dev team on provide clarification of requirements, testing team on creation of test plan and execution.
* Creation of wireframes for desktop, mobile and Kiosk apps with ADA compliance.
* Implemented AWS (Amazon web services) using API’s.
* Creates and maintains dashboards to track projects
* Identifies project risks and implements a risk management plan.
* Monitor/coordinate built and releases for different environments & Production Support.

**Hyatt Hotels Corp, Chicago, IL Nov’16 – Apr’17**

**E-Com –Delivery/Release lead**

* Lead with a strong ability to influence others, build consensus, lead teams, engage engineers, and drive towards business and technical decisions.
* Design and build modern governance through automation to ensure end-to-end alignment and the delivery of expected business outcomes at scale.
* Define and automate the capture of deployment and release related objectives and indicators to represent and measure quality.
* Manage multiple scrum teams, parallel releases and multi-application dependencies.
* Manage teams of Release Engineers and Scrum Masters
* Iterate on existing release processes and tools to improve release cadences in support of business demands
* Conduct Release Readiness reviews and Business Go/No-Go Reviews
* Measure and drive release process efficiencies
* Measure and monitor progress to ensure application releases are delivered on time and with great quality
* Proactively manage risks and resolve issues that affect release scope, schedule, reliability, and stability
* Provide contextual judgement and use data to drive tough decisions
* Monitor and provide regular release health status reports to executive leadership team
* Communicate status of releases, and any changes in plan/scope effectively across all cross functional groups

**Columbia Pipe & Supply Co. Chicago, IL May’13 – Nov’16**

**Salesforce & E-Com- Sr. Business Analyst.**

* Interviewed Sales, Marketing and Support teams for current business process and gather high level requirements.
* Documented detail requirements and wrote user stories for configuration features such as page layout, custom fields, validation rules, Workflow and approval process, robust security, multi-currency and multi-lingual.
* Assisted Scrum Master to organize and prioritize Sprint Cycles/Tasks.
* Created Designs/Wireframes (Mockups) for Salesforce Custom pages and process flows using UXPIN
* Creation of wireframes/mocks for desktop and mobile apps with responsive designs.
* Created mock-ups and layout for IOS, Android and Windows
* Prepared Product backlogs and Sprint backlogs for HLR.
* Work with the Product Owner to improve their effectiveness by helping them find ways to maintain the Product Backlog and release plan
* Implemented salesforce user features (Chatter, Search, Reports & Dashboards, Social, Mobile and Email integration).
* Developed custom pages and logics using Visualforce/Apex.
* Develop API’s to interact with Salesforce data.
* Publish Salesforce data to web using Sites.
* Intensively worked in explaining & validating development with Developers offshore
* Closely worked with Product owner to manage Changes (Change Control)
* Guided Stakeholder to make decisions to meet and surpass the business requirements.
* Assisting technical team to derive product Price & Availability
* Guide Product Owner to define a User friendly efficient Shopping Cart process.
* Created Test Plans for each Sprint Cycles and Created Test Case for each Use Case.
* Develop and execute test scenarios, scripts, and procedures for unit, process, function, system integration, and acceptance testing.
* Lead Defect Management for Creating, Assigning and Resolving Defects in HP-ALM
Review testing documentation, develop testing standards, define criteria for testing, analyze test results, and present results to developers and end users.
* Develop software quality engineering procedures and strategies including functional, performance, regression,
* Managed static content managed web layout in Oracle E-business suite/Endecca
* Define UAT plan and assist client to perform UAT,
* Created Sign off documents and obtain Client Approvals

**AbbVie Pharmaceutical – Chicago, IL Aug’12 – Mar’13**

**Sr Business Analyst/Agile - Scrum Master**

* Function as the primary liaison between the business client, operations, and technical areas throughout the project life cycle.
* Collect and document requirements from internal staff and client subject matter experts.
* Document High Level Requirements from Product Owners/ SME’s in Confluence(Jira)
* Created AS-IS and To-Be process flows with ERP SAP system.
* Managing and documenting Business Blue Print Workshops.
* Prepared Product backlogs and Sprint backlogs for HLR.
* Facilitate daily team Scrum meetings
* Follow up on meeting action items
* Facilitate Sprint Retrospectives
* Assist with documenting product visions and writing clear user stories
* Facilitate grooming product backlogs
* Assist with release planning
* Facilitate team decision-making
* Identify and work to eliminate impediments to team progress
* Identify risk and define mitigation options
* Identify opportunities for continuous improvement and develop and drive action plans to address
* Involved in the Manual and Automated Testing using HP ALM
* Involved in developing Test Plans, Test, Test Design Specification, Test Case Specification and Test Procedures.
* Performed various kinds of tests like Integration Testing, System, Functional Testing, User Acceptance Testing and Regression Testing.

**OfficeMax, Naperville, IL Aug’10 – Apr’11**

**Agile E-Commerce Sr. Business Analyst**

* Function as primary liaison between the business client, operations, and technical areas throughout the project SDLC.
* Document High level Requirements in JIRA from Product Owners/ SME’s.
* Facilitate JAD sessions with various teams (Business, Development Team, QA Team, etc.)
* Create Product Backlog for HLR
* Write User Stories with Acceptance Criteria.
* Create Wireframes for business & e-commerce process team
* Creation of wireframes/mocks for desktop and mobile apps with responsive designs.
* Design mock-up for multitier web applications for customer and internal users.
* Create design for User Interfaces against Web Pricing engine “Vendavo”
* Created detailed Sprint backlogs for Product backlogs.
* Assist the Scrum Master/Product Owner in managing the backlog and ensure that continuous refinement session is taking place.
* Assisted Scrum Master in Prioritizing task for each Sprint iteration.
* Assisted in designing, publishing, editing and modifying contents as well as organizing deleting contents using contents management system.
* Assist the development team to manipulate and transform data using Java script, Java, SQL, and dynamic scripting languages.
* Research, document and implement complex business logic in Confluence(JIRA)
* Design Front End as per business requirement using Content Management System(CMS)
* Design back-end service interfaces in Java that provide efficient and responsive user interface to data.
* Performed end to end integration on e-commerce platforms (Web Sphere commerce)
* Developed Test plans and Test Cases / Scripts for Unit and Integration Testing.
* Performed Integration Testing, System Testing, Functional Testing, Stress and Performance Testing, Load Testing, Volume testing.
* Worked on the development and changes to the look and feel of the web application and performed user acceptance testing (UAT) for errors and System Testing.

**Magellan Health Services Feb’09 – Apr 2010**

**Agile Web App & E-Com Business Analyst**

* Gathered requirements and prepared Project Charter, Business Requirement Documents (BRD), System Requirement Specification (SRS) by interviewing Business Users/SME's.
* Used Requisite Pro for writing/analyzing project vision, goals, specifications and requirements.
* Conducted Joint Application Development (JAD) sessions and walk in interview with the business users to gather requirements.
* Created Use Cases diagram and Activity diagram to depict the interaction between the various actors and the system in for business/system use cases.
* Used HIPAA 4010 transactions to support the analysis of current business processes and work with management to improve and implement enterprise solutions to ensure compliance and got involved in designing future state processes for HIPAA 5010 transaction processing EDI’s 837,835, 270, and 271.
* Analyzed HIPAA 5010 related to 837,835, 270, and 271 transactions and performed gap analysis between the 4010 and 5010.
* Responsible for GAP analysis of ICD9-ICD10.
* Streamlined existing Health Claims and Enrollment processes.
* Documented the Business Process Flows, Business Use Cases, System Use Case, Business Rules and Use Cases in JIRA
* Maintained Requirements Traceability Matrix in Rational Requisite Pro and used Clear Quest to manage change requests and track defects.
* Assist Java Development Team & Testing Team to manage UI
* Develop implementation plans; produce user documentation and training materials. Conduct end user and staff training.

**Charter One Bank / Citizens Bank, Piscataway, NJ Aug’07 - Dec’08**

**Web Development - Business Analyst**

* Function as the primary liaison between the business client, operations, and technical areas throughout the project SDLC.
* Gathered user and business requirements through open-ended discussions, prototyping and observation of the compliance department and work environment
* Documented the user requirements, analyzed & prioritized and converted them as system requirements that must be included while developing the software.
* Leads front-end development efforts for project from conception to implementation.
* Design mock-up for multitier web applications for customer and internal users.
* Assisted in designing, publishing, editing and modifying contents as well as organizing deleting contents using contents management system.
* Intensively worked with Java Development & Testing team to make sure functionality and compatibility with multiple browser and platforms.