Sarthak Agrawal

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**PROFESSIONAL SUMMARY**

* Extensive experience in multiple roles as **Associate PM, Scrum Master, System Analyst, Process Re-Engineer and Intelligence Analyst**, and achieved **titles** like **Organizational Analyst** with excellent understanding of various software development life cycle (**SDLC**) methodologies such as **Waterfall, Agile, Hybrid Waterfall-Scrum framework and processes** with good domain knowledge in **Consulting, Finance, Supply Chain, Healthcare and Manufacturing.**
* **Extensive Expertise** in creating various **artifacts** including **Request for Proposal (RFP), Business Requirement Documents (BRD), Product Requirement documents (PRD), Software Requirement Specifications (SRS), Functional Requirement Documents (FRD), Test Plan, Test Scenarios and Test cases** as well as documenting **project processes and procedures**
* Responsible for a complete Project development life cycle in Celoxis and MS Dynamics 365 (Business Process Flows, AR/AP, Supply Chain Management, Inventory Management, Project Forecast, Procure-to-Pay, SIS Project Cost Module, Production Scheduling) Worked on Tabular reports. Worked as a functional analyst. Collected requirements from users and prepared specifications.
**Main Achievements:**Created complex Financial Trend report.
* Engaged with **Product Owners and Information Services Team** to successfully break down **Epics** into **User Stories** and helped the **Scrum Team finalize Tasks** for Sprint Backlog using **SMART Technique**
* **Managed requirements** and **tracked defects** working with **JIRA,** **HP Quality Center (HPQC)** and other **IS Application tools** and well versed in conducting various types of testing including **Regression Testing, System Testing** and **User Acceptance Testing (UAT)**and documented **performance reports**
* Conducted research on data, evaluated, and assessed risks and solutions and developed a pattern to regularize risk analysis and measurement; Assisted implementation of automated processes of some of the e-payment financial clients.
* Identified and implemented process improvement efforts within **the EDI structure** including **system interface, policy and procedure changes.**
* Created Dynamics-365 Financial reports (WIP Reports, Production Performance, Project Cost Analysis Reports, Forecasting Trend Analysis Reports) and complex data reports using WEBI, Power BI and Tableau to meet client requirements
* Identify processes of the **major healthcare** client and process breakdowns in the hospital billing, collections, and cash posting processes, and implementing innovative solutions to address new issues that arise
* **Hands on** experience onvarious tools such as **QuickBooks, Lucid Chart, Ryver, Trello, Slack,** **SAP BOBJ 4.2 SP6, MS Excel** and **Jira** for planning, tracking and managing projects
* Designed and developed complex **Aggregate**, **Join**, **Lookup Transformation rules** (business rules) & used various transformations such as **Lookups**, **Multicasts**, **Pivots**, **Derived Columns**, **Merge joins**, **Conditional splits** etc. and created custom slowly changing dimension transformation for updating to data warehouse
* Used performance analytics and user insights to develop and improve **digital products and services**
* Excellent **analytical skills** to understand the **Business process, functionality, cross functional requirements** across various business units and translating them into **requirement specifications** in order to provide comprehensive solutions and understanding of project process and ability to analyze business **problems** and **identify solutions**
* Experienced in conducting **As-Is** and **To-Be (Gap Analysis)** analysis and possess strong knowledge in carrying out processes for **Risk Analysis, SWOT (strength weakness opportunity and threat) Analysis, Cluster Analysis, Change Management** and perform **Impact Analysis** to assess the change and **feasibility study.**
* Authored business and system requirements analyses and functional specifications with supporting **business process flows (data modeling), Traceability matrices, risk analysis.**
* Performed **Impact Analysis**, **Feasibility Study**, **Cost-Benefit Analysis** and **Return on Investment (ROI)** in order to mitigate certain risks associated with the project and project output.

**TECHNICAL SKILLS**

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| --- | --- |
| **Business Analysis** | Requirements Gathering, GAP Analysis, Impact Analysis, Feasibility Analysis, BRD, FRD, Data flow diagrams, Business Process Modeling, Big Data (Data Analytics & Data Mining), People Management, Peoplesoft |
| **Business Modeling and Mock-Up Creation Tools** | **Microsoft Visio**, **Lucid Chart, Tableau**, UML |
| **SDLC Methodologies** | Agile, Waterfall, Scrum |
| **CRM Tools & Project Management Applications** | **JIRA**, MS Office (MS Word, MS PowerPoint, Excel, Outlook), **SharePoint**, QuickBooks, **Ryver, Trello, Slack, Service Now, Remedy force**  |
| **BI tools** | SAP BOBJ 4.2 SP6, WEBI, Xcelsius, Tableau  |
| **Documentation Tools** | **MS OneNote** (free-form information gathering and multi-user collaboration), **DocuSign** (facilitates electronic exchanges of signed documents, Authentication Service, Workflow Automation)**, SnagIt** |
| **Data Extraction and Analysis Tool** | Audit Command Language (ACL) |
| **Working Knowledge of Methodologies & Web Technologies** | HTML, MS Team Foundation Server (TFS), My SQL, **Aha! (Product Management tool)**, Curam Suite, Web Services, CCNA, Cloud Services (IaaS, PaaS, SaaS), SnagIt, Change Management, **SWOT, MOSCOW, Oracle** |
| **Operating Systems** | Windows 7,8,10,XP/Vista/Mac OS X |

**PROFESSIONAL WORK EXPERIENCE**

**Project Manager / Business Analyst (Senior), Augeo Affinity Marketing, Scottsdale (AZ)** Mar 19 – Present

Augeo Marketing is a customer loyalty & marketing company.  They create and support a wide range of customer loyalty rewards programs that are branded under their client’s names, and they manage the client facing portals. In 2018 Augeo Marketing purchased a competitor and this project is focused on the consolidation of Augeo’s platforms/portals and the company they purchased platforms/portals.

**Responsibilities:**

* Augeo proprietary software - **P4 GMT, P4 Rewards Programs, ILI Catalog Tool, Service Desk, CMT- Rewards Hub, Call Center.**
* Worked as a Scrum Project Manager for a **major** e-commerce **Platform Consolidation project** and executed the entire consolidation via multiple **Agile sprint releases**
* **Implemented Kanban principles** for Sprint Planning backlog refinement, sprint planning & retrospective that resulted in **reduction of** **cycle time by 5%** thus increasing team’s throughput in less than 8 weeks.
* Responsible for a full software development life cycle from the requirements gathering phase to designing, development and testing the functionalities in order to set up the infrastructure on to the new e-commerce platform.
* Extensive experience in conducting **JAD sessions** with **API, UI & DB developers (located in US & EU)** and engage with **Business Units** (US) for e-commerce Platform consolidation.
* Extensive experience in working with Supply Chain management of redeemed physical items, logistics and worked on SCM systems to update the systems.
* Deliver precise functional specifications to include functional hierarchy, workflow, business rules, interface design and definitions, outstanding issues, data analysis and data mapping to leads and developers
* **Acted as SME on QA methodologies** and engage with **API** and **UI Devs** supporting capabilities consolidation
* Engage between Business units & Application Developers to gather requirements needed for Application/Platform infrastructure consolidation; Created wire frames to demonstrate program flows, site maps and overall landing page user experience
* **Manage E2E development & QA testing** with Business Users & on-shore and off-shore API and UI developers
* Created a more efficient project tracking system by working with the project management software developer that increased transparency on projects in the system and led to faster delivery times; virtually eliminated defects found during QA.
* Collaborate with key stakeholders and delivery teams to **define achievable release schedules** and maintains processes for tracking, cost accounting and **JIRA** stories to define the direction and scope of the project.
* Analyze the legacy systems and current process to document as-is functionality and build business process and data workflows to create a new to-be system that is in compliance with AUGEO's Customer Loyalty e-commerce Platforms and statutes and their infrastructure
* Create requirements and design wireframes and mockups using Microsoft Visio, **Lucid Chart** and other designing tools and responsible for driving the product portfolios and executing roadmaps.
* Create functional specification documentation, **user stories** and acceptance criteria that defines business rules, functional hierarchy, workflows, data definition tables and interface design
* **Leadership:** Showing ownership over business problems and requests until resolution. Displaying an understanding of the business priorities and applying that prioritization to your own work. Mentoring colleagues’ professional development in technical skills and industry best practices
* Ensure proactive communication & goal alignment with key stakeholders & customers, and regularly providing project updates (timelines, milestones, risks, performance metrics) to teams & stakeholders. Responsible for data driven decision making regarding operational issues faced by the developers
* Identify, assess, track and mitigate issues and risks at multiple levels
* Accountable for complete **Test Life Cycle (TLC)** of multiple applications. This includes preparation of Testing Strategy, Testing Approach, Daily Test Execution Status Report, Defect Management Process, Weekly/Monthly Project Status Reporting & collection of **Quality Metrics**
* Managing the e-commerce platform infrastructure life cycle from strategic planning to tactical execution and establishing a **SAFe** **Agile** environment
* Prioritize User story writing, Feature mapping, capacity analysis, adding task estimations and track team velocity and lead the business features breakdown into **Platform** features and stories, set project milestones, product backlog grooming, backlog prioritization, release and **PI / sprint** planning, conducted product demos/walk-throughs, sprint retrospective/lessons learned sessions, and updating **Rally** to make sure there are no ORPHAN User Stories
* Designed the training program for **UAT** users to understand the process functionality on a brand-new e-com platform.

**Environment:** Agile, Curam, Oracle, Peoplesoft, UAT, TLC, API, Microsoft Visio, Lucid Chart, Celoxis, MS Project, MS Access, MS Visio, UML & SQL.

**Business Project Manager, Vensoft Inc., Phoenix (AZ)** Jan 19 – Mar 19

**PRONTOH.COM - Online Health Care Provider Appointment Portal**

PRONTOH.COMis a medical care scheduling service, designed to be efficiently used by primary and specialty care clinics, patients to manage access to service providers, as well as by hospitals to schedule elective surgeries. Subscribers can gain access to the scheduling system and find doctors, as both online service and via deployed office calendar or integrated with their websites. Patients can access the website at no cost and can see the schedule of subscribers – doctors.

**Responsibilities:**

* Gather **Business Requirements and Analyze data/workflows** and define the Scope, Financial Projections, **Cost/benefit** **analysis**, Process Analysis tool such as **Fishbone Diagram** and progressed from Problem Statement to well-documented designs.
* Engaged in the meeting with **Business Process Owners**, **SME** (Subject Matter Experts) and end-users for requirement gathering in definition stage and in **JAD** Sessions discussing Use Case.
* Prepared **the Wireframes** and **Mock-up** screens using **MS-Visio** and Performed manual back-end testing with the tester to ensure requirements were met.
* Ensured **hazard identification, risk assessment, and integration** were addressed prior to and during organization's operations.
* Helps create IT support and end user documentation for JD Edwards processes
* Facilitated all Customer meetings and **Business** **Design Walkthroughs** data definition and GUI Design and created **interview questions** and **questionnaire** and analyzed them to develop requirements.
* Documented in terms of business terms **Business Requirement Document (BRD**) and converted into technical terms onto **System Requirement Specification (SRS)**.
* Researched and developed a **Work Plan Document** in compliance with **HIPAA** regulations and guidelines which ensured privacy and security of Protected Health Information (**PHI**) and adhered to and utilized the **EDI** code sets **(834/835/837/270/271/276/277/278).**
* Completed **system documentation**, researched system requirements, participated in system testing and **verification for HIPAA** implementation
* Serve as a project management analyst on multiple initiatives involving maintenance and systems changes for **HIPAA** implementation
* Prepared **Process flow diagrams** using **Visio** and conducted meetings with all the division supervisors to ensure that all the requirements are met and implemented the approved suggestions and modified the current process flows and used **Microsoft Project** for fixing timelines and Project scheduling respectively.
* Supported for the developers to perform various **Data Modeling, Data Validation, Data Mapping** and reviewed proposed changes to documents to ensure complete **Traceability**, timeliness and accuracy.
* Extensively used **SQL** **Queries** such as Types of Statements, JOINS, **Sub** **Queries**, **SQL** **Functions**, Clauses, etc., to perform **Data** **Integrity** **Testing** and **Backend** **Testing** of the application.
* Applied **AGILE SCRUM Methodology** and followed the **SDLC** as Planning, Analysis, various documentation, testing, on various phases to develop **the defect free portal**
* Perform ongoing **quality assurance** to ensure **accuracy and consistency** of output in the system
* Created and maintained **Artifacts** (models, diagrams, documents) by evaluating needs, clarifying requirements, and analyzing use cases and dependencies to recommend a course of action.
* Assisted in **User Acceptance Testing (UAT)**. Worked with the UA strategy team to build a **UAT Testing Strategy** and errors discovered were fixed and verified using **HP Quality Center.**

**Environment:** Agile, Scrum, Peoplesoft, Oracle, Microsoft Visio, EDI, Celoxis, MS Project, MS Access, MS Visio, UAT, UML & SQL.

**Lead Analyst/Jr. Project Manager, ERP- Finance, City of Phoenix, Phoenix (AZ)** Apr 18 – Jan 19

**The City of Phoenix Enterprise Resource Planning division** under Finance Department is responsible for maintaining a fiscally sound organization that conforms to legal requirements and to generally accepted financial management principles. Services provided include successful implementation of SAP systems in all departments and provide regular testing and support management, accounting and financial reporting, procurement of materials and services, treasury services, risk and inventory management, tax and licensing, and acquisition and management of real property.

**Responsibilities:**

* Support **SAP system**, which requires the creation, maintenance and understanding of **Master Data** for the whole **City**, encompasses training coordination including **ECC, eProcurement and BW reporting**
* Business Reporting for Master Data, financials and budget using **SAP BOBJ** and work on building **WEBI dashboards;** Preparation of **Analytical reports** by analyzing heavy files containing **1 million+ records of data**
* Developed new **SAP** **BOBJ** dashboards as required using multiple reporting tools **(i.e. Lumira Designer, Discover, Webi, Xcelsius, Crystal Reports, etc.)**
* Gained knowledge of **SAP** **(ECC and SRM)** to better understand **SAP** **data** needed for creating different BOBJ reports
* Learned **Audit Command Language (ACL)** program for warrant verification and served as backup for Senior Business Analyst as needed
* Managed end-to-end complex data migration and conversion; Oversaw and ensuring delivery of all aspects of data analysis, mapping and transfer
* Managed and coordinated the **deployment** of the **SAP Validation Client and SAP GUI,** for other employees in the Finance Department and helped **validating 1500 failed invoices** in the system
* Key liaison between vendors, regional IT personnel and SAP core team, **ensuring IT infrastructure requirements** were in place on time to **deliver a successful go-live**
* Managed **data migration workstream** within the established project budgets and **advise Project Manager of potential deviation**
* Worked on an Insurance report requirement and **documented and visualized** it with various **SAP BI tools** such as **Webi and Oracle BI Tool**.
* Customized yearly insurance reports for clients, providing a detailed summary of transactions and fees accumulated on a volume basis for plans and identified new innovative techniques to fulfill client requests
* Worked with business stakeholders to define and track **key product performance indicators (KPIs)**, as well as release-specific success metrics related to infrastructure
* Assisted project managers in customizing specifications per client and **mapping out a strategy** to be implemented on a **project by project basis**.
* Cross-train with the Business System Analyst to learn multiple tasks for supporting **Vendor Invoice Management (VIM)** system and provide assistance to AP personnel and Created training documents and sharing them using **MS OneNote.**
* Facilitated and Lead **Release Planning, Sprint Planning, Backlog Grooming, and Retrospective meetings** and Improved team velocity by incorporating capacity planning into **sprint planning sessions**.
* Interview **SME’s** (subject matter experts) and **RMR’s** (risk management representatives) in order to better understand the business process.
* Integrated **data quality** plans as a part of **ETL processes** and **debugged existing ETL processes** and did performance tuning to **fix bugs**
* Provided ongoing assessment and improvement of **ETL** processes, including **ETL error logging** and **data purge**.
* Simulation **Data Analysis** to provide recommendations based on it for production process and **cost optimization.**
* Effectively use of **Remedy Force** for incident management and **ZCHG** for **SAP** change management. Incident and change records kept up to date with current status.
* Implemented secure **VPN** as the **standard external access method** to internal corporate networks and systems
* Analyze the **Business Process** along with the prior project documentation for complete understanding of the project and contribute in the **Business Process Model re-engineering** and **optimization**
* Prepare **ad-hoc analysis** of various department **KPIs** to enable functional management to understand business performance and forecast results
* **Status Reporting to Senior Management**: Prepared standard and ad-hoc management reports for status reporting to senior management and customers. Reviewed **project plan control reports, metrics, risks, issues log, dependencies, budget, etc. to the management**
* Evaluated the project requirements & allotted the available resources among the individual elements for the project. Drafted **Test scripts** and conducted **User Acceptance Testing** **(UAT)** with business users, recorded and tracked the Bugs within **Team foundation Server** (**TFS)**.
* Identify performance issues in existing **sources, targets** and **mappings** by analyzing the **dataflow**, **evaluating transformations** and **tune** accordingly for better performance

**Environment:** Agile, Oracle OBIEE, Scrum, ETL**,** PeopleSoft, SAP, Microsoft Visio, MS Project, MS Access, MS Visio, UAT, UML & SQL.

**Business Project Lead, International Business Machines (IBM), Phoenix (AZ)** **Project -** Aug 17 – Feb 18

A Thunderbird consulting project with **International Business Machines Corporation (IBM)** for the business process improvements and providing intact solutions on how to manage with the losses on the market share from competitors (Microsoft, Dell, Amazon and TCS) in various business domains such as IBM Hardware sector and IBM cloud. Working highly on the pain points that IBM, Phoenix unit faces today. .

**Responsibilities:**

* Identified for **business process improvement** and initiated efforts to make **improvements and problem resolution**.
* Involved in high-level requirement meetings with **business users and SME’s** to understand the requirements.
* Build **credibility, establish rapport and maintain communication** with stakeholders at multiple levels (external vendors, business partners and internal IT teams).
* Involved in interviewing and shadowing various stakeholders and users to capture, analyze and document the Business, Functional and Non-functional requirements.
* Conducted several **JAD** sessions and **requirement** workshops with the system architects, business users and development team to perform **GAP** **Analysis**
* **Compiled** and **Validated** Data; Successfully interpreted data to identify key metrics and draw conclusions
* Research the core competency of major competitors like **Microsoft (MS Azure) and Dell** and solution to target Globally by providing **end to end solution sales process** structure
* **Owned, prioritized** and **maintained** the **backlog** while partnering with cross-functional teams to deliver high-quality solutions
* **Used Waterfall methodology** for some phases of the project, collected requirements, developed use cases, supported project Manager with project plans and manage scope
* Played key role in System Development Life Cycle Process consisting of **Design and Gap Analysis, Business Requirements, Systems Requirements, Test Criteria, and Implementation** to have the outputs of project dealt with the automation of correspondence
* Developed Activity diagrams, **Use** **Case** **diagrams** and **Sequence** **diagrams** using **MS** **Visio** environment, so development team and other **stakeholders** can understand business process
* Shadow and assist some of the **Product** **Owner** activities by providing high level estimates, prioritizing **stories** for the **sprint** and maintaining **backlogs** and **release** plans

**Environment:** Microsoft Visio, MS Project, MS Access, MS Visio, UAT, SME, UML & Tableau

**Project Manager, Rain Dance, Scottsdale (AZ)** May 17 – Aug 17

**Rain Dance offers a unique, single-contractor design-and-build experience** for homeowners who desire a luxurious outdoor environment built to suit their needs. From simple packages to model complexes, Rain Dance has gained experience in every aspect of outdoor environment design and construction. Services include municipal landscape projects, public facilities, parks, sports complexes, schools, community centers, streetscapes, model homes, front yard packages, and numerous residential projects. Rain Dance design and create stunning, individualized, whole-yard designs tailored to each individual client.

**Responsibilities:**

* Executed **Value Stream Mapping** process from Design specs using web-based tools (**Lucid Chart, Slack, Ryver),** through estimating, ordering of inventory and AR/AP Systems**, saving 3 hours / project**
* Created **business process workflow diagrams** and **Mock-Ups** with the help of **Lucid Chart** (A Web-based Wireframes and Mock-up creating tool) adhering to UML standards
* Identified and removed **bottlenecks** in storage, deliveries and departmental coordination **saving the company $10,000+**
* Significantly reduced **outstanding payment research** by developing and implementing **integrated web application** for vendors.
* Worked on the online portal enhancements for supply chain of item delivery and refinement of the inventory processes that includes online pick up in store, inventory management.
* Assisted with the collaboration of solutions that will **streamline the data migration processes**
* Acted effectively as point-of-contact on status of **EDI transactions** from internal and external customers
* **Created and Managed domains and prepared disaster recovery strategies** in a construction space where the **database** has been infected by **malware and viruses** and prevented it by managing **User Security.**
* Assisted **Technical Developers** in building the **Cloud and Virtualization environment and used multi-layered security approach** to prevent the Client information from future Viruses
* Executed **CRM campaigns** to cross-sell and up-sell new and existing products to current **Rain Dance** subscribers
* Used **workforce tracking tools** to maintain information on employee activity and status, including scheduled assignments and absences, meetings and other schedule exceptions.
* Prepared Interview Questions for Stake Holders and SME's to gather maximum information in **JAD Sessions** and to minimize the number of **JAD Sessions**
* Collaborated with business teams in setting up the opportunity attributes like **Budget, Timelines, Scope and ROI.**
* Acted as a **Scrum Master, Agile Coordinator, project manager, team liaison**, a subject-matter expert, and internal consultant in order to drive a change implementation
* Leveraged requirements elicitation skills to deliver multiple **Requirements Traceability Matrix's (RTM**) that achieved sponsor and stakeholder acceptance sign-off that each requirement was 100% delivered
* Design and develop **Process flows**, business design specs, Wireframes**, Data flow design and data conversion specifications**
* Identified and wrote **Use Case specifications for Functional requirements** and created **business process workflow diagrams** in Lucid Chart adhering to UML standards
* Suggested several **process** **improvements** within the ratings process and suggested **solution** options to **automate** manual data entry tasks performed by **Data** **Managers**.
* Generate on-demand ad-hoc reports and dynamic dashboards, present to client for evaluation and calibration, constantly communicate with higher level authorities.
* Working closely with teams to drive real-time rule implementation and features

**Environment:** Agile, Scrum, Microsoft Visio, Peoplesoft, MS Project, MS Access, MS Visio, Lucid Chart, Slack, Trello

**Sr. Technology Analyst, ASU** Dec 16 – Jan 18

* Designed novel solutions to technical issues faced by **master’s level executive audience** responded to questions regarding **data analytics** requiring **expertise** and **interpretation skills**
* Develop the strategy and frequent action runs to ensure that all ASU technology is working properly
* Perform feasibility analysis of proposed solutions, negotiated and presented analysis to business to help prioritize deliverables and negotiate practical solutions for development
* Translate technical specifications, and/or logical and physical design into code for new or enhancement projects for internal clients
* Troubleshoot **software** **programs** and **database** management systems and **MS** **Office** etc.
* Perform critical **QA** tasks like writing, reviewing, signing off and executing test cases in **QA** and Dev
* Capture proceedings of meetings, **JAD** sessions, focus groups and published on **SharePoint** **portal**
* Responsible for coordinating and operationalizing all grade appeals and working closely with the Chief Academic Officer, Associate Dean of **MGM** and **MAGAM** program, Associate Dean of Student Affairs to ensure resolution.
* Responsible for all the activities related to **configuring Data Loader, uploading data in CSV files into private e-portal,** checking for the correctness of the data

**Environment:** Microsoft Visio, MS Project, MS Access, MS Office, Service Now, Peoplesoft, Oracle DB, MS Visio, JAD & SharePoint

**Systems Analyst, Prestige Info Sys, India** May 14 – July 16

**Prestige Info Sys, Systems and Software Consultants** is an IT consulting firm provides business IT support to various small and mid-size organizations. Prestige Info Sys excels in providing the most comprehensive enterprise solutions and small business IT services support in the industry. The company also tackles organizations’ IT strategy or special projects with the custom-tailored solutions for organizations’ needs.

**Responsibilities:**

* Created visually impactful data sets in **Excel and Tableau** for data reporting by using pivot tables and **VLOOKUP**
* Documented **epics, user stories** and associated acceptance criteria
* Performed **Order Gap Analysis** to develop **Customer Lifetime Value Models / /Business Process Modelling and Notation** **(BPMN)** to prevent top tier customers from churning by updating ‘**As -Is’** document and brainstormed on the benchmarks to be reached in the **'To- be'** application as part of initial Gap analysis.
* New product introduction performance study for **trouble tracking on products** going into the marketplace. Created database and documented process of how to use the application so any associate with little knowledge of tool could use and get required results.
* Resolved flaws in client’s pricing application by introducing a 5% contingency plan within the software system, leading to an increased cost efficiency of 2%
* Participated in **configuration for IT infrastructure network** and coordinated with its implementation
* Deployed Scrum framework within an agile development environment to improve software development processes and elevate product quality while meeting defined goals and key deadlines
* Implemented the **Agile methodology** and developed program and **Sprint Backlogs**
* Regularly interacted with the Testing team for executing the **Test Plans**, providing **Test Data**, creating **Test Cases**, and resolving issues upon detection of bugs and collecting the **Test Metrics**
* Generated **Tableau Dashboard with quick/context/global filters**, parameters and calculated fields on **Tableau (7.x) reports.**
* Created **Tableau Dashboards** with interactive views, trends and drill downs along with user level security.
* Developed and analyzed the **Sprint/Product burn down chart** in order to calculate the team’s **velocity** and track **sprint progress**. This was then utilized for **planning** of the **upcoming sprints**. Used **Jira** to plan and track the sprints.
* Analysis of **functional** and **non-functional** categorized data elements for **data profiling** and **mapping** from source to target data environment. Developed working documents to support findings and assign specific tasks.
* Experienced working with **User Experience (UX)** and **User Interface (UI)** teams while driving the Functional Requirements and Wireframes.
* Created **Requirements Traceability Matrix (RTM**) to track requirements and testing activities, as well as maintained forward and backward traceability throughout the testing and development lifecycle.
* Scheduled meetings with developers, system analysts and testers to identify resource allocation and project completion using **web-based applications**
* Extensively used **SQL Queries** to work on database for checking database integrity and Involved in **Database Testing** along with developers and coordinate to solve the problems encountered in the application
* Facilitated **User Acceptance Testing (UAT)** with end users by providing necessary training and setting up **testing data, test scenarios, and testing environment**

**Business Analyst, Prestige Info Sys, India** May 12 – July 14

* **Operations Management** - Made sure of **delivery scheduling, competitive product analysis** and **bulk orders** from wholesale and retail customers
* **Negotiated contracts** while ensuring the continuation and enhancements of services resulting in **reduction of administration cost by 2-5%.**
* Participated in preparing the project scope and objectives
* Prepared **flows/activity diagram** for an existing system using web-based tools and re-engineered the design based on business requirements
* Coordinated with project **stakeholders** to track the progress of the project, update status and lead review meeting to ensure that schedules and deliverables are met.

**EDUCATION**

* **Master of Business Administration (MBA)**, Thunderbird School of Global Management, Arizona
* **Bachelor of Engineering in Electronics and Communications (B.E Honors)**, from RGPV, India.