**ANKIT GUPTA, PMP, Certified Scrum Master**

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MOTIVATED | PROACTIVE | DETAIL-ORIENTED | TECHNICAL BUSINESS ANALYST | PMP| CSM | SAFe SM| MBA

**PROFESSIONAL SUMMARY:**

* 6 years of Professional experience in the software industry focusing on Agile, SCRUM and SDLC's for product and projects development with in - house and offshore team's solutions.
* Experienced in SCRUM based iterative incremental development showing increasing business value every SPRINT.
* Experienced in working fast paced environment & completed project tasks effectively under immense pressure.
* Experienced in Agile techniques such as SPRINT planning, Product Backlog management, Agile estimation, daily SCRUM, metrics such as Burn-down & Velocity charts, Sprint summary report, Sprint review/retro meetings etc.
* Excellent knowledge and exposure in SAFe; Good exposure to Agile methodologies like XP, Kanban.
* Good knowledge in modern delivery practices such as continuous integration, behavior/test driven development.
* Expertise in handling teams involved in developing data driven applications.
* Focused on building high-performing teams, support organization structure optimization and communication alignment to increase development velocity and quality toward business driven goals.
* Experience with sprint and burn down charts to measure the progress of sprint.
* Experience managing distributed development teams spanning multiple geographies and time zones
* Extensive experience in project/program management life cycle for large application development projects including scoping, estimating, budgeting, scheduling, data/metrics analysis, resource/risk management.
* Accomplished servant-leader capable of delivering large-scale software and Web development projects on time and on budget by effectively collaborating, facilitating, leading and coaching multiple Scrum teams.
* Expertise in Waterfall and iterative methodologies such as Rational Unified Process (RUP) methodology, and Agile.
* Experience with Epic (Feature set - larger body of work) and Story point assignments for the product backlog.
* Expert at driving the adoption and enforcement of Scrum rules, removing impediments and fostering self-management.
* Excellent knowledge in waterfall to Agile transformation using Scrum at both organization and project level.
* Good Understanding of data analysis techniques using various tools; expert knowledge in understanding human resource data and finding insights from them; experienced in measuring Employee engagement and key HR Metrics.

**TECHNICAL SKILLS:**

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| **Skills** | Project Management, Decision Modelling, Business Forecasting, Project Planning, co-ordination and scheduling, Business Development |
| **Tools** | Microsoft (Project, Visio, SSIS, SQL Server, Access, SharePoint, Excel, PowerPoint, Word), Jira, Rally, Version One, Bloomberg Terminal, HP AML |
| **Utilities** | MS Visio, Share point, MS office. |
| **Project Management Tools** | MS Project, SharePoint, WIKI, JIRA, Confluence, Visual Studio Team System (VSTS) |
| **Development Methodologies** | Agile, Kanban, Scrum, Waterfall |
| **Programming languages** | SQL, C#, Python, HTML, CSS, JQuery |
| **Soft Skills** | Communications, Presenting, Analytical skills, Proactive, Quick learner, Organizational Design, Business process design, Developing & implementing end-user training, Risk Management, Change Management |
| **Testing** | HP AML, QTP, LoadRunner, Selenium |
| **Cloud** | Amazon web services, Microsoft Azure |
| **Volunteer** | PACE Graduate Finance Club (e-board member), WhoWhatWhy (Business Analyst), PMI-NYC Chapter, PMI-NJ Chapter |
| **Operating Systems** | Windows, IOS |
| **Certifications** | PMP, CSM®, SAFe Scrum Master, SAS Programming for R users, R Programming language, Bloomberg Market Concepts. |

**PROFESSIONAL EXPERIENCE:**

**NEW YORK CITY – DEPARTMENT OF SOCIAL SERVICES New York, NY**

**Scrum Master July 2020 – Present**

The Project scope is to automate the procurement process for DSS and HRA to reduce the manual work to make process more efficient.

**Responsibilities**

* Facilitate Daily Standup, Defect Review Sessions, Sprint Planning, Sprint Retrospective, Sprint Review, and Product Backlog Refinement meetings.
* Implementing Scrum with JIRA to track the progress and involved in creating Product Backlogs, EPICs and User Stories.
* Facilitate estimation sessions, SAFe PI planning, prioritization of stories, coordinate releases with other teams, manage dependencies with other teams.
* Make sure team has enough knowledge and help required to complete the commitments and make them self-dependent.
* Guard team from external forces which will divert the focus on Sprint goal and help the team to increase their velocity.
* Getting ready for each sprint and release planning meeting by working with team to breakdown Feature Stories into small deliverable User Stories that are appropriately sized for each sprint.
* Manage Prioritized backlog in Agile environment using Rally. Participating in Scrum of Scrums to track the progress of project at program level. Facilitate SWAT calls for teams and vendors to resolve issues quickly.
* Coaching the team with Product Owner in understanding the vision and goals of the project with each sprint in focus.
* Worked alongside senior management to define quarterly and yearly goals. Led weekly performance review meeting with executive team. Track burn downs & Velocity charts throughout the sprint and release.
* Track and remind the team of improvement experiments from their retrospective.
* Provided weekly status reports to the customer, including sprint scope, issues, risks, mitigation plan and upcoming activities
* Ensuring story points and estimated hours are setup with Sprint goal in focus.
* Helping business prioritize the product backlog (PBI) based on various parameters so the tasks for each sprint (iteration) would be completed on time.
* Rollover of User Stories and reprioritize the backlog if user stories are not completed.
* Redefine user story priorities of a sprint when team comes up with new discoveries that impact size or value of work.
* Defining the definition of done and updating release backlog accordingly.

**Tools & Technologies:** SQL Server, Selenium, JIRA, Power BI, SharePoint, Confluence.MS Access, MS Excel, MS Visio

**NEW YORK CITY – DEPARTMENT OF FINANCE New York, NY**

**Scrum Master June 2019 – July 2020**The project scope is to automate the ECB Debt collection process for the violation’s tickets issued by NYPD, DOT, DOB, and other city agencies. A new CRM portal was developed for new incoming cases, and data is migrated from the legacy system.

**Responsibilities:**

* Worked as a Scrum master for more than a year and had good knowledge on conducting all the scrum ceremonies.
* Worked on the Agile transformation of this project from Waterfall methodology.
* Actively conducted daily scrums, grooming, team planning’s and the retrospectives as per the agile methodology.
* Updated the rally tasks on timely and the Kanban board. Worked on the Epics, Features and prepared the user stories. Created the Flowdock groups to communicate between the scrum teams.
* Conducted the Planning poker session during the sprint planning’s to point/size out the user stories.
* Provided all support to the team using a servant leadership style whenever possible, and lead the team by examples.
* Worked closely with the team and tried to remove the impediments/blockers within the team or due to external dependency.
* Worked with the product owner to get the details of the User story (to Include in the description and acceptance criteria) before the User Story grooming meetings.
* Reviewed the user story acceptance criteria with Product owner and the scrum team before the start of each sprint.
* Worked on the POC for ATDD and TDD implementation in the projects. Worked and monitored the burn down and burn up charts to update the progress of the sprint to Product owner on daily basis.
* Worked closely with scrum team to ensure that all user stories are verified before the end of the sprint and helped the Testing team to Demo the stories. Written the acceptance criteria for the User Stories in Given, When, Then, And Format.
* Reviewed the User Stories in the sprints with scrum team and identified the gaps in the functionality or the Acceptance Criteria. Reviewed Jira test cases developed by testers and suggested or corrected them as required.
* Prepared the Minutes of meetings after retrospective meetings and shares the same with the scrum team and all the stakeholders.
* Prepared the Action items from each retrospective meeting and worked close with the team to close/answer the action items, so that the same won’t be happening in the next sprints.
* Recognized and appreciated scrum team members in the retrospectives for the work done in the sprints.
* Tracking the defects in Rally and communicating them to Dev team and added the defects as per the priority in the sprints.
* Following with the Dev team for the closure of the defects on time or much before the sprint end date based on the priority. Point of contact for the scrum team for the functionality questions and issues.
* Participated in the Production checkouts and releases for all the releases. Helped the testing team with the prior experience of testing knowledge. Worked with the testing team in breaking out the acceptance criteria into +ve and -ve test cases.

**Tools & Technologies:** Agile SCRUM, UML, Power BI, SharePoint, JIRA, Confluence, MS Visio,

**THOMPSON & COMPANY Brooklyn, NY**

**Scrum Master/ Technical Business Analyst** **June 2018 – May 2019**

This project is aimed at building a Wealth Management Platform to connect Accountants, CPA, and Financial advisors. **Responsibilities:**

* Corresponded with the stakeholders to understand the scope of the project and identify business rules; gathered and documented the requirements by applying context free questions, surveys and JAD sessions.
* Created the user requirement specifications and helped convert them to system functionality documents and managed them in Rational Requisite-Pro.
* Provide the technical and project management skills in implementing the enhancements and key functionalities to the existing product.
* Involved in creating Project plan, Cost Benefit analysis, Product Grooming, Sprint Planning, Retrospective, Sprint Demo and Brainstorming sessions.
* Generated the Project level reports and matrices - Velocity Charts to provide the team performance in every sprint, Capacity Planning, Gantt Chart and Work Breakdown Structure.
* Performed documentation and data analysis; mapping, researching and analyzing documents in SPSS, MS Access and SQL for key information, and produced written analysis.
* Worked closely with the QA team during the functionality testing and helped in the user acceptance testing.
* Worked on confluence- Assigned user personal space and provided assistance in using the tool.
* Identified and defined actors, made use cases and grouped them and prepared collaboration diagrams, data flow diagrams, activity diagrams, sequence diagrams, state transition diagrams in MS Visio.
* Expressed requirements through user stories, use cases, process flow. Performed analysis and presented results using SQL, MS Access, Excel.
* Maintained a requirement traceability matrix as linked to code in order to keep the clients and all the teams up-to-date with the current progress of the project.

**Tools & Technologies:** UML, Agile Scrum, MS Office (Word, Access, Excel, Project, PowerPoint, Visio), SQL Server, Power BI, SharePoint, JIRA, Confluence.

**BARCLAYS CAPITAL New Delhi, India**

**Data Analyst/Scrum Master February 2016 - June 2017**

This project involves in implement customer risk assessment in Know You Customer (KYC) process to comply with Anti Money Laundry (AML) regulations, including data processing, information verification, workflow and process design, risk assessment modeling, to help the bank understand the Inherent Money laundering risks posed by customers and make more informed decisions and consistent monitoring on customers risk exposures.

**Responsibilities:**

* Performed as liaison between bank's Anti Money Laundry (AML) team/data scientists and IT system developers.
* Responsible for gathering and analyzing business requirements, designing risk assessment solutions in different stages of KYC process, and assisting in system development/implementation/migration/testing.
* Participated in requirement gathering, data processing, information verification, risk parameter and table creation, workflow and process design, risk scoring and modeling, and function integration.
* Based on the AML regulations, gathered, analyzed and allocated the business requirements in the KYC workflow, including Customer Due Diligence (CDD), Enhanced Due Diligence (EDD), and continuous monitoring of customers, by conducting document analysis, brainstorming, personal interviews, and e-mail survey.
* Detailed the user stories in different stages of the KYC process, including Deployment Initiation, Real Time Account On-boarding, Account On-boarding, and Re-review.
* Designed the risk assessment solutions to Identification of Customers, Identification of Interested Parties, Customer Identification Programme (CIP), Watch List Scan, Negative News Search, Other Parameters of the Risk Models, and Determination of the Customer's Effective Risk (CER).
* Completed in-depth analysis of the matching logic and take steps for optimization and tuning of the process to determine the optimum threshold level, to minimize the false positives.
* Assisted in data profiling and data quality checkup on the data for multiple functions to ensure it met the specified business rules and standards set within the organization.
* Applied performance tuning and optimization of queries, stored procedures, scripts and in-depth analysis of indexes and their tuning in order to improve the overall speed and efficiency of the system.
* Established and documented the Real-Time Account Onboarding Risk Parameters, Rule-based Assessment Model Parameters, Algorithm-based Assessment Model Parameters, and Accelerated Re-Review Rules.
* Supported in building the Rule-based and Algorithm-based Assessment Models to quantify Real-Time Account On-boarding Risk (RAOR).
* Explained the risk assessment process and models to developers, and helped with the application development, system integration and migration.
* Conducted regular review of the Function and Technical Specifications to reflect the latest changes and enhancements to the product owner.
* Guided the users to finish the user acceptance test and provided advice or solutions to the existing or possible risks and issues.

**Tools & Technologies:** Agile SCRUM, UML, MS Word 2007, MS Excel 2007, MS Project 2007, MS PowerPoint 2007, MS Visio,

**HDFC BANK New Delhi, India**

**Business Data Analyst October 2014 - December 2015**

The scope of the project was to implement NICE Actimize (SAM/CDD) solutions according to the requirements of the AML operations of HDFC bank. It involved execution of various AML scenarios with respect to structuring of the cash deposits, cash intensive businesses, trade-based laundering, shell companies and trusts, round tripping, Deposits through casino winnings, Fictional Loans. The core objective of the project was to prepare CTR and SARs as per the AML compliance requirements.

**Responsibilities:**

* Understood the AML compliance requirements by interacting with compliance department, and SMEs.
* Lead the team in requirement gathering and managing the requirements using JIRA, which included questionnaires, interviews, brainstorms and meetings with stakeholders, Business users, and compliance department and SMEs.
* Studied the existing KYC/CIP system and prepared the test data for the CDD and EDD based on the inputs.
* Created the data mapping from the transactional data to the Actimize tool.
* Prepared the reporting formats for the regulatory filings for internal use and helped the Actimize team to produce the SAR reports.
* Performed testing on generation of compliance reports (SAR/ CTR) to the regulatory agencies and internal systems
* Understood the business logic, User requirements and test-objectives to develop test plans, test cases, and test case execution using HPQC.
* Participated in Defect-Review meetings with developers, QAs, managers and suggested enhancements to the existed application from business perspectives.
* Conducted UAT to make sure that all the user requirements are catered by the application.

**Tools & Technologies:** Agile SCRUM, UML, MS Word 2007, MS Excel 2007, MS Project 2007, MS PowerPoint 2007

**BLACK BUTTERFLY WEB DESIGNER PVT. LTD New Delhi, India
Business Analyst & Project Manager June 2013 – Aug 2014**

**Responsibilities:**

* Planned and tracked financial & wealth resources and establish a structured approval process using Siebel MRM
* Replaced the hospital's existing system with the TriZetto® Facets® core administration platform for more cost-efficient processing
* Lead the development and client service team of four creative and technical people; we were responsible for client service, documentation of the business process, software development, and testing, for approximately 200 companies.
* Executed advertising campaign on Amazon India, which generated a wealth of over $1M at a 2% cost of sales.
* Documented and wrote content for the supply chain, customer support team, operations, advertising campaigns, and product development for the e-commerce division of the company.

**EDUCATION**

**Massachusetts Institute of Technology (ONLINE)**  **Boston, Massachusetts**

Micro Masters - Statistics and Data Science **February 2021 - May 2022
Relevant Coursework** Probability; Machine Learning with Python; Fundamentals of Statistics; Data Analysis: Statistical Modeling and Computation in Applications **Pace University, Lubin School of Business**  **New York, NY**

MBA - Financial Management & Information System - **CGPA: 3.75 September 2017 - May 2020
Relevant Coursework** Business Analytics, Database Management Systems, Project & Change Management, Corporate Finance
 **Deen Bandhu Chotu Ram University Murthal, India**
Bachelor of Technology – **CGPA: 7.47/10** **August 2009 - May 2013**

**CERTIFICATIONS & MEMBERSHIP**

**Project Management Principle:** by Project Management Institute – PMI (December 2020)  **Certified SCRUM Master:** by SCRUM Alliance (April 2020)
**SAFe Scrum Master** by Scaled Agile (May 2020)
**SAS Programming for R users** by Jordan Bakerman on LinkedIn Learning (January 2019)

**R Programming language** by Barton Poulson on LinkedIn Learning (January 2019)

**Bloomberg Market Concepts** by Bloomberg for Education (15 April 2018)