TECHNICAL SUMMARY

*Over 13 years of strong IT experience in Business Analysis, Project Management and User Acceptance Testing. Experience in requirement gathering, prepare Business Requirement documentation, liaison with Business process owners and Technology teams, preparation and execution of test cases and conduct UAT.*

* Expert in project and product management
* Certified in Agile methodologies - Certified Scrum Product Owner, Certified Scrum Master
* Align and drive product direction with customers, business partners, leadership and other stakeholders
* Implement industry best practices
* Lead projects and mentor other members of team
* Responsible to improve processes
* Develop and manage cross functional stakeholders
* Apply diligence while being proactive
* Collaborate with teams to discuss and resolve issues
* Create reports and documentation using PowerPoint, Excel, Tableau, Office
* Demonstrate and train internal teams on product
* Handle tasks with competing priorities
* Strong initiative; self-starter; self-directed; ability to multi-task
* Excellent analytical and problem determination skills
* Innovative, Optimistic, Adaptable, Detailed and Result oriented professional with excellent communication and interpersonal skills
* Technical background with knowledge of SDLC process
* Foundational understanding of information security and cyber security operations

Education

Bachelors of Science in Computer Science, Bangalore University, India

**Diploma in Computer Programming,** Middlesex County College, NJ

**Certified Scrum Product Owner, CSM**

**MBA – University of Phoenix**

Project Experience

Charles Schwab Jan 2018 – Current ( Sr. Business Analyst)

Key Achievements:

* Member of Product Owner team working on Business Analyst on GRC product
* Drive complex projects to automate key processes
* Create templates and contributed to Agile implementation of GRC BAU and projects
* Successfully lead implementation of Archer projects (Risk, Vendor, Compliance, Enterprise, Incident Management, using Agile methodology
* Establish and communicate Agile process, delivery amongst stakeholders
* Articulate clear requirements, document user stories in Jira
* Manage story backlogs for different solutions within GRC
* Work with information security process owners and technology developers to support the implementation of new and existing functionality
* Liaison with peers and technology group to provide insight into customer requirements during the development process
* Create, manage reports and dashboards to provide both end users and executives with meaningful insight into key business processes and data
* Develop functional system documentation, data, activity & flow diagrams, data mappings, wire frames when required
* Manage responses and extract data for Archer related inquiries from audit, regulatory, leadership, businesses, subsidiaries, teams, and partners
* Assist business process owners with the creation of detailed UAT test scripts, designed to ensure that all requirements have been successfully designed and built
* Assist business process owners with the performance of UAT testing in the Archer quality assurance environment
* Create training material and conduct training sessions designed to educate both end users and executives of newly deployed functionality
* Create communication material and conduct awareness activities to inform end users of upcoming technology changes and new business processes deployed

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| GM Financial – Arlington, TX | JUN 2014 – JUN 2017 |

**Key Achievements:**

* Lead efforts towards successful implementation of Enterprise Policy Management, Incident Management, Business Continuity, Legal Management
* Governance, Risk projects benefitted the company in measuring and taking precautions against risks, providing centralized platform for policy administration, track and store BCM data
* Key contributor in transformation of Waterfall to Agile methodology for Enterprise digital projects
* Contributed towards integration of legacy projects while moving away from AS400 to Fiserv platform
* Responsible to gather and document requirements, technical specifications
* Used tools like JIRA, TFS, HP ALM, SharePoint to document user stories, product backlogs, defects
* Coordinate and Conduct user acceptance of deliverables with large teams
* Train and mentor other members of the team

**Environment:** TFS, SharePoint, SQL, GRC Archer, Windows word, excel, PowerPoint, Visio, .net, XML, JavaScript, Adobe Professional, Adobe Reader, HP ALM, JIRA

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| Commvault – NJ, USA | Apr 2013 – Oct 2013 |

**Key Achievements:**

* Develop requirements for new systems and enhancements to existing systems to ensure the system design fits the needs of the users
* Knowledge of waterfall methodology and agile
* Liaison with business to gather requirements for projects
* Review requirements with development team
* Act as project coordinator
* Review technical documents and propose changes or solutions
* Develop processes to ensure delivery of high-quality product
* Document proposed solutions, production issues and defects
* Prepare and execute test cases
* Hands on testing experience of user interfaces
* Good knowledge of SharePoint workflows
* Establish in-house ticketing/ defect tracking system using SharePoint
* Delegate problems that require additional clarification and resolution to appropriate system engineer, developer or vendor
* Maintain and track vendor turnaround times and process metrics
* Follow and foster guidelines and best practices in quality control
* Direct and Lead Status calls and defect meeting for execution status and defect triaging
* Ability to provide effective status reports and escalates issues and risks on time

**Environment:** SharePoint, Articulate, Flash, Windows 7, Windows word, excel, PowerPoint, Visio, ASP.net, XML, JavaScript, Adobe Professional and Distiller, Adobe Reader.

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| AIG Chartis Insurance – NJ, USA | Jun 2010 – Jun 2012 |

**Key Achievements:**

* Contribute the business effort to transform legacy auto insurance projects from AS400 to .net platform through successful delivery of multiple product development and enhancement projects
* This strategy has hugely benefitted the operations team reducing training time and led to the implementation of different sections of insurance business using Agile methodology
* Role included requirement gathering, documentation, execution, bug reports and analysis, Communication with business and team members and Support UAT
* Contributed to mobile applications for the Insurance group
* Define and document business needs and objectives
* Decompose high level documents into detailed requirements
* Conduct requirement gathering sessions with business leads
* Conduct and assist in user acceptance test
* Conduct training sessions for end users
* Worked on AS400 system, HP QC, SharePoint, Microsoft Word, PowerPoint, Excel

**Environment:** Quality Center, AS400, Windows word, excel, PowerPoint, Visio, Toad, SQL Developer, VB,.net, XML, JavaScript, JDBC, ASP, EJB, PHP, Perl, J2EE, Adobe Professional and Distiller, Adobe Reader, Delphi, Sql Server, IBM Filenet, HTTP SOAP, PHP, SQL Scripting, MYSQL, Websphere, Crystal Report Web 2.0, Oracle 10G, Sybase ,MS Sql server, Web sphere, Web Logic, Windows XP

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| CNA Insurance – NJ, USA | Jun 2007 – Dec 2009  Jun 2012 – Mar 2013 |

**Key Achievements:**

* Gather Requirements, conduct requirements gathering sessions, prepare Requirement documentation, screens specifications
* Gather Sign offs from Business team
* Conduct review sessions with Development
* Co-ordinate with on-shore and off-shore team
* Prepare and executed tests scripts
* Experience with SQL queries.
* Support business during User Acceptance Testing (UAT)
* Conduct training for new team members. Guide them on best practices
* Interact with Business for any new or changing programs to produce requisite specifications. Resolve bugs with Development
* Also performed as quality Analyst, created test scenarios, test cases. Used HP Quality Center. Used Serena Team track for defect tracking**.**
* Assist in the planning, creation, and control of the test environments
* Ensure testing commitments are met and communicate potential impacts and risks to Test Lead
* Update and test release installation procedures
* Attend Production Defect meetings to understand Business problem

**Environment**: Quality Center, Filenet, Oracle, QTP, Serena Teamtrack, Pega systems, Test Director, Windows word, excel, PowerPoint, Visio, Toad, SQL Developer, VB,.net, XML, JavaScript, JDBC, ASP, EJB, PHP, Perl, J2EE, Adobe Lifecycle, Adobe Professional and Distiller, Adobe Reader, Delphi, Sql Server, IBM Filenet, HTTP SOAP, PHP, SQL Scripting, SQL Server, Websphere, Web 2.0, Sybase ,MS Sql server, Web sphere, Web Logic, Windows XP, Citrix.

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| Career Vision – NY, USA (Employee) | Dec 2003 – Jun 2004 |

Worked as a Business Analyst for an online marketing company that maintains and develops several websites

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| Scanbuy – NY, USA (Intern) | Nov 2002 – Feb 2003 |

Worked as a Document Specialist Intern in Scanbuy Technologies for the Retail-Tracker project. The application used Barcode-capture technology to provide inventory/purchase solution to scan and track items for retail industry.

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| St John’s Bread & Life – NY, USA (Intern) | Sep 2002 – Dec 2002 |

St John’s Bread & Life is an organization involved in the social programs for the community.

Worked as a Programmer Analyst Intern for a large Warehouse and Distribution System. This system maintains stock availability and its distribution to their accounts with the company.

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| Hewlett Packard – Bangalore, India (Employee) | Jun 1999 – Oct 1999 |

Worked as member of the support team on HP’s Medical Equipment devices.

Technical Skills

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| Testing Tools | Quality Center, Test Director, Bugzilla, Serena Teamtrack, QTP |
| Languages | SQL scripting, C++, JAVA, SQL, Visual Basic 6.0, C, HTML,SOAP |
| Web Technologies | JavaScript, JDBC, ASP, EJB, CORBA, XML, ASP,PHP |
| Web Server | Web Logic 7.0, Apache, Web Server 3.5,4.0,5.0 |
| Databases | Oracle 11g/10/8i/9i, SQL Server ,MS Access |
| Operating Systems | Windows XP, 2000, NT4.0, UNIX, HP/Solaris, Linux, DOS |
| Version Control | Rational Rose, Clear Case, PVCS |