**Vaibhav M**

**Sr. Product Owner/Scrum Master/ IT Business Analyst 732 802 7004**

**Summary**

Professional with several years of experience working with diverse teams across the technological industry. Hands-on experience in various cutting-edge technologies such as **Amazon Web Services (AWS)** and CRM such as **Salesforce**

* Qualified **IT Business Analyst** with 8+ years of experience in the industry.
* Specialization in developing and executing IT and business strategies for **Lean manufacturing, Value chain streamlining, SKU Rationalization**, **Demand Forecasting** and supply chain optimization processes like **warehouse-slotting, route planning** and **vendor analysis** and **Customer Relationship Management**
* Proficient in Microsoft Office Suite including Excel, Word, PowerPoint and Visio
* Demonstrated expertise in **translating user requirements** into **System Specifications** and mapping the process design for **SDLC (Software development Lifecycle)** with documenting and managing business requirements
* Worked and exposed to various **Agile-lean** and **traditional software development environments** and **methodologies** including **Agile-scrum, Waterfall-Scrum hybrid, Waterfall, Scrum ban, SAFe, Extreme Programming (XP) and Spiral**
* Excellent liaison and fluent communicator with **Business Users**, **Key Business Stakeholders, Subject Matter Experts (SMEs)**, **Project Managers, Scrum Master, Testers, Developers, Architects and Deployment Analysts**
* Conducted detailed project analyses such as **Business Processes analysis**, **GAP analysis (AS-IS & TO-BE), risk review & assessment, Impact assessment, Cause and effect analysis (root cause analysis), Effort estimation, maintenance of risk register, Cost-Benefit analysis, Ad-hoc, SWOT analysis & Feasibility study**
* Well versed with **Requirements Elicitation Techniques** like **Brainstorming, JAD sessions, Job shadowing, Survey/Questionnaire, One-To-One Interviews, Prototyping, Requirements Workshop & Focused Group Sessions**
* Proficiency in documenting artefacts such as **Business, functional and systems Requirements Document**
* Experienced increating **low-medium fidelity representations** as a part of **wireframing & mock-ups.**
* Extensively used **JIRA/TFS** for managing **User stories** and contributed in Scrum Ceremonies like **Release Planning, Backlog grooming, Sprint Planning, Sprint Review and Retrospective** also assisted in choosing prioritizing techniques like **Moscow, KANO** and estimating techniques like **Agile Poker, T-shirt Sizing and RMV**
* Designed **use case diagrams, activity, sequence diagrams** to give a better understanding of the business processes
* Created use cases considering parameters like **triggers, pre-conditions, post-conditions, alternative flow, exception flow, special requirements, normal flow/ happy path and various business rules**
* Experience with Microsoft development platforms and **Team Foundation Server (TFS)**
* Assisted programmers towards techniques like **TDD (Test Driven Development), BDD (Behaviour Driven Development) and ACTDD (Acceptance Criteria Test Driven Development)** based on thecertainbusiness needs
* Used **Ms Project** in **Project Management, Scheduling, Allocation of Resources, Gantt-Chart View Creation, WBS (Work Breakdown Structure), Critical Path Analysis, Budgeting, and End-To -End task & Milestone Tracking**
* Used **Tableau** for data visualization and identified KPI’s. Designed **Interactive Dashboards** and created **Stories.**
* Assistedweb-developers by using **HTML5** and **CSS** to assist in creation **static web pages** to gain clarity on **UI**
* Efficient in handling **change requests** and assessing change requests through **impact analysis** on triple constraints
* Experienced in creating **conceptual and logical data models** that captures data flows and elements
* Well versed in creating **Data Flow Diagram, Entity Relationship diagram, for database modelling**
* Good knowledge in implementation of dimensional data modelling (**Star & Snowflake schema**), Dimensions, Facts data modelling & **OLAP (MOLAP & ROLAP)**, Data **aggregation**, Data **mapping**, Data **integration**
* Performed **OLAP operations** such as **slicing, dicing, roll-up, drill down, pivoting (transpose) and summarization**
* Performed **ETL process** for transformation of data sources into one integrated system (Transformation performed include **Sorter, Filter, Source Analyzer, Aggregator, Joiner, Lookup, Stored Procedures, Expression and Router)**
* Skilled in performing **SQL queries** like **select, update, delete, create, alter, drop, joins** etc using MY SQL WB
* Understanding of **request** to the web service, to specify **REST API, CRUD operations** having HTTP verbs on **GET, POST, PUT & DELETE** on application layer that utilized **POSTMAN** as the powerful **HTTP client** to test web services
* Helped with documentation and testing of **SOAP** and **RESTful APIs.** Created **API Documentation** using **Postman**
* Experienced in **Black Box, Manual, System, Performance, Load, Stress, Regression, Automated, Functional, Non-Functional, UAT, Smoke and Sanity Testing** of applications with knowledge on **Software Testing Lifecycle** by creating **Test plan, Test Scripts, Test cases, Test Scenarios, Test reports and Requirements Traceability Matrices**
* Managed **Traceability matrix** to trace **Business requirements, functional requirements, risk register and test cases**
* Sound knowledge of **Relational Database Management System (RDBMS), Object-oriented programming, Business Process Re-Engineering, & Business Intelligence tools** such as **Power BI, Polaris & Tableau** for reporting needs
* Created, maintained and described the **Scrum Product Backlog items**, and **prioritized** them to achieve project goals
* Experienced with **issue creation** and **resolution** using **Atlassian JIRA.** Created **User Stories, Spikes** and **bugs** as **tickets** in **JIRA** and ensured that the created **tickets** were resolved
* Took part in **breaking down, sizing of stories, prioritizing, tasking and distributing** the requirements within SCRUM
* Created **User stories** (by **SMART & INVEST techniques**) and **acceptance criteria (list method or Given-When-Then method)** for an iterative and developmental model of application with the help of **Scrum Master & Product Owners**
* Helpedcapture and document various metrics including **Burn-Up Charts, Burn-Down Charts, Project Velocity Charts, Release Charts,** and **User Story workload Charts** for the project and for individual **sprints**
* Participated in **Sprint Planning (WHAT & HOW meeting), Daily Stand Up, Sprint Execution, Sprint Review & Sprint Retrospective Meetings**, and followed disciplined SCRUM framework, guidelines and rules for successful releases.

**Tools & Technologies**

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| **Categories** | **List of Technology/Tools used** |
| **SDLC Methods** | Waterfall, Scrum, SAFe, Custom-Agile (Water-Scrum-Fall), Scrumban, Agile 2.0, XP |
| **Project Management, Business tools** | MS Project, MS SharePoint, MS PowerPoint, MS Access, MS OneNote, MS Outlook, MS Publisher, MS Visio, MS TFS, Atlassian JIRA, HP ALM, Confluence, Rally  |
| **Testing** | HP ALM, HP LoadRunner, Cucumber, POSTMAN, Swagger (Open API 3.0) |
| **Web services** | SOAP API, RESTful API, XML, JSON, IBM WebSphere, Amazon Web Service (AWS) |
| **Database Tools** | Microsoft SQL SMS (Server Management Studio), MySQL |
| **Reporting Tools** | QlikView, Power BI, Polaris, Tableau |
| **Technologies (CRM/ERP/ETL)** | Informatica PowerCenter, Salesforce Marketing cloud, SF Lightning, SF Service cloud |
| **Wireframes, mockups** | Lucid Charts, Draw.io, Balsamiq, MS Visio, Paint |

**Project 1**

**Liberty Mutual, Dover NH January 2020 – Present**

**Product Owner/Scrum Master**

The project was focused on developing and maintaining Loss Data Warehouse which housed all the claims and loss related information. This included generating Daily, Weekly, Monthly, Quarterly and Ad-hoc reports for over 50+ downstream consumers. Supporting any prod/non-prod abends and helping L1/L2 teams if needed.

* Author requirements and user stories for product features working with stakeholders (both internal and external) as needed ensuring that stakeholder and market needs are met.
* Executes responsibilities with an understanding of the product vision, strategic objectives, and priorities
* Lead PI Planning and Iteration planning sessions along with the rest of the development team.
* Lead system demos for demonstration of various features that were implemented in the application.
* Coaching teams to effectively use Agile tools such as JIRA, Pivotal tracker
* Coached Agile practices and encouraged adaptation and iteration having an environment that fosters SAFe/XP
* Fine-tuned Agile processes to deliver successfully within the corporate culture
* Using LEAN concepts helped product owner understand Value driven iterations which helped business at an Enterprise level MOSCOW
* Translate high-level strategy & product direction into features, epics and user stories; prioritize in the product backlog for selection for sprint backlog
* Coordinated with BA’s of other development teams for system demonstrations and release train planning meetings.
* Assisted team and program with CI/CD/ROD (Continuous Integration, Continuous Development and Release on Demand), interacting with the program manager to ensure deliverables were achieved on time.
* Prioritize the backlog according to business value and stakeholder input
* Identify product release content and timeline
* Convey the vision and goal at the beginning of every release and sprint to Development Teams
* Work directly with other product owners, system engineers, program managers, developers, testers, and customers to define features and technical user stories.
* Support an Agile Software Development process, working in conjunction with end users / stakeholders and technical delivery team.
* Work closely with counterparts in Product Management to align on the vision, program backlog, and roadmap.
* Acting as stakeholder of specific product backlog items, work closely with development teams to ensure the output to be aligned with expectations
* Being the voice of the customer and providing a business perspective on value during day-to-day development
* Accurately provided agile metrics to help maintain Quality, Cost and Time under control.

**Project 2**

**UPS Supply Chain Solutions Inc., Alpharetta GA June 2019 – January 2020**

**Sr. Business Systems Analyst/Scrum Master**

The project was focused on providing world class sales service for UPS customers. This included redesigning the whole customer request management system and integrating it to one single platform DRIVE (SFDC). UPS DRIVE is the customer relationship management (CRM) tool for UPS Sales & Solutions. It will help sales professionals effectively manage Accounts and pursue Opportunities. UPS DRIVE is equipped with tools for sales resources to strategize, plan and record sales activities; and guided selling content and value bundles to support coaching and sales acumen development.

**Responsibilities:**

* **Interviewed** Subject Matter Experts and to develop a thorough understanding of business processes & analysed the **supply chain** to aid **Business Process Improvements** and analyse the process design
* Extensively used **Microsoft TFS** for converting requirements to **User stories**, assisted the Product Owner in writing **acceptance criteria** and framing **Definition of Done (DOD)** for the **PSPI** that was presented to the users
* Worked closely with the technical team to convert the **functional requirements** into **technical specifications** like **Prototypes**, **Graphical User Interface (GUI)** and **User Interface (UI)** **mock-ups** using **Balsamiq**
* Translated changes to **business** & **functional requirements** for the service and marketing cloud in **SFDC CRM**
* Facilitated **Joint Application Development (JAD)** for identifying existing system, current business process, methods to identify deficiencies, areas for improvement & enhancements that can be applied to the system
* Designed a **Value Stream** map on the entire business process to identify the valuable parts of the system and to reduce waste
* Added new **custom objects**, **assigned fields**, designed **page layouts**, **custom tabs** & **custom reports**
* Assisted the **Mulesoft** architect to create the **API Design Document** and validate the final process flow
* Created **Use Case diagrams, Use Case Templates** and **process flow diagrams** using **MS Visio** for both systems
* Performed **CRUD** operations on **SQL** & **stored procedures** using **SELECT & JOIN** for drill downs to pull data while being actively involved in reading data from varied file types, created standard and ad-hoc reports using SQL, generating delimited files and SQL script to load data into SQL tables
* Facilitated meetings with Salesforce Admin, Developers and Architect to determine the data that should be integrated into **Salesforce platform,** as it was used for powerful data integration of **OMS** and **IMS**
* Maintain clear and **detailed integration requirement specifications**, ensuring the design is of the most efficient streamlined flow that ensures there will be no inadequacies and no redundancies for the system
* Created API documentation using **Swagger** and communicated it with the developers to serve as a **POC**
* Generated the related company procedures and training materials for current and new employees. Providing hands on **Agile PLM training**
* Assisted creation of **Test Cases, Test Scripts, Test Plans**, **Test Scenarios,** and updated **Requirements Traceability Matrix**
* Conducted **User Acceptance Testing (UAT)** and actively participated and facilitated end to end testing of the system using Runtime Manager with the help of QA and the entire testing team and delivered the product
* Responsible for designing the **Review Sessions** with the end user and other business stakeholders

**Environment:** Agile, MS Visio, Salesforce **CRM**, Office 365, Microsoft TFS, Web Services, SOA, Bulk API, REST, Balsamiq, MS Office Suite (MS word, MS Excel, PowerPoint), Selenium

**Project 3**

**Kroger June 2018 – May 2019**

**Business Systems Analyst**

**(Charlotte, NC)**

**Summary:** Implementation of a digital coupon system utilizing Sales force marketing cloud and salesforce Einstein, to access online and offline consumer data, POS (point of sale) data and therefore segment audience types and deliver an immense amount of emails to include personalised, localized offers with an end focus to increase customer engagement and loyalty. The development of this approach also led to have a Pilot project by integrating with Salesforce commerce cloud to manage inventory using MuleSoft

**Responsibilities**

* Analyzed business requirements and assisted developer to implement them to Salesforce Lightning framework
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and using other Platform based technologies like Visual Force and performed feasibility analysis for integrating commerce cloud to gain deep insight of inventory management
* documented functional/technical specifications for on-and offshore development teams, configured Salesforce declaratively, troubleshot Apex errors and updated classes/triggers, responded to User Acceptance Test feedback
* Worked with developers on the Approved Email templates to add the AMP Script according to the business req.
* Assisted in creating Microsite landing page of unsubscribe page & made sure the triggered emails are configured
* Possess working knowledge of Agile concepts such as continuous development and deployment, TDD & BDD
* Maintained defects by prioritizing them against the backlog items and tracked them till completion using JIRA
* Assisted the Scrum Master in the producing the Burn-Up & Burn-Down Charts and updating them when required
* Generated Dynamic Reports with the help of Tableau for visualization of dashboard data for customer conversion
* Used Sales Force Automation for Lead, Account and Contact Management, POS data and Approvals and Workflow
* Created data flow and process flow diagrams to facilitate better system understanding of customer segmentation
* Collaborated with team members to provide and maintain documentation of high-level process flow & reports
* Involved in Conceptual, Logical data model, database schema design, metadata documentation
* Assisted in Performing Smoke testing, White-Black box testing, Functional Testing, Regression Testing and UAT

**Environment:** SFDC, Salesforce Lightning, marketing cloud, SF Einstein, Commerce cloud, JIRA v 7.2.x, Tableau v 10.3.3, POSTMAN v 4.11.1

**Project 4**

**SunTrust Bank, Atlanta GA September 2017 – April 2018**

**Sr. Business Systems Analyst**

SunTrust offers a diversified range of residential mortgage financing solutions. The project entailed implementing a custom designed Loan Origination System (LOS) by replacing the existing Loan Processing system to support the loan application processing needs of the firm. The project provided SunTrust with company’s newest industry-leading digital capability, which was a simple, guided solution that enables consumers to complete a mortgage application through its mobile banking app or online, either independently or with integrated personal assistance from a lending specialist.

**Responsibilities:**

* Worked with Business users and technical team for requirements gathering, facilitation of business process discussions, solutions design, configuration, documentation, testing, user support and User Acceptance Testing (UAT)
* Conducted Gap analysis and Cost benefit analysis to determine the effects & performance of new features
* Created Business Requirement Document (BRD) and estimated requirements and also created wireframes and mock-ups for visual representation & management discussions using Balsamiq
* Participated in brainstorming sessions for development of a mobile application to supplement the pre-existing computer based and web-based applications, facilitating the session and documenting elicited requirements.
* Worked with compliance team to understand the compliance requirements demanded by the new application for the Dodd Frank Mortgage Compliances, SOX compliances and the Home Ownership and Equity Protection Act.
* Supported in creation of User stories & Acceptance Criteria along with Product owner for Sprint releases
* Introspected on and created Use Cases and Use Case diagrams to help understand the use of the system. Created UML Diagrams in MS Visio to better understand the sequence of a customer’s interaction with the system.
* Assisted in practices such as Behaviour driven development (BDD) by writing test cases in Gherkins using cucumber
* Used SQL queries like select, insert, update, count, join, update, delete for data Analysis, retrieval, validation & modification on loan application data to get insights about type of customers applying for mortgage, average number of customers applying, application process status and so forth.
* Reported and assessed application defects, user issues and resolution status using JIRA Bug Tracking software.
* Developed Conceptual and Logical data models that capture data elements and data flows using ERWIN
* Created end to end Data Flow Diagram, Entity Relation diagram for database modelling using MS Visio
* Created data mapping document for the identified sources such as Customer, Loan Product, Loan Application etc.
* Created auto scaling groups in EC2 instances, Hosting of applications with the Amazon Web Services Cloud.
* Worked on AWS Cloud platform and its features which includes EC2, RDS, EMR, Amazon Cognito, S3 and IAM
* Assisted with definition of AWS Lambda functions for seamless computing and integration with each addition of new data to the Amazon S3 (Simple Storage Service) and the AWS Redshift data warehouse.
* Assisted the API teams for Implementation of electronic signature with DocuSign.
* Participated in the writing of Acceptance Criteria, test plans, and test cases for user stories. Assisted the testing/Quality Assurance (QA) team with documentation of test results and maintenance of bugs and issue report
* Co-ordinated and prioritized outstanding defects and system requests based on business & support requirements
* Managed Requirement Traceability matrix to trace Business Requirements, Functional Requirements and test Cases
* Used Web methods of GET, POST, DELETE & PUT for testing API endpoints and validated the response, response time & error code by executing HTTP requests using POSTMAN, to ensure that API aligns with expectations
* Performed User Acceptance Testing of the newly developed system

**Environment:** Agile Scrum, Confluence 6.7, Ms Visio, Ms Excel, Amazon Simple Storage Service, Amazon Web Services Redshift, Amazon Web Services Lambda, RESTful API, XML, JSON, POSTMAN (5.2.1), Balsamiq mock-ups, Informatica power centre 9.6, JIRA v7.9x, Cucumber v3.1.0

**Project 5**

**Deutsche Bank, New York City, NY March 2016 – July 2017**

**Business Analyst I**

Redesign of existing loan servicing systems using the PEGA platform the existing loan-servicing system was redesigned to add various new features that were easier to access for the customer, using a mobile application. Customers can view and set up payment reminders, set up automatic payments, view payment histories and loan balances and contact the customer. Added new features for delinquency management for bank officers.

**Responsibilities:**

* Worked in a SAFe environment under a SCRUM Team, on a program with two to three other development teams.
* Participated in PI Planning and Iteration planning sessions along with the rest of the development team.
* Participated in system demos for demonstration of various features that were implemented in the application.
* Assisted product owner in product backlog refinement, helping prioritize and estimate user stories in the backlog.
* Coordinated with BA’s of other development teams for system demonstrations and release train planning meetings.
* Assisted team and program with CI/CD/ROD (Continuous Integration, Continuous Development and Release on Demand), interacting with the program manager to ensure deliverables were achieved on time.
* Worked at the team and program levels to ensure principles of DevOps were implemented.
* Interacted with business owners for elicitation of user stories. Facilitated application design brainstorming sessions to ascertain various business needs, converting them into iteration ready epics and user stories.
* Assisted with documentation and construction of application prototypes as a foundation for further development.
* Assisted the product owner and business users in determining business rules for the newly developed application.
* Created, allocated, modified and closed out tickets created using JIRA, for assisting with project management.
* Assisted the design team in constructing user journeys by means of creating mock-ups and wireframe diagrams.
* Worked with the PEGA suite of tools to help design the web and mobile application platforms.
* Assisted with data cleaning and consolidation to ensure the integrity of the data being used in the application.
* Helped performed user acceptance testing to ensure that stories met with their acceptance criteria.
* Tested and recorded UI interactions and API interactions between the application and the database.

**Environment**: SAFe, Scrum, Pega Systems, Microsoft Office 2013 and SharePoint (2013)

**Project 6**

**Flipkart, Bangalore, IN June 2014 – January 2016**

**Business Analyst**

**Summary :** Focus was to enhance the supply chain activities and encourage business connections among retailer and service providers so as to improve the order processing system, by giving virtual consignment in an e-commerce system, including receiving a request to access on-line catalog for marketplace, receiving a request to set up a virtual consignment of an item, to transfer the offer price from a first party to the consignment and a second party to the consignment, and consequently adding the item to an e-commerce site if the offer price is satisfactory. There is likewise an automated framework to decide retailer's inventory ROP, distinguishing related supplier, creating PO, and transmitting Purchase Order to retailer and the application relies on the SAP ECC, focusing on the sales and distribution module (SD) and the extension of the same CS module (customer services)

**Responsibilities:**

* Created AS-IS & TO-BE processes and integrated them to show one end-to-end business model & process mapping
* Was a point of Contact between Business Stakeholders, remote clients, and technology teams
* Conducted Gap analysis and Cost benefit analysis to determine the effects & performance of new features.
* Conducted JAD session, Questionnaire, one-on-one interviews to collect requirements with Product Owner about privacy levels, inclusion of Supplier system, Retailer system, customer system and related end users
* Estimated requirements and created BRD and Product backlog items (SMART & INVEST techniques to break down user stories), supported in creation of User stories & Acceptance Criteria along with Product owner for Sprint releases and involved in Sprint Planning, Daily Stand Ups, Execution, Reviews and Retrospective meetings
* Responsible for creating UML Modeling Plans, Use Cases, activity diagrams and sequence diagrams
* Created wireframes & mockup screens using MS Visio to facilitate discussion before designing the UI/UX app
* Analyzed the system using Data Flow Diagrams, Functional Hierarchy & Process Development Diagram
* Managed and monitored requirements by developing Requirement Traceability Matrix against the test cases
* Involved in UAT Test Plan, Test Cases and Test Strategy creation based on the functional and non-functional requirements to maintain RTM, and performed Smoke, Functional and Regression Testing
* Performance & load testing using HP LoadRunner tool to test the enormous load parameters
* Used Atlassian JIRA to maintain and track the requested enhancements and changes of issues
* Acted as proxy scrum master, facilitating all sprint events and sprint reports (Burndown charts, Info radiators)

**Environment:** SAP ECC (SD and CS module), Microsoft Office (Word, PowerPoint, Excel, Access), SSIS, Microsoft Project, REST, JSON Draw.io, Rally (CA technologies), Onetime Data Population, Realtime API, HP LoadRunner, JavaScript, MySQL

**Project 7**

**Make My Trip, Hyderabad, IN June 2012 – March 2014**

**Junior QA Tester**

**Summary:** Testing services covering automation, performance, quality and security testing of mobile application

**Responsibilities:**

* Experience in analysing functional requirements and translate them to test cases
* Extensive experience in testing lifecycle - Test Planning, Test Designing, Test Development, Test Execution, and Test Evaluation for quality assurance.
* Expertise in Functional Testing, Integration Testing, System Testing, GUI Testing, Performance Testing, Smoke Testing, Regression Testing, Database Testing and User Acceptance Testing (UAT)
* Strong experience in application testing methodology such as Agile Scrum
* Proficient in developing, maintaining and executing test cases for different Black Box Testing methodologies

**Academic details**: Bachelor of Engineering (RGPV, Bhopal (M.P.), INDIA)

 Master of Science in Information Technology (WPI, MA)

**Certifications:** Certified **Scrum Master**