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| **AKSHAY JAIN**  **Scrum Master and Sr. Business Analyst**   * Akshayj274@gmail.com   +91 7045329209/  +91 9552038259      ***Targeting assignments in Scrum Master, Business Analysis, and Project Management***  Contact | |
| **Executive Profile**     * Analytical professional with over 6 years of experience in Business Analysis, Scrum Master, Agile practices, Data Analysis, Impact Analysis, Risk Analysis, Requirement Gathering, BRD Documentation, Application analyst, and Oracle database administration. * Experience in Stakeholder management, Vendor management, resource management, Conflict management, and risk management. * Handled multiple project teams as a Scrum Master and implemented Agile and Scrum practices to deliver projects on time and gain customer delight. * Integrated Design Thinking with the business processes to achieve customer delight. * Implemented various ITIL processes that helped in achieving improved teams’ performances and customer satisfaction. * Skilled in mapping business processes, conducting requirement analysis, defining specifications and interacting with clients for resolving concerns. * Worked in Agile processes and Methodologies to improve project deliverables and gain Customer Satisfaction. * Capabilities in conceptualizing and implementing high performance business strategies on a consistent & continual basis. * Skills in analyzing business process set up to identify & eliminate quality snags through realignment/redesigning of processes. * An effective communicator with extensive relationship building and interpersonal skills, analytical, technical, negotiation, presentation and client relationship management skills and always willing to take on new challenges and responsibilities. | **Key Impact Areas:**  **- Scrum Master**  **- Business Analysis**  **- Data Analysis**  **- Vendor Management**  **- Process Consultation**  **- Conflict Management**  **- Client Relationship Management**  **- Stakeholder Management**  **- Oracle Database Administration**  **- Risk Management**  **- Project Delivery**    **Key Skills:**    Communicator **Collaborator**  Intuitive Team Management and Coordination  **Motivator** Client Handling  **IT Skills & Certifications:**   * Certified Professional Scrum Master * ITIL Foundation certified * Diploma in Software testing * Business and Data Analysis * Oracle Database Administration * Microsoft Office and Teams (Excel, Access, Word, & PowerPoint) |
| **Career Timeline**    **Business Analyst and Scrum Master at LTI, Mumbai**  **Sr. Business Analyst and Scrum Master at LTI, Perth (Australia)**  **2017 - 2018**  **2019 – Now**  **Oracle DBA at LTI, Mumbai**  **2015-2017** | **Academic Details:**   * B.E (ETC) from SSEC, Bhilai with 77.2 %. * XII (CBSE) from B.S.P SSS-IV, Bhilai with 72%. * X (CBSE) from B.S.P SSS-IV, Bhilai with 74.2%. |
| **Professional Experience**  **Jan’19- Till date as Scrum Master and Sr. Business Analyst (Location: Perth, Australia)**  **Role:** Scrum Master and Sr. Business Analyst  **Period:**  Jan’19 – Till Date  **Projects:** Sustain Plan, Rostering, Safe Operating Limits, Quintiq Upgrade  **Client:**  Chevron ABU (Australia)  **Tools Used:** Azure DevOps, MS Teams, TOAD, SQL Developer, Kanban, JIRA, Tableau, SNOW, and PowerPoint  **Activities:**   * Coordinated all Scrum Ceremonies including Sprint Planning, Daily Standups, Sprint retrospectives, Sprint review, Sprint Goal, and Release Planning. * Removed impediments for the scrum development team. * Gathering and updating project materials, forecasting, project documentation, business flows, and lessons learned documents. * Coaching and mentoring other Scrum Masters on our program team. Partnering to ensure that our ways of working are consistent across teams. * Develop business architecture using requirements such as scope, processes, alternatives, and risks. * Scheduling and allocating work, providing advice and guidance, and resolving problems to meet technical performance and financial objectives. * Performed risk analysis and created contingency plan for the project. * Bring ideas from professional facilitation, coaching, conflict management, mediation, and so on to help the team become a high-performance team. * Empowered the team to make system and process improvements captured in sprint retrospective meetings. * Lead the team’s efforts towards continuous improvement. * Analyze client’s business requirements and processes through document analysis, interviews, workshops, and workflow analysis. * Communicate client’s business requirements by constructing easy-to-understand data and process models. * Provide input into developing and modifying systems to meet client needs and develop business specifications to support these modifications. * Liaise between business and technical personnel to ensure a mutual understanding of processes and applications. * Achieved 100% data quality as compared to 40% in the past by bringing in new processes. * Coordinating with cross-functional teams, ensuring adherence to strict deadlines and ensuring timely delivery of proposals. * Performed Quintiq application upgrade from version 5.1 to 5.6 and infrastructure upgrade from 2008 to 2016. * Performed Smoke testing, system testing, and IIS setup. * Performed complex application configuration with vendor assistance and help in delivering the project before the projected timeline to achieve customer delight.   **Mar’17- Dec’18 as Business Analyst and Scrum Master (Location: Mumbai, India)**  **Role:** Business Analyst  **Period:**  Mar’17 - Dec’18  **Projects:** Vessel Clearance, Application and Platform Upgrade  **Client:**  Chevron MCBU (USA)  **Tools Used:** JIRA, Kanban, BMC Remedy, TOAD, SQL, Advanced Excel, Word, and Microsoft PowerPoint  **Activities:**   * Saved 5 Million USD by decommissioning all the assets which were on older version of oracle, SQL and Windows. * Translate stakeholder requirements into over 10 different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams. * Coordinated all Scrum Ceremonies including Sprint Planning, Daily Standups, Sprint retrospectives, Sprint review, Sprint Goal, and Release Planning. * Removed impediments for the scrum development team. * Gathering and updating project materials, forecasting, project documentation, business flows, and lessons learned documents. * Coaching and mentoring other Scrum Masters on our program team. Partnering to ensure that our ways of working are consistent across teams. * Evaluate risks related to requirements implementation, testing processes, project communications. * Draft and maintain business requirements and align them with functional and technical requirements. * Communicating with client and/or internal teams to analyze information needs and functional requirements. * Worked as per Agile Methodologies and achieved the targets set by client by having bi-weekly sprints. * Coordinating with cross-functional teams, ensuring adherence to strict deadlines and ensuring timely delivery of proposals.   **Jan’15-Mar’17 as Oracle Database Administrator (Location: Mumbai, India)**  **Role:** Oracle Database Administrator  **Period:**  Jan’15- Mar’17  **Project:** Veolia Water Services, France  **Tools Used:** TOAD, SQL, BMC remedy, MS Office  **Description:** In this project, we have managed and monitored around 40+ critical oracle databases and performed activities like Upgrade, Migration, Patching, Process Improvements, Compliance Management, Backup and Recovery.  **Activities:**   * Provided 24\*7 support for all the Production and Non- Production oracle databases. * Performed upgrade and migration of Oracle databases from oracle 11g to oracle 12c version. * Performed Patching, Backup and Recovery (RAM, expdp and impdp) in oracle 11g databases. * Performed automation of user management tasks to improve database performance to reduce the manual efforts. * Performed oracle RAC management activities and tasks. * Performed Switchover activity as part of quarterly check. * Check the performance of the critical application, research and resolve any potential issues pro-actively. * Implemented and maintained Data guard for the standby oracle databases. * Monitoring oracle databases with tools like OEM, SQL developer, and TOAD. * Performed various deployments and release management activities. | |
| **Key Result Areas:**   * Brought 4 new projects for LTI from Chevron by providing Project consultation and business proposals. * Managed more than 10 teams at a time to perform the decommissioning task in 3 months and achieved customer delight. * Saved around **5 Million USD** by upgrading and then decommissioning all the assets which were on older version of oracle, SQL and Windows. * Adopting scrum and agile fundamentals across teams to deliver products of highest value to the customer. * Ensured that deadlines are met, and error-free deliverables are provided to the Customer from all the vendors involved in Project.     Personal Details  **Date of Birth:** 29th March 1992  **Languages Known:** English, Hindi  **Address:** Pune, Maharashtra | |