

Ganesh Iyer

Address: I/303,Chamunda Garden, 90 feet Road, Dombivli East, Thane. Mumbai

Phone: +91-9819180489

Email: ganesh.iyer1986@gmail.com

PROFESSIONAL SUMMARY

- **PSPO-1,PSM-1, CSM, LOMA FSRI Level 1** certified coupled with overall IT industry rich experience of **12.8 years** in multiple diversified roles as **Product Ownership/Management, Business Analysis, Scrum Master & Quality Assurance-Testing (SIT & UAT)**
 - Experienced to manage end to end business requirements, consult with customers and technology partners to derive best fit solutions, translate the same into implementable specifications, epics, features, stories and drive delivery of the projects
 - Currently working as a **Product Owner cum Senior Business Analyst** since past **4.5 years** on a multiyear initiative driving the program for a US based Company completely out of India
 - Articulate communicator and story teller who can speak people as well technology languages while blending business expertise with interpersonal skills to interact with cross functional teams, stakeholders and end users
 - Served as a **Scrum Master** in the past to help teams achieve value delivery using Agile-Scrum Framework
 - Possess strong experience of working in Scrum, Kanban/Flow metrics model
 - Good facilitation and coaching skills to help teams improve continuously and deliver business values through effective collaborations
 - Good functional and domain knowledge in US Retirement and Property & Casualty (Non-life) Insurance markets
 - Challenge the status quo, always on look out to improve and create new ways of working
-

WORK EXPERIENCE

10/2016 - Till Date

TIAA INDIA GLOBAL BUSINESS SERVICES, Mumbai

Project: Model Transactions(Model-T)

ModelT is a multiphase initiative through which clients have an enhanced digital experience while processing requests over old fashioned paper based model.

Designation: Business Analyst

Role: Product Owner/ Senior Business Analyst (Team size: 9)

Tools: MS Visio, HP-ALM, JIRA, Snag IT, Snipping Tool, SOAP-UI, Tidy Gherkin, MS Office

Responsibilities:

- Conducting research to identify pain points of end users/stakeholders and convert them into new business opportunities, pitch for identified opportunities to Leadership and seek funding
- Act as visionary for new enhancements, epics and responsibly deliver them from cradle to grave
- Conduct Business Grooming Sessions to identify, elicit and refine the requirements
- Work with the UX-Wireframes/Prototype teams to gather early feedback and pivot accordingly
- Analyze/research requirements, translate them effectively into implementable Epics, features and user stories in BDD
- Create Release roadmaps, conduct gap/impact analysis, identify AS IS and WOULD BE states and work on providing best fit solutions to deliver Minimum Viable Product (MVP) with technology partners
- Prioritize, maintain, refine and update the product backlog items periodically as per business value
- Provide support during production & post production/ maintenance phase
- Understand user actions/feedbacks, leverage market and business opportunities for subsequent releases

09/2015 - 10/2016

ALTISOURCE BUSINESS SOLUTIONS PRIVATE LIMITED, Mumbai

Project: REAL Servicing

Mortgage product that automates the entire Real estate loan life cycle (Loan origination, issuance, repayments, default) as a part of Real Estate Owned (REO) Asset Management.

Designation: Senior Software Engineer

Role: Business Analyst/ Scrum Master (Team size: 10)

Tools: Progress 4GL, Open Edge, Citrix, Putty, JIRA, RabbitMQ, Webspeed simulator, SVN, Round Table, Selenium, AutoIT, Jmeter

Responsibilities:

- Attending Requirement analysis, JAD sessions with business unit representing the Business and QA team, understand and sharing them with the team.
- Prepare Project vision, BRD, FDD documents for new requirements
- Analyze the requirements and translate them into Epics, features and user stories in JIRA
- Convey the requirements effectively to the Development teams during story grooming process
- Point of contact between the development and the business teams for any clarifications
- Key facilitator of different scrum ceremonies like Sprint Planning, Daily Scrum, Sprint Review and Sprint Retrospective
- Act as servant leader and a change agent to understand and improve the agile best practices both within the team as well as the organization by conducting trainings, workshops, and working sessions.
- Track Agile metrics like Velocity, Burn down charts and Cumulative Flow Diagrams (CFD), publish to the management/ leadership teams.
- Working with peer scrum masters and Agile Coaches to strive continuously to implement the best practices across the projects to identify and reduce bottlenecks/constraints
- Coaching teams and organizations on relentless self-improvement and uphold the power of Agile and Scrum

04/2012 - 09/2015

Majesco India (formerly Mastek) , Mumbai

Projects: ERIE, Crum & Forster, Country Financial, GWCC, PCIC, - Insurance domain (Property and Casualty-Policy/Billing/Claims)

MajescoMastek STG is a web based standalone product built in Java/Oracle, integrated with the Policy Administration System (PAS). It is responsible for end to end servicing of Insurance policies particularly non-life (Property and Casualty domain) catering to North American clients that includes policy enrollment, billing cycle, endorsement/riders, and claims.

Designation: Senior Test Engineer

Role: Business Analyst/QA Lead (Team size: 15)

Tools: Quality Center, Clear Quest, SOAPUI, SQL*Plus, SQL Developer, Diff Tool, Word/Excel, SVN, QTP, MS Office

Responsibilities:

- Responsible for understanding and eliciting the client requirements and translate them to implementable product level features
- Prepared BRD and FRD documents for new enhancements
- Liaise between the technology team and external clients and drive delivery of the enhancements
- Responsible for implementation of Test plan, test cases and test execution during SIT
- Assisting during UAT checkouts, performing UA Testing using business use cases
- Responsible for communicating with cross functional teams, customers and stakeholders
- Onboard new team members seamlessly by provide them regular KT sessions

10/2011 - 04/2012

ROLTA INDIA LIMITED, Mumbai

Client: Indian Military Services

Project: Rolta 3D View

Rolta 3D view is a desktop based application which enables user to get an overview of the desired location through air, car, walk and Hover. This will be helpful in acquiring information beforehand about forests, terrains, enemy locations and for monitoring and surveillance purposes.

Designation: Senior Executive

Role: Senior Tester (Team size: 5)

Tools: Excel, SQL, Bugzilla, SVN

Responsibilities:

- Setting up and streamlining the overall test process in consultation with the Test Lead.
- Preparing Use cases, Test plan, test cases, execution and defect tracking using Bugzilla
- Implementing new approaches to ensure better quality of product gets delivered

08/2008 - 10/2011

ALCATEL LUCENT MANAGED SOLUTIONS, Mumbai

Client: RELIANCE COMMUNICATIONS

Project: Alarm Management System, DSR Management System

Alarm Management System improves the performance of network by analyzing different alarms generated in the system. It is an integrated fault, time and trouble ticket management tool. DSR Management System is a web based intranet tool used for Comparison, Quality analysis and outage calculation by generating reports on a daily, weekly, monthly or quarterly basis.

Designation: Engineer

Role: Test Engineer/Senior Tester (Team Size: 10)

Tools: HP-ALM

Responsibilities:

- Participate in Sprint Planning, Daily Stand up, Sprint Review and Sprint Retrospective meetings.
- Responsible for QA Environment maintenance activities like code refresh and deployment.
- Responsible for generating virtual users and running load tests using JMeter and analyze performance and latency reports in co-ordination with SMEs.
- Assign task to team members and tracking their progress within the sprint cycle.
- Analyze user stories, create and review test plans, scenarios, test cases and requirement traceability matrices and upload them in JIRA
- Raise as well as review team members defects and track their progress in JIRA
- Perform regression testing on builds before deploying to UAT
- Maintain and send weekly status reports to PMO as well as PM

EDUCATION

- B.E., Electronics, Mumbai University, 2008 with first class- 69% Final, 62% Agg.
- Higher Secondary(12th), 2004, Maharashtra State Board with distinction- 76%
- Senior Secondary(10th), 2002, Maharashtra State Board with distinction- 81%

CERTIFICATIONS AND TRAININGS

- Professional Scrum Product Owner(PSPO-I)(Scrum.org)
- Professional Scrum Master(PSM-I) (Scrum.org)
- Certified Scrum Master (CSM)(ScrumAlliance.org)
- Retirement Domain Certified by Silver Brooks
- ISTQB Certified Foundation Level Testing(CTFL)
- LOMA FSRI Level Certified (SRI 111,SRI 121,SRI 131)
- AINS-21 Certified
- Selenium Level 1 Certification
- Training on automation tools: Selenium, QTP
- Certified course from IBM-Seed InfoTech in Manual and Automation Testing.
- Certified Course from NIIT in D.NET Development Framework and SQL Database.

ACHIEVEMENTS

- "Project of the Year"-2017 Award to the Team
- 'Fire in the Belly' award for contribution to project work in Feb'2015
- Spot award for project work in Dec'2014
- Participated in nter corporate scrabble tournament 2014 at IGATE
- Delivery Excellence Award for the Quarter Jan-Mar'13
- Won Testing Quiz in Mastek during Aug'12
- Actively participated in Scout/Guide and Cadet Corps camps during secondary school.

HOBBIES

- Avid scrabble player
- Reading and writing
- Singing
- Play cricket, carom and chess

**REFERENCES
AND
DECLARATION**

References can be provided on request.

I hereby declare that the particulars furnished above are complete and correct to the best of my knowledge and belief.

Ganesh Iyer.