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Agile Coach [Linkedin](https://www.linkedin.com/in/mohan-sridharan-12b39383/)

* Goal-driven Agile Coach with proven success transforming large organizations. Has experience developing and facilitating workshops and targeted trainings with a focus on portfolio, work decomposition, ticket-based engineering, as well as general agile practices.
* DevOPS automation implementation of across multiple teams with high level of collaboration across the organization.
* Coaches teams to achieve a strong collaborative and interactive team environment. Coaches individuals toward professional growth and interpersonal interactions (including conflict resolution) as needed.
* Experience with onboarding CI/CD pipeline tools (Jenkins, Karate, Bit bucket)
* Skilled in leading IT business transformations and intelligence solution implementation, workflow and process analysis, and alternative analysis to facilitate improved business operations.
* Experience in influencing and managing project teams without formal and direct reporting relationships
* deliver agile training to all stakeholders and team members
* **Specialties**: Facilitating Targeted Team Problem-Solving, Analysis, Briefing, Planning, Procurement, Product/Portfolio Management, Business Process Improvement, Customer Relationship Management, Program Management, Root Cause Analysis, Gap Analysis, Training Development and Execution, Organizational Analysis and Design, Relationship Building, Metrics, Regulatory Reporting, Data Warehousing , Source to Target Mapping, Business Intelligence, Data Analysis

**IT SKILL**

TOOLSJIRA, CONFLUENCE, OpenShift, Kibana, APIgee**,** OBIEE, MYSQL, TOAD, MS OFFICE, MS PROJECT, MS SHAREPOINT, MS VISIO, QC, STAR TEAM, INFRA, ECLIPSE, HP SERVICE MANAGER, JIRA, LOTUS NOTES

METHODS DEVOPS, AGILE (SAFE, SCRUM), SDLC

DATABASE MONGODB, ORACLE, DB2, IMS,

**Achievements**

* Awarded Start award in CGI for successful Devops implementation
* Awarded REMARKABLE certificate by State Farm for my successful implementation of enterprise data center design program within 3months
* Received on the spot award for redesigning Policy Underwriting system in Farmers insurance
* Appreciated by USAA (United Services Automobile Association) business team for timely project implementation although the project had multiple add-ons from its original scope
* Acquired STAR TEAM Award in TCS for successful implementation of legacy replacement application without disrupting the client’s business.
* Successful Project proposal for TCS during my work tenure for Farmer’s Insurance.
* Received On the spot award for my individual contribution in project operations and invoicing for TCS

**PNC Financial Services | Employer – CGI**

**PORTFOLIO transformed into Agile (MAr 2017 to Till Date)**

1. **AML Suspicious Transaction detection SYSTEM -** STX is a third-party application from oracle that automates AML transaction monitoring, allows for the filing of suspicious activity reports (SAR) through the RRS application and provides and AML/Fraud case management system.
2. **CUSTOMER VERFICATION UTILITY** CVU is a third-party application enabling platform from iMETA that verify the client and enables smooth KYC process for PNC. It is cutting edge technology toll which interface with 18 upstream and downstream application. Using the latest technology in the market CVU provides real time customer verification for PNC
3. **CECL IMPLEMENTATION** Regulatory reporting project that dealt with creation of reporting application for FASB reporting. The application creates an Enterprise wide Reserve reporting using OBIEE and Informatica. This reporting system get data from multiple source, integrate the data and generate CECL reports at FASB standard.

**Responsibilities**

* Transformed STX portfolio from waterfall to Agile methodology (converted 8 Waterfall projects into 3 agile crews)
* Identified crews and trained crew members for adapting agile methodology
* Created Roadmap and facilitated delivery planning and release planning.
* Identified and coached internal teams on best practices.
* Guide managers, Scrum Masters and Product Owners to create trust-based environments
* Guide teams through their agile maturation process and deliver working software consistently
* work with teams to define and measure Business Value, Customer Impact and other KPIs
* work with teams to implement automated test build and deployment capabilities
* Lead and provided work direction to Agile project teams to determine project scope, devise and maintain a workable plan, and to develop and deploy the solution in accordance with the needs of the project.
* Served as project communication clearing house for all formal status reporting.
* Developed and maintained all deliverables throughout the lifecycle of releases/sprints/project.
* Assisted in resolving organizational impediments that prevent Agile teams from completing sprint commitments.
* Managed interaction between the Stakeholder and the internal project team to ensure that appropriate relationships exist to produce positive project outcomes
* Ensured Agile metrics are being tracked, monitored them for indications of potential problems and assisted teams to implement solutions to those problems.
* Facilitated team for better creativity and improve the efficiency of the Agile crew
* Responsible for managing the scrum process with the coordination of scrum team in agile methodology.
* Responsible to remove the impediments for the scrum team.
* Organized daily stand-up meetings, facilitate meetings, schedule meetings, demo and decision-making processes in order to ensure quick inspection and proper use of adaptation process.
* Helped product owner to make the product backlogs in good shape and get them ready for the next sprint.
* Responsible to conduct retrospective, Sprint planning and back log refinement meetings.
* Ran agile metrics like Burn down and burn up chart and tracked them for successful sprint delivery.
* Monitored Team KPI and report them to agile transition team.

**STATEFARM INSURANCE | Employer – TCS/HTC**

**LEAD BUSINESS ANALYST (APR 2015 to MAr 2016)**

**Personal Line MODERNIZATION Improve** the customer experience by providing the customer a consistent raw new private passenger quote and purchase process through moving the existing auto quote and purchase products to the new platform. Recompiling Business rules for the policy center to migrate them into Guidewire platform. Redesigning and moving the Eligibility service on the new platform. Builds the foundation for future existing customer strategic direction.

**SENIOR BUSINESS ANALYST (JUN 2012 to FEB 2014)**

**Unified Auto Experience** Unified Auto Experience (UAX) was developed from real-world business intelligence experiences to help our customer have a unified experience policy quote and purchase of Home (fire) insurance through different channels.

**Responsibilities**

* Responsible for leading inception, development, testing, and deployment phases for large-scale enterprise application implementations utilizing J2EE solutions
* Partnered with customers throughout the enterprise/department to analyze their research and information needs to migrate the Existing AQP system into guidewire platform.
* Performed rules extraction from vendor system, Databases to create Business rules in Guidewire policy center.
* Provided consultation on analytic capabilities & external system integration with Guidewire platform.
* Created Business rules in the system using the assessed risks of customer or location.
* Wrote User stories to develop the new Guidewire system using the business logic from existing product model.
* Worked with GUSA/Web developers to implement the business rules, plugin and web services for integration in Guidewire.
* Coordinated with application team and design the create timeline and plan for migration.
* Provided consultation on analytic capabilities and external system integration with Guidewire platform.
* Involved with program management in preparation of the Screen flow diagrams and design
* Created Data flow diagrams, use cases, and Sequence and Class diagrams using Visio.
* Validated understanding of business functionality by the development team, perform user acceptance testing and Code Coverage Analysis.
* Conducted Root Cause Analysis, identify production issues and propose solution to Business.
* Requirements Management and Communication. Assist Offshore team and review deliverables from them.

**FARMERS INSURANCE | Employer – TCS**

**BUSINESS ANALYST/ Data Analyst (MAR 2014 to MAR 2015)**

**FIRE POLICY PROCESSING SYSTEM** Farmers Personal Lines Application Project scope includes developing new insurance products, implementing existing products in new locations to support the business activities of Farmers. The scope also includes to build and enhance components FPPS systems into guidewire platform to support the Home and Umbrella lines of businesses of Farmers Insurance

**Responsibilities**

* Worked throughout the lifecycle of project from requirement to implementation for the following tasks
* Performed analysis in auto underwriting system and collected results to identify the requirement for FPPS product implementation in eastern states especially New York and Florida.
* Analyzed and determined the coverage plan, list of coverages, & their rating factor for Nextgen homeowner (NGHO) product for farmers insurance.
* Brainstormed with Business users and finalized the requirements for various discounts in NGHO product and other existing products
* Designed a prototype for underwriting system to transform the system from vendor application to inhouse web-based application. This enabled cost reduction in servicing the policy.
* Collaborated with the development team and testing team onshore and offshore for successful delivery

**UNITED SERVICES AUTOMOBILE ASSOCIATION | Employer – TCS**

**SME/BUSINESS ANALYST (AUG 2008 to May 2012)**

**POLICY ADMINSTRATION SYSTEM** USAA’s automobile policy system was totally re-engineered from the Legacy to the new online application. This project was designed to get all the details in the online screen. Identify the Risk and place the member in the designated category and calculate the premium according to the coverages selected by the member and MSR. This also allows adding the vehicles in the middle of the policy term make any type of modifications to the policies and browse the information whenever required. The batch jobs were written to migrate the data from the legacy system to the modern system and renew the policy automatically for each term which performs similar functionality of the process which is followed during the issue.

**Responsibilities**

* Coordinated with application team and design the create timeline and plan for migration.
* gather and review requirements after multiple Requirement Brainstorming meetings.
* Created and Reviewed approvals and delivery packages for the project, Maintain Project dashboard in SharePoint.
* Worked with the developers and Ensure the requirements are clearly understood and solve if there are any discrepancies. Identified, analyzed and gathered core data related to Insurance business by examining the database extracted data.
* Conducted interviews with SMEs to define and determine the data for each business line.
* Wrote Use Cases and defined traceability for the requirements.
* Met the development team and the testing team to explain the business requirements and seek feedback.
* Drew process flow diagrams, activity diagrams and use case diagrams by extensively using MS Visio and Rational Rose.Created change request tickets by using Clear Quest.
* Updated requirements based on the change requests.
* Prepared UAT Test plans and conducted UAT testing with the business users.
* Resolved issues by conducting detail analysis of business requirements & their downstream impacts.
* Conducted a thorough analysis on different applications of the requirement implications across business areas.