**SNEHA SUNIL BABUR**

**BUSINESS SYSTEMS ANALYST/Scrum Master**

Contact: +91 9959155683, Email: Sneha\_22188@yahoo.com

**Experience Summary:**

* 12 years of experience in IT industry.
* Currently working as a Business analyst for Micron
* Worked as a Business Systems Consultant for Wells Fargo India.
* Worked as a Business Systems Analyst/Scrum Master for CA technologies now Broadcom
* Excellent at assessing the performance of organizations and individuals to take corrective action or make improvements.
* Experience in Requirements Gathering & Analysis, SDLC and delivery management
* Experience in multiple roles in Maintenance, Support and Development Projects.
* Evangelist of agile/scrum principles and methodology.
* Facilitate learning by conducting sessions, sharing relevant project experience, providing required guidance and clarifying queries.
* Research-oriented, motivated, proactive, self-starter with strong technical, analytical and interpersonal skills. Self-motivated, hardworking and goal-oriented with a high degree of flexibility, resourcefulness and commitment.
* Good people skills ability to communicate effectively and build long lasting/ mutually beneficial relationships. Proactive in taking up additional Responsibilities
* Experience in working on Sales Cloud, Service Cloud & Financial cloud

**Skill Set:**

* Salesforce
* Jira
* Rally
* Microsoft Office
* Visio
* Asure Devops

**Professional Experience:**

**Staff Business Analyst for Micron from October 2021 to date:**

**Team Name**: Business Applications

**Key Responsibilities as a BA:**

* **Dealing with Multiple Applications like CLM, Risk and proposing new solutions to the business**
* **Drafting user stories as needed**
* **Conducting Planning meetings and make sure the requirements are updated with the acceptance criteria**
* **Keeping the Kanban board clean**
* **Engaging in learning new tools for data transfer and vendor applications**

**Business Systems Consultant for Wells Fargo India from Jan 2019 to October 2021**

**Key Responsibilities as a BSC:**

* Worked directly with Product owners, Business initiative consultants, Value stream business analysts, and subject matter experts to capture on business requirements
* Worked in Agile teams to collaborate with stakeholders to define requirements backlog for CRV application in various squads (Card Servicing, training & Data Delivery)
* Take care of user story Creations, User story Grooming, Sizing and Slotting sessions with technical teams, perform end to end validation and also take care of User Story demo to Product Owner.
* Contributed towards Card Servicing functionality Implementation as an offshore BSC collaborating with onshore stake holders.
* Worked to build Customer authentication for branch bankers & Contact center functionalities implementation. Working closely with PO’s, technical and upstream and down-stream integration teams to deliver user stories.

**Business Systems Analyst & Scrum Master for CA technologies from November 2009 -November 2018.**

**(Worked on Sales Cloud, Service Cloud and Partner Communities)**

**Project Name**:

* Partner Quoting
* Partner Lead Distribution
* Rally Integration

**Responsibilities as a BSA in the above projects**

* Contributed in analyzing business processes, eliciting requirements and working closely with business stakeholders to understand their issues & deliver cost-effective solutions leveraging best-of-breed technologies as per requirement
* Maintained healthy relationship with project stakeholders, kept them informed of progress and issues and effectively managed expectations on all project requirements and deliverables
* Coordinated with multiple user teams to discuss system / process related concerns and to map business needs/ project objectives to functional system requirements
* Partnered with developers to automate manual processes, saving time
* Engaging in Business Analysis sessions for understanding client’s business process automation requirements
* Worked with the business transmission team in Scoping/Due Diligence/Consulting Activities
* Extensively worked on Project tracking Tools (Rally) to document Epics, User stories, Risks, defects

**Responsibilities as a Scrum Master**

* Facilitate sprint planning, review and retrospective events at the team level and ensure scrum meetings are correctly carried out
* Ensure that roles & responsibility, objectives, commitment, deliverables and deadline are clearly communicated across department and team members
* Responsible for clear and concise communication to all stakeholders.
* Assist with internal and external communication, improved transparency, and radiated information.
* Identify and escalate impediments by finding the right personnel to remove the impediment
* Maintains relevant metrics to help the team monitor their performance.
* Drives continuous improvement initiatives at the team level.
* Participate in Scrum of Scrums.
* Track and effectively communicate team velocity and sprint/release progress to all affected teams and management.

**Certifications:**

* ITIL V3 Foundation
* Scrum Alliance CSM
* Scrum Alliance Safe 4.5 Certified
* ADM 201 -Salesforce
* PD 1

**Achievements:**

* Worked as an SME for Indirect Sales Team which helped in improving the Partner experience
* Won 5 Above & Beyond Awards for Consistent Performance in Project Delivery
* Drove various initiatives for achieving organizational goals; provided all support to the team using a servant leadership style
* Deputed to New York Head Quarters for attending business meetings

**Educational Synopsis:**

* Commerce graduate – Osmania University 2009
* Intermediate – Narayana Junior college 2006
* SSC – St Francis girls high school 2004

**Personal Details:**

Date of Birth : 2nd June 1989

Languages Known : English, Hindi & Sindhi

Address : Flat No 201, Excellence Apartments, Bhoiguda, Secunderabad

Visa Status : B1 Visa