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| Keya VYas  Atlanta, GA · (404)824-5911  Keyavyas04@gmail.com  H4 EAD card holder |
| Business Analyst/Product Owner Creative, analytical and results-oriented professional with 3+ years of experience involving software project management, product development, process re-engineering, requirement analysis and stakeholder relationships. Areas of expertise  |  |  | | --- | --- | | * Requirement elicitation and analysis * Business Process Improvement * Stakeholder Identification and Engagement * Facilitating workshops/brainstorming and presenting walkthrough sessions * User Acceptance Testing * Wireframing | * Agile project management * Business Process modelling * Gap analysis * Technical documentation * MS Office: Visio, Word, Excel, PowerPoint * ServiceNow/ JIRA * SQL | |

# Experience

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| April 2017 – PresentCareer Pause, Home, Atlanta  * While being ineligible to work as was on a dependent visa after moving to the US as an immigrant embraced the opportunity to give birth and raise a mini human. * Kept my knowledge up to date and enhanced my technical skills and soft skills. * Completed **Business Analysis** Course by Velocity Infosystems. * Certified **PROFESSIONAL SCRUM MASTER I** by SCRUM.ORG. * Freelanced for UserTesting.com, in testing more than 50 websites for **user experience** and submitted detailed reports of the same. * Volunteered as a Business Development Manager at a home business, formulated strategies for **business development, product and services planning, marketing and sales** for the operations.  JUly 2014 – March 2017Java software Developer IBM, INDIA  * Planned the **feature enhancements and website optimizations** that improved the transaction quality and efficiency of 23 interdependent java applications including 10 web services and 8 web applications of **Health Insurance domain.** * Supported other IT departments like Middleware, Mainframe and QA teams as a SME of the applications. * Designed **Context Diagrams** to outline application **scope** and updated the knowledge documents with application constraints, assumptions, dependencies, and exclusions generating opportunities of new enhancements. * Conducted **research of competitor products, end user process observation, surveys and participation based on scenarios**, identified needs for **business process improvement, modelling the current and to-be process flows.** * Translated the products’ **functional and non-functional requirements** into **epics and user stories** and lead **walkthroughs** with the PM, development team and QA team until they derived the technical tasks and deliverables. * Documented **Product backlog** for new features with concise **user stories**, **acceptance criteria** and **test plans**, planned each **Sprint** and monitored the progress on implementation was according to the defined priorities. * Lead frequent **JAD workshops** with the stakeholders to review, refine and **prioritize** the user stories. * Created and ran **SQL** queries to search for data inconsistencies to solve sensitive claims related incidents in downstream Mainframe applications for post-production support. * Performed and documented **root cause analysis** and suggested improvements on existing processes.  December 2013 – April 2014Graduate Engineering Trainee, Azilen Technologies Pvt. Ltd., INDIA  * Worked on implementation of **POC** for **feasibility study** of a .NET solution for retrieving Biometric data from fingerprinting devices, Lumidigm and Biometrika, which was further expanded to retrieve other biometric data like retina scans. * Identified all the key product stakeholders, conducted **stakeholder interviews** and devised **stakeholder engagement plan.** * Collaborated closely with **cross functional** local and remote team members to hammer out design and implementation issues in a rapidly changing project environment. * Created **UML diagrams** like **Use cases and Activity Diagrams** in **MS Visio**, documented **Functional Requirement Specification** and lead **walkthroughs** with the team for process understanding avoiding implementation delays. * **Prioritized the requirements** employing techniques that helped in **project planning** and **sprint planning**. * Developed training manual for end users, trained the business testers on the functional aspects of the application and assisted in creating **UAT** **test plan** including UAT completion sign-off, resulting in a 50% reduction in UAT test cycle time. |

# Education

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| July 2010- May 2014Bachelor’s Degree in Computer Engineering, Dharmsinh Desai University, India |

# Certifications

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| Oct 2016IBM Design Thinking Practitioner, IBM IndiaMay 2020Professional Scrum Master I Certification, Scrum.orG |