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| Keya VYasAtlanta, GA · (404)824-5911Keyavyas04@gmail.com H4 EAD card holder |
| Business Analyst/Product OwnerCreative, 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

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| * 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
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# 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.
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# Education

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| July 2010- May 2014 Bachelor’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 |