

UDIT VAID

8661 Conestoga Valley Dr ♦ Columbus Ohio, 43004 ♦ 216-780-7370 ♦ udit.vaid04@gmail.com

Professional Experience

Nationwide Insurance

Sr. Scrum Master, Consultant

April 2019 - January 2021

- Managing three teams to revamp the independent agent sales experience to be able to quote multiple products.
- Reduced the quote time from 7 minutes to 90 seconds by changing the workflow and creating new integrations.
- Engaged directly with our customers by going out into the field/offices to elicit a better understanding of the sales process.
- Integrated our tool with older systems and vendor computers. This helped expand our tool to 20 additional states and 55 additional agencies.
- The changes above helped exceed our goal of \$1M in new policies to over \$10M within the first year.
- Assisted in team development while holding teams accountable for their commitments and leveraging organizational resources to improve capacity for project work, increasing the average time to deliver new features by 15%.
- Empowered team decision making by removing any road blocks, helping the product owners adjust scope as needed, creating shared accountability across teams, focusing on real business outcomes, innovation and all leading to faster time to market, resulting in hitting 99% of project deadlines.

Scrum Master, Specialist

March 2017 – March 2019

- Led all sprint planning, sprint reviews, retrospectives, and daily scrums with the development team.
- Resolved risks, issues, blockers, & shielded team from outside distractions by working with stakeholders and providing mitigation strategies to reduce risk, improve quality & deliver successfully.
- Led Nationwide's Mobile App team through an Agile SAFe transformation, facilitating partnerships across departments and delivering quality solutions for our customers, all while keeping the product development team focused on priorities.
- Drove change across the enterprise to implement Agile SAFe processes by coaching teams on new processes from discovery to implementation, increasing velocity while optimizing planning time, and maximizing requirements and code reuse.

Lead Business Analyst, Specialist

February 2014 – February 2017

- Implemented a SaaS based product which replaced multiple Nationwide Storefronts as part of the company's 'OneBrand' initiative. This directly reduced our Marketing spend by \$2M in the first year without any trade-offs.
- Lead the implementation of the Regulatory Advisory Distribution System for the office of customer advocacy. Partnered with general counsel and key stakeholders to create new processes to efficiently document, distribute & track regulations impacting business units. This increased business productivity and engagement by 35% and removed 90% of the manual process.
- Implemented a Rapid Application Development process for small applications, delivering fully functional applications with 90 days. We saved over \$1M in our product development budget by prototyping MVP features for our partners.

The Wireless Center

Business Analyst

January 2010-December 2013

- Lead the Agile transformation by training the team on the agile mindset process and frameworks. Implementing daily stand-ups, iteration cadences, planning meetings, and retrospectives, leading to an increase in engagement by 30%.
- Trained product managers and stakeholders in breaking down features into MVPs, leading to faster speed to market delivery, reducing costs by an average 20% and increasing productivity by 15%.

TECHNICAL SKILLS & CERTIFICATIONS

- **Certifications:** SAFe 4.0 - Implementing SAFe, A-CSM, Scrum Product Owner
- **Tools:** Jira, Confluence, ServiceNow, Planiview, Quality Center, MS Teams, and, Clarity
- **Development:** React, Angular, JavaScript, CSS, HTML

EDUCATION

Kent State University

December 2012

Bachelor of Arts in Communication Studies with a concentration in Global Communication