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| **Soumya Vullam**Email: soumyavullam@gmail.comM # 9985251011 |

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| Versatile, high-energy technocrat with distinction of executing prestigious projects of large magnitude within strict time schedules; targeting senior level strategic assignments in Business Analysis & Project Management as Senior Business Analyst and Scrum Master* **SAFe Agilist and Certified Scrum Master, PMP Trained** with notable success of 10+ years of experience in directing a broad range of technology initiatives, while participating in strategic planning, analysis & implementation of solutions in support of business objectives.
* Champion in project management, high level dashboards and presentations illustrating overall KPI trends for High Level Business Reviews, Team Leadership.
* Forward-focused Manager with expertise in concepts of project lifecycle management from gathering requirements, design, development, testing & verification and validation using either Agile (Scrum) methodologies.
* Directed cross-functional teams using interactive and motivational leadership; acknowledged for mentoring & development of the team members.
* Defined and created dashboards on performance and utilization metrics for preventive monitoring and effective capacity planning.
* Directed technology planning and direction, strategy development, leadership and implementation, execution, business solution delivery and review.

 **SPECIALIZATION*** Experienced in documentation of system and business requirements/specifications, design and development of

 Use Cases, Business Reports, interactive Dashboards, Training, and Implementing new Processes and Technology* Outstanding communication, presentation and facilitation skills. Adept at creating and coordinating extensive

 communication channels to keep key stakeholders and team members apprised of goals, project status, and resolving  issues and conflicts (meeting facilitation, JAD sessions, collaboration workspaces, project reporting).* Successful history of team development; tailoring the approach to each individual to encourage high team morale,

 enthusiasm and results.* Extensive experience in business analysis and working on all the BA related documentation – creating BRD, FSD, SRS,

 Requirements Traceability Matrix, RACI Matrix, Requirement Management Plan, Use Cases, User Stories (Agile platform).* Excellent knowledge of business process automation and workflow concepts and instruments
* Superior proficiency with MS Office including PowerPoint Excel and Word
* Strong problem-solving and analytical abilities
* High oral and written communication skills

**EDUCATION*** **MBA-IT** [Symbiosis International University (SICSR) - (2008-2010)] with specialization Data Warehousing and

 Business Intelligence* **Bachelors in Sciences**: [Statistics & Computer Science-Hyderabad- 2008]
* **ITIL V3 Foundation** certified
* Certification in **ITIL Service Transition**
* Certification in **ITIL OSA**
* Certification in **ITIL RCV**
* Certification in **Six Sigma Green Belt**
* **Project Management Professional (PMP) Trained, Certification in Progress**
* **Professional Scrum Master – I**
* **SAFe Certified**
* **Tableau** Trained
* **ServiceNow** Trained
* **Cherwell** Trained

**TECHNICAL KNOWLEDGE**

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| **Skills** | **Tools** |
| **Microsoft Tools** | MS Office (MS Word, MS Excel, MS Access, PowerPoint etc) |
| **Languages** | SQL |
| **Process Design Tools** | MS Visio, UML |
| **BPM Frameworks** | ITIL |
| **ITSM Tools** | Service Now, Cherwell |
| **Statistics package** | MS Excel, SAS(Enterprise Guide, Management Console) |
| **Reporting Tools** | Pentaho, Pervasive DI, Tableau |
| **Project Management Methodologies** | SDLC, PMBOK, WATERFALL, AGILE, SCRUM.  |
| **Agile Tools** | TFS, JIRA, Trello |
| **Project Management Tools** | MS Office Suite (Word, Outlook, Excel, PowerPoint), MS Project 2007/2010, , Workbooks and Meeting Facilitation Tools (Google groups, WebEx, MS Lync, Zoom). |

**WORK EXPERIENCE****Dec 2018 – Present – Senior Business Analyst/Scrum Master/Service Delivery – Accion Labs Pvt Ltd.*** + - Researching and gathering business requirements through facilitation of meetings with Product Owner/Client/End Users.
		- Analysing current processes to identify gaps and improvement opportunities and solutions.
		- Breakdown complex details and concepts into business and functional requirements.
		- Responsible in facilitating sprint planning and executing scrum practices – daily stand up, scrum/sprint retrospective
		- Responsible and Accountable in effectively facilitating sprint demo to the product owner.
		- Efficient in showcasing delivery progress to product owner/stakeholders using exceptional reporting techniques.
		- Responsible for ensuring the correct use of Agile/Scrum process by the team.
		- Responsible for tracking to remove impediments.
		- Experience in handling sessions on Agile practices within and outside the team.
		- Strong knowledge of Scrum theory, rules and practices
		- Expertise in defining and describing User Stories and handling Backlog/Scrum Board using various Agile tools – Jira/TFS
		- Experience and Expertise in providing Weekly/Monthly/Quarterly Sprint reports to leadership by deriving and

 comparing Agile Metrics.* + - Experience in applying project management principles, tools and techniques to develop/plan, manage or execute

 projects or work plans to ensure successful completion.* + - Handling Client/Product Owner meetings and documents MOMs.
		- Organizing and Maintaining timely project documents for internal and client use.
		- Responsible for End User documentation and training.

**Feb 2018 – Nov 2018 – Business Data Analyst/BI - Cisco Inc.*** + - Contributed to build business dashboards to conduct trend analysis on team KPIs, especially relating to case analysis,

 Case trends, Resource workload, Case trends top client.* + - Interpret data, analyse results using statistical techniques and provide ongoing reports.
		- Developed client specific and team specific dashboard/reports on Tableau to analyse case trends and review KPI’s
		- Developed high level dashboards and presentations illustrating overall KPI trends for MBR and QBR.
		- Handled overall operational and business reporting activities for the Global support team within Cisco.
		- Extensively worked on BO, Tableau for data collection, data analysis and reporting to procure data from

 different database structures to report and provide solutions to higher management.* + - Created and delivered presentations to various business teams regarding the current status and key decisions

 regarding their business issues.* + - Evaluated and reviewed business rules applied on a Tableau/BO processing large amount of data
		- Work under limited supervision, using personal knowledge, experience, and initiative to meet commitments time

 lines, coordinates with internal and external resources.* + - Identify, analyse, and interpret trends or patterns in complex data sets.
		- Work with management to prioritize business and information needs.
		- Locate and define new process improvement opportunities.
		- Prepared ad-hoc business reports and, conducted comprehensive analysis with written summaries

 providing recommendations to senior executives.* + - Performed Root Cause and Trend Analysis on negative impacts to system resources to help establish and maintain

 Service Level Agreements* + - Gathered metrics in order to produce reports and executive level presentations on Root Cause Analysis by group and

 organization on a scheduled as well as ad hoc basis resulting in all levels of management being consistently updated  on the current status of all issues and Service Level Agreements.* + - Worked with business leads and users to ensure alignment to industry data standards and identify any potential data
		- gaps.
		- Skilled at performing business process modelling, As-Is and To-Be Analysis (Gap Analysis), Risk Analysis.
		- Proficiency in creating Use Case diagram, Wireframe/ Mock-up screen, Data flow diagrams
		- Experience in gathering, elicitation, modelling and prioritizing of requirements.
		- Worked on multiple enterprise software application development life cycles as a primary business analyst.
		- Skilled in deriving, designing business use-cases using UML notation. Designing workflows.
		- Ability to collaborate and coordinate with multiple development teams and customers, internal stakeholders.
		- Excellent in written, oral communication and presentations.

**Dec 2015 – Nov 2016 – ITSM Project Consultant – Birlasoft India*** Initial Analysis of Project by engaging with the different Stakeholders
* Acquiring information from Client and using it for initial analysis and creating As-Is Landscape
* Business Feasibility Study for clients to understand their Problem Areas, Conceptualize Feasible Solutions and

 Preparing Implementation Strategy.* Requirement Gathering and Elicitation for Projects
* Understand their Current AS-IS Process and Systems.
* Map the current process and system with new proposed Process and Systems
* Creation of High-Level Service Design Document and User Stories
* Prepare and provide training on Structured Questionnaire for Service management teams
* Assist operational teams in drafting service catalogue by defining Service Level agreements, Operation level agreements
* Prepare Business Change Plan Document and Take Sign-Off
* Work closely with Delivery & Testing Team and assist them to understand the Project Requirements and Deliverables
* Perform Benefit Realization once the project is complete
* Responsible for User Training to Clients for New processes developed on Service Now, SAP BO, Cherwell
* Worked on Business Process Re-Engineering to make the clients overall Business Process highly efficient, so that

 they meet their SLA`s and Targets * Root cause analysis using DMAIC methodology
* Managed customer relationships tracked customer satisfaction & implemented action plans to improve.
* Created and tracked Delivery plan, Risk & Issues
	+ - Engage client to gather software requirements/business rules, and ensure alignment with development teams
		- Translate stakeholder requirements into over different tangible deliverables such as functional specifications, use

 cases, user stories, workflow/process diagrams, data flow/data model diagrams.* + - Evaluate risks related to requirements implementation, testing processes, project communications.
		- Identify and reconcile errors in client data to ensure accurate business requirements.
		- Draft and maintain business requirements and align them with functional and technical requirements.
		- Facilitate monthly meetings with clients to document requirements and explore potential solutions.
		- Responsible for tracking and monitoring progress of project office as well as coordinate delivery dates
		- Prepares and maintains weekly and monthly project status reports
		- Led initiative to increase team role specialization to improve scalability of process.
		- Instituted Agile Scrum methodology within the web development team.
		- Identify clients AS-IS state and define/recommend the future TO-BE state of service management processes.
		- Create / customize the workflows supporting business modules and ITSM processes.
		- Actively participate and co-ordinate in requirements gathering and due diligence activities at the client location.
		- Designing and customizing the tool for Service Management process as per the workflow created.
* In-depth knowledge of Software Development Life Cycle (SDLC) methodologies like Waterfall & Rational Unified Process
* (RUP), Agile.
* Expertise in gathering, analysing and documenting business requirements and developing Business Requirement

 Documents and Functional Requirement Specifications* Expertise in UML
	+ - Producing fit/gap, process flows, business requirements, test plan/cases deliverables within specified quality standards.
		- Experience in co-coordinating with business and IT across all phases of software development life cycle.

**Previous Experience** **Jul’15-Oct’15 Helical BI Solutions as Key Accounts Manager****Dec’14-Jun’15 Syntel Inc - ITSM Process/Technical Consultant as Systems Engineer****Feb’10 –Nov’14 Value labs Ltd as Sr. Software Engineer****Growth Path -****Senior Business Analyst/Scrum Master****Key Accounts Manager****ITSM Process Analyst****Sr. Software Engineer–SAS Production Support/Reporting Analyst****Data Junction Analyst (Pervasive Data Integrator)****PERSONAL DETAILS****Email**: soumyavullam@gmail.com**Mobile**: 9985251011**Passport** **Number**: M3055773**Permanent** **Address**: Flat # 301, Sashank Residency  Tarnaka, Steet # 11, Secunderabad  Hyderabad 500017 Telangana  |