**Nainee Das** 

**Scrum Master**

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A highly skilled and efficient **Certified Scrum Master** and **Business Analyst** with 8+ years of extensive IT experience. A proven track record of working for a variety of Software Development Life Cycles (SDLC) for leading **self-managing and cross-functional teams through agile process** in a matrix environment, toward the most efficient attainment of business goals across diverse markets such as **Mobile Apps, E-Commerce, Insurance, ERP, CRM, Real estate, Retail Business Analysis**. An analytical and astute problem solver with commendable comprehension skills resulting in expedited adaptation to change in environments.

**PROFESSIONAL SUMMARY**

* Adept with **scrum ceremonies** like Daily scrum, Product backlog grooming, Sprint planning meeting, Sprint review, and Sprint retrospective meetings. Facilitated all scrum ceremonies and documented all Scrum artifacts such as Impediment lists, **Sprint Burn-up,** **Burn-down charts, Release burn-down as well as burn-up charts**
* Hands on experience in **Agile- Scrum**, **SAFe, KANBAN & Scrum-Waterfall Hybrid**.
* Proficiently used **JIRA, MS Project, Trello, Plutio, Kanboard for** collaboration and tracking.
* Strong Project Management skills and extensive experience working with **on-site, offshore, and geographically dispersed** teams.
* Self-motivated, astute problem solver with excellent co-ordination, conflict resolution, project planning, estimation, budget planning, risk planning, scheduling, organizational and stakeholder handling skills.
* Proficient in preparing Business and Functional Requirement Documents, System Requirements Specification, User Stories**,** Use Cases, Wireframes, Mock-ups, Data Flow Diagrams, Data Mapping document, Entity Relationship Diagrams, Process Flow Diagrams using **MS Visio, Balsamiq**, **Figma and Axure**.
* Expert in **building relationship** with all levels of clients, internal/external teams, and key stakeholders for project implementation. Proficient in **coordinating** with Stakeholders, SME’s, end-users for **Brainstorming**, **JAD sessions, GAP analysis, SWOT analysis**, Document Analysis.
* Expert level experience in refining and optimizing process flow diagrams, improving performance, End-to-End flow.
* Instrumental in providing continuous improvements for hundreds of end-users by gathering requirements, analyzing systems, conducting testing, and designing/implementing innovative business and technical solutions.
* Excellent written and verbal communication, organizational, planning, and analytical skills.
* Experience in presenting status reports, deployment plans to senior leaders.

**ACADEMIC ACHIEVEMENTS**

* Education: Master of Computer Application, RGPV University, Bhopal, India
* **Certification**: Scrum Master Accredited Certification (Scrum Alliance) Certificate ID:  001115316

**TECHNICAL SKILLS**

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| --- | --- |
| **Methodologies** | Agile, SAFe, Agile- SCRUM, Kanban, Scrum-Waterfall Hybrid, |
| **Operating Systems** | Windows |
| **Process Modeling Tools** | MS Visio, Axure, Balsamiq, Figma |
| **Business skills** | Requirements Elicitation and Analysis, Business Requirement Document, Functional Requirement Document, Change Management, Impact Analysis, Risk Analysis, Cost-Benefit Analysis, ROI Analysis, JAD Sessions, SWOT analysis, Financial Reporting, Valuation and Pricing, Budgeting. |
| **Reporting/ BI** | Power BI, Tableau, MS Excel |
| **Language** | SOAP, REST, JSON, XML, HTML, SQL, Python |
| **Project Management Tools** | MS Project, JIRA, MS SharePoint, Trello, Plutio, Kanboard |

**PROFESSIONAL EXPERIENCE**

**InBestments Inc., Redmond, WA Dec 2019 to till date**

**Scrum Master**

**Smart CMA**

 **InBestments** is USA's first residential Real Estate Wealth platform that enables you to #BuildWealth faster and #SaveMore money with smart Real Estate Products.

**Scope**: Worked for Smart Comparative Market Analysis (CMA) is an evaluation of similar, recently sold homes (called comparable or comps) that are near a home or homes that you want to buy or sell. Buyers, sellers, or real estate agents perform a CMA report to establish and find a fair price range for the home the report is created for. The price range from the CMA can then be used as a guide to be used for establishing an offer price or a listing price.

Basically, performing a CMA involves finding the homes that are similar to the home under consideration, and creating an in-depth comparison of its size, age, location, and features of the home

**The process for doing a comparative market analysis includes:**

Defining criteria for selecting comparables in close range to the home

* Determine a list of quality comparables.
* Evaluate the comparables within close range to the home.
* Adjust comparable values for differences in size, condition, location, amenities, etc.
* Estimate the ideal value of your target home based off the findings.

**Responsibilities**

* Conducted **Daily Stand-up** meetings to update work status.
* Conducted **sprint planning** session with product managers and the development team. Scheduled and conducted **Sprint Review**/**Demo Sessions** for multiple iterations.
* Proficiently wrote **user stories** and defined **acceptance criteria** for Analyzed and translated business requirements into **functional requirements**. Efficiently created process flow diagrams.
* Extensively used **JIRA** for product backlog, writing user stories, tracking sprint progress, ensuring tasks creation, and enhancing capacity of the team.
* Created **Mockup screens** using **Balsamiq**
* Created **Use case diagrams and Process Flow diagram** using **MS Visio.**
* Excellent understanding of Real estate industry.
* Used **My Sql** queries to analyze and validate the data and presented analytical reports to management and technical teams.
* Used insights and trends to create effective visualizations using advanced Microsoft Excel skills.
* Used excellent communications skills to interact heavily with the development teams and stakeholders.
* Creating Dashboard using Tableau to help the Director to provide to the executive teams to drive successful decision making.

**Environment**: MS Office Suite (Office 365-Desktop), MS Teams, MS Visio, Tableau, JIRA, Confluence, Balsamiq, My Sql.

**Humana Inc, Louisville, KY Feb 2019 – November 2019**

**Scrum Master**

**eBilling**

Humana Inc., headquartered in Louisville, Kentucky, is one of the nation's largest publicly traded health benefits companies, with approximately 11 million medical members. Humana offers coordinated health insurance coverage and related services to employer groups, government-sponsored plans, and individuals.

**Scope**: eBilling is part of Humana Billing System which is an online portal to collect payment details, set up recurring payment option and manage accounts, setup billing preference, check current month invoices or previous month invoices. It is tightly connected with Humana mainframe Billing System and provide interface to the Humana Billing System. It allows to access the different platform user members like MTV, CI and Badger, show all the three types of customers. User can check their previous payments and changed payment information at one place. Since, Billing is directly related to the Revenue of Humana, eBilling can be considered the most crucial for Humana Billing System.

The major business objectives of this application are Customer’s Account Setup, Premium Reminders to Customer through electronic media, Premium Collections, Premium Collection Rules, Adjustment (Premium, Benefits, and Demographics), Termination of Policies, Reconciliation, and Broker Alerts for unpaid premium to customer.

**Responsibilities**

* Worked with **KANBAN-Scrum Hybrid** method for AGILE development, and prioritized work in the form of User stories in TO-DO list from where developers pulled work before closing them.
* Facilitated Scrum Review, backlog grooming sessions, UX weekly review meetings and Daily Scrum meetings.
* Managed and Planned Product Backlog by grooming User-Stories in BDD (Given, When, Then) format based on requirements.
* As an **Agile Coach** to the team members facilitated self-collaborating and self-organizing capabilities and motivated by **motivating** them to achieve knowledge in different functional subjects and to attain certifications and trainings.
* **Prioritized** Product Backlog Items based on business needs & ensured on-time delivery.
* Conducted **workflow, process diagram and GAP** analysis to derive requirements for existing systems enhancements.
* Proficiently wrote **user stories** and defined **acceptance criteria** for Analyzed and translated business requirements into **functional requirements**.
* Efficiently created **Process flow diagram** and **Use case diagram** using **MS Visio** and **Mockup screens** using **Figma**.
* Analyzed the AS-IS and TO-BE **business processes** and conducted **Gap Analysis** for suggesting areas of improvement.
* Actively participated in **functional testing** with creating **test cases** and generating **test data**.
* Collaborated with **QA Team** in writing test cases, test plans and tested the final application to verify whether all the user requirements were catered to by the application.
* Ensured adequate testing of software both before and after completion, maintained quality procedures and ensured that appropriate documentation is in place.

**Environment**: Microsoft Teams, MS Office Suite, My Sql, MS Visio, Figma, JIRA, Confluence, Tableau.

**New Indictrans Technologies Pvt Ltd. India March 2012 to Oct 2018**

**Scrum Master / Business Analyst**

**Project 1: ERP next Implementation along with Ecommerce website and Mobile App for iOS for Sales Rep**

**Scrum Master**

Play Function is well known Online/Offline Toy Store in Israel and UK. They deal with educational toys, games and gifts for all age groups. They have customers channels like B2B where they have requirements from Schools, Institutions, Hospitals etc.

**Scope:** The project was designed and developed on ERP next. ERP next is a free and open-source integrated Enterprise Resource Planning (ERP) software developed by Frappé Technologies Pvt. Ltd. and is built on MariaDB database system using a Python based server-side framework. It includes modules like accounting, CRM, sales, purchasing and point of sale called Pepperi.

Developed Ecommerce website in Angular Js which contains Catalogs, Request for proposal, Cart functionality, Sales Invoice, Wishlist, Order History, Proposal History, Blog, Project Details, Payment integration to Rivhit.

Developed Mobile App for iOS for Sales Representative have features to search the item as per catalogs, create and send Proposal Request, Sales Order, Add customer, Sales order History, Quotation History, Maintain Discount for customer and many more.

**Responsibilities**

* Facilitated Daily Stand up, Backlog Grooming, Sprint planning, Sprint Review meetings, and Sprint retrospective meetings. Encouraged the team to develop a learning culture and healthy team practices.
* Responsible for **backlog management**. Ensured Product backlog is reviewed and work with the Product Owner to **reprioritize** it. Proficiently worked for **Backlog refinement, splitting Epics into User stories**, and further decomposition into tasks.
* As an **Agile Coach** encouraged self-management, project goals alignment, team-collaboration, and self-organization capabilities.
* Prepared **Process Flow Diagram** and **Use case Diagram** using **Balsamiq** and **MS VISIO**
* Exhibited a strong aptitude for customer relations and ensured both internal and external customer needs are met. Diligently worked for cross team coordination.
* Utilized strong **communication** skills (including presentations and meeting management) to interact with Business Partners and third-party vendors on a regular basis to translate complex business concepts and technical terms.
* Conducted KT sessions to gain required business knowledge for all team members. Motivated to attend certifications and trainings.
* Led Requirement gathering JAD sessions for eliciting requirements. Conducted GAP analysis for AS-IS and TO-BE processes and wrote Business Requirement Document (**BRD**), Functional requirement Document (**FRD)** as per the discussions.
* Extensively used **JIRA** for creating User stories, requirement traceability, tracking **Velocity**, **capacity**.
* Analyzed **Burn-up and Burn-down** charts and prepared status reports.
* Developed **RTM** to link Business requirements and Functional requirements**.**
* Managed Product Backlog for the User Experience and Design stories for **ecommerce** website Development. Responsible for updating requirements in terms of user stories capturing all details.

**Environment**: Scrum, MS Office (MS Word, MS Excel, MS PowerPoint), MS Visio, Balsamiq, SharePoint, JIRA, Kanboard, Confluence, Tableau.

**Project 2: Artyfetes ERP next Implementation and E commerce website**

**Scrum Master**

Artyfetes Factory is France based company, well known for importing Party Items, specializing in costume rental, party favors, stuffing and catches and festive accessory.

**Scope:** The project was designed and developed on ERP next. ERP next is a free and open-source integrated Enterprise Resource Planning (ERP) software developed by Frappé Technologies Pvt. Ltd. and is built on MariaDB database system using a Python based server-side framework. It includes modules Accounting, CRM, Sales, Purchasing and Inventory along with Ecommerce website.

**Responsibilities**

* Worked closely with the **Agile** software development teams to implement system solutions. Removed impediments for the team to perform better. Acted as a buffer to minimize external disruptions.
* Helped new team members gain Agile mindset, and encouraged and guided to Agile practices and processes.
* Worked closely with Business team for Requirement Gathering and Analyzing Business needs.
* Facilitated Daily Stand up, Backlog Grooming, Sprint planning, Sprint Review meetings, and Sprint retrospective meetings.
* Prepared **Business Requirement Document** and **Functional Requirement Document.**
* Prepared **Process Flow Diagram** and **Use case Diagram** using **Balsamiq** and **MS VISIO**.
* Led evaluation of functions, created user stories and use cases in support of Business Information Systems.
* Developed and coordinated User Acceptance Testing with multiple end-users and business partners.
* Responsible for developing and executing defect management by creating and tracking defects and bugs.
* Managed and executed functional testing of application interfaces for system integration testing and coordinated User Acceptance Testing.

**Environment:** MS Visio, MS Project, Trello, MS Office (Power Point, Excel, Word), My Sql, Balsamiq, Tableau.

**Project 3: CSL ERP next Implementation**

**Business Analyst**

Creatnet Services Ltd. is a high-end women’s wear design and sourcing company, working globally for 36 brands in the United States, Europe and South America.

**Scope:** The project was designed and developed on ERP next. ERP next is a free and open-source integrated Enterprise Resource Planning (ERP) software developed by Frappé Technologies Pvt. Ltd. and is built on MariaDB database system using a Python based server-side framework. It includes modules like HR, Account, CRM, Sales, Purchasing, Projects and Dashboard.

**Responsibilities**

* The role was to comprehend the business requirements and create functional specifications for the development and the testing team throughout the development life cycle, perform functional and regression testing.
* Understood state of art **processes by interacting with stakeholders and documents analysis** and performed GAP analysis to assist Product **Owner and Project Manager** in planning the transition.
* Used Agile software development methodology in defining the problem, gathering requirements, development iterations, business modeling and communicating with the technical team for development of the system.
* Analyzed business requirements to create features, workable user stories, and related tasks. Documented acceptance criteria. Successfully achieved requirements sign-off. Timely tracked progress and reported it to Project Manager.
* Effectively communicate the requirement specification to the development team.
* Created **Use Case Diagram and Activity Diagram using MS Visio**.
* Created Mockup screens using Balsamiq.
* To monitor the development of the software to ensure that the final deliverable match the requirement.
* Prepare User Manual and conducting **UAT for Client**.

**Environment:** MS Visio, MS Office (Power Point, Excel, Word), My Sql, Balsamiq, Trello

**Project 4: I logistic ERP next Implementation**

**Business Analyst**

**MTI** is a complete car rental solution for local, outstation & holidays tour. With over 1,10,000 + taxis operating across 290+ cities the company follows an affiliate business model, whereby it works with on-board taxi fleet operators across the country.

**Scope:** The project aims at developing software for automating Fleet Management which will provide solution for the operations like Diesel Tracking, Managing Vehicle Details, Vehicle owner details, driver details, Client Details, Employee details their Attendance and their Salaries, Billing, Invoice and Report Generation.

* Involved in Requirement Gathering and analyzing business needs.
* Responsible for **gathering, analyzing, and documenting business requirements**, writing **use cases (UML), functional and non-functional specifications** based on information gathering sessions with business unit stakeholders and Technical team members.
* Worked on multiple stages of project life cycle from formulating and defining system scope, **analyzing existing system operation, feasibility study, gap analysis**, and developing recommendations for procedures to solve end user problems.
* Liaising with development team and end users.
* Analyzing the change request and coordinating the changes required with the development team.
* Involved in preparing **Mockups in Balsamiq**.
* Interact with development team to provide explanations as well as to validate compliance of the developed product.
* To monitor the development of the software to ensure that the final deliverable match the requirement.
* Prepare User Manual and conducting **UAT for Client**.

**Environment:** MS Visio, MS (Power Point, Excel, Word), My Sql, Balsamiq, Trello.