**Samuel Boateng**, **CSM, PMP**

Atlanta, GA | [Samuelboateng30350@gmail.com](mailto:Samuelboateng30350@gmail.com) | 6154237652

**SUMMARY:**

* **Senior Product Owner/Lead Technical Business Analyst** with strong experience in multiple relevant domains.
* Strong experience in bringing value to product and re-architecting business processes.
* Strong experience in working in key phases of the Software Development Life Cycle (SDLC) such as, the Planning, Analysis (Concept), Define, Design, Development, Testing and coordinating User acceptance testing.
* Experience in leading both **Onshore & Offshore teams**.
* Strong experience in **building and designing portfolio librar**y for Product with **UI/UX** Teams.
* Strong experience in building Endpoints and API for third party vendors.
* Strong experience implementing **SaaS platforms CRM – SALEFORCE & MICROSOFT DYNAMICS 365.**
* Experience in Defining, prioritizing and communicating secured agreement on project objectives and scope.
* A**gile Evangelist** – experience in **transforming waterfall team to agile while leading all agile ceremonies.**
* Experience in working delivering & shipping products in both **Scrum & Kanban.**
* Ability to identify and communicate to project management any potential conflicts and dependencies between projects
* **Strong experience in designing and reviewing various documents including the System Requirement Specifications (SRS), Business requirements document (BRD), Use Cases, Functional Requirements Document (FRD), Non-Functional requirements documents (NFRD) Systems Design Specification (SDS), and testing documents**.
* **In depth knowledge of UML in visualizing and documenting the artifacts using Use Cases diagrams, Class diagrams, Sequence diagrams. Process maps and process modelling.**
* Experienced in **facilitating Joint Application Development (JAD), sessions**, interviews, workshops and requirement elicitation sessions with end-users, clients, stakeholders and development team.
* Plan and conduct User Acceptance Testing and User Training with all necessary documentation.
* Experience in business process modeling, gap analysis, process improvement or re-engineering on medium to large-scale IT projects, describing the “as-is” and “to-be” business processes
* Experience leading a team of business analysts in the gathering of requirements for a complex project which include planning, organizing and assigning staff to researching, gathering and evaluating business process requirements,
* Strong experience in **loan IQ and Mortgage originating platforms** like Encompass etc
* Experience in reviewing and analyzing code and data for the purpose of reverse-Engineering legacy software systems as well as the ability to write queries
* Experience in leading solutions from producing technical requirements through solution architecture, development, testing, and deployment phases
* **Strong Data Warehousing, Data Marts, Data Analysis, Data Organization, Metadata and Data Modeling** experience in RDBMS databases
* Excellent Communication and interpersonal skills, capable of acting as the arbiter between client and developer with respect to project implementation
* Strong analytical and documentation skills

**TECHNICAL SKILLS:**

* Business Modeling Tools: Rational Rose, MS Visio, MS Office Suite, Rational Suite
* Methodologies: **Agile** , RUP, Waterfall, Spiral, Iterative, USix Sigma
* Requirement Management Tools: Rational Suite (requisite Pro, Clear case, Clear Quest, Rose), Caliber RM, Optimal Trace 5.1, Rally, HP Quality Center, TFS, JIRA, ERP, CRM, Workday, Confluence. Azure DevOps, SharePoint
* Applications: MS Office (Word, Excel, PowerPoint, InfoPath, OneNote, Publisher, Outlook, Access) MS Project 2000, PowerBuilder, Intuit QuickBooks, Business objects, SaaS Crystal Reports, ACT Sales Database, Oracle , MySQL, Sybase, SAP Business Objects.
* Languages: UML 2.0, HTML, XML, SQL.

**PROFESSIONAL EXPERIENCE:**

***TRUIST Bank (Formerly SunTrust) 01/ 19 - Present***

***Sr. Product Owner /Technical Business Analyst (2yr - Contract)***

***Atlanta GA – Remote***

***Domain: Banking***

Responsibilities:

* **Subject Matter Expert (SME)** for all both internal and external **stakeholder management & Technical team.**
* Acted as the Product Manager defining and developing **scope, vision documents**, objective and roadmap of the product feature-sets.
* Works closely with the product group lead, understanding overall theme and operational objectives by studying business function and gathering requirements
* Owns, write and maintain **themes** and **user stories**, **refine the backlog**, **create tasks** and **plan sprints.**
* Collaborating with **UI/UX team** to build and design product features portfolio library.
* Responsible for interfacing with key business and technology stakeholders.
* Provides key oversight on product requirements to ensure comprehension among key stakeholders.
* Drives task completion between the business, product and development teams to ensure requirements are executed upon both timely and accurately
* **Involved in identifying business process and developing business process flow diagrams**.
* Worked and implemented LOANIQ, Mortgage loan underwriting application for commercial lending platforms which streamlines operations and process all loans types on a single system, flexible accruals and collaterals management.
* Worked on API integration with third-party vendor Experian for soft credit check pull for the loans.
* Deployed **CRM Microsoft Dynamics 365** for companywide operations.
* Perform out of the box (OOB) CRM configuration tasks and activities related to views, forms, user configuration, and processes under the guidance and structure of the CRM administration team
* Partner with the business areas to define user requirements and map them to CRM application functionality.
* Training power users helping them understand the CRM platform while gathering feedback in how to improve the system.
* Develop **wireframes** for user interface (UI) which visually assist the business and development team to ensure the requirements are well understood.
* **Created consolidated Requirements Documents, Use Case Surveys, Use Cases, External Vendor development user guides, and Supplemental Specifications for external development projects and API services, including** **new Mobile applications**.
* **Led an Agile project and transform the team from water to agile**. Leading all agile ceremonies.
* **Hiring, Mentoring, Leading of mid-level and Junior BA’s.**
* manage project delivery planning, forecasting, budgeting, scope and metrics reporting.
* Involved in creating targeted questionnaires for SMEs to gather requirements.
* Experience in **process modelling** to analyze the gaps in current application using data-flow diagrams.
* Partnered with the business stakeholders, process owners, users to identify their requirements, produced detailed specifications and to plan the project deliverable.
* Worked with the UI developers to make sure the designs requested are accurate.
* Facilitated the JAD sessions with the primary stakeholders, end users for requirement elicitation.
* Interviewed business users to gather requirements and analyzed the feasibility of their needs by coordinating with the Project Manager and technical lead.
* Identified, researched, investigated, defined opportunities for business process improvement, documented business processes and initiated efforts to make improvements.
* Contributed to the definition of scope, performed extensive requirement analysis and defined functional specifications.
* Involved in Requirements scoping and identifying high priority requirement for implementation.
* Facilitated review meetings to ensure that the project was implemented within the specifications of the contract.
* Validated technical designs created by IT developers against functional specifications.
* Assisted QA team in reviewing test cases, test plans and tested the final application for usability testing to verify whether all the user requirements were catered to by the application.
* Defined and documented requirements, identified gaps, evaluated requirements and change requests, managed scope and transferred knowledge.
* Coordinated the testing efforts in UAT testing.

Environment: Confluence, Java, JavaScript, AzureDevOps, MS SQL Server, UML, HP Quality Center, MS Office Tools, MS Outlook, Test Director, JIRA, MS Visio.

***Nissan Motor Corporation (Vehicle Connected Services) 01/16 - 01/19***

***Sr. Product Owner/BA (3yr-Contract)***

***Franklin TN – Remote***

***Domain: Automotive***

* **Subject Matter Expert (SME)** for all both internal and external **stakeholder management & Technical team.**
* Owns, write and maintain **themes** and **user stories**, **refine the backlog**, **create tasks** and **plan sprints.**
* Deliver subject matter expertise delivering In-Vehicle Connected product for Retail and Fleet customers’ in North American and Global Market.
* Worked very closely with Nissan partners and Vendors across the globe for Infiniti & Nissan Telematics product offerings.
* Designed and implemented the entire Customer Journey including onboarding, Registration, Enrollment, Service execution, marketing and customer communication.
* Worked closely with Airbiquity on all Nissan S2 apps for audio streaming – **Pandora, iHeartradio, Facebook, Trip Advisor, Google Search app etc**
* Collaborating with **UI/UX team** to build and design product features portfolio library.
* Designed solutions for Vehicle Health Reports, In-Vehicle Messaging, Vehicle Probe Data, Geo-Fence, Speed Alerts, Concierge, Roadside Assistant, Crash Notifications and numerous other Infotainment and Telematics services.
* Decompose high level user stories, technical requirements, and business rules and extract positive and negative test scenarios
* Led engineering team to design LEAF Electrical Vehicle Telematics systems launched across the globe for remote communication with the vehicle from Smartphone Applications and web portal.
* Managed development, implementation of complex eco-system supporting award-winning (Telematics Update) connected services for Electric Vehicle (LEAF).
* Actively participated in the design complex Off Board, On Board, Telematics, Infotainment, Convenience, Safety & Security services in luxury and high-volume vehicles in North America, Canada and other countries.
* I worked with a dedicated team responsible for hardware and system architecture design, bill of material, cost estimates, vendor selection during concept and definition phase of the project. Managed out-sourced vendor on a regular basis to ensure project continuity and mile-stone achievements.
* Designed solutions for Vehicle Health Reports, In-Vehicle Messaging, Vehicle Probe Data, Geo-Fence, Speed Alerts, Concierge, Roadside Assistant, Crash Notifications and numerous other Infotainment and Telematics services.
* Responsible for delivering and communicating daily and weekly status reports for multiple projects including risk identification to PMO office.
* I Managed and trained multiple vendors supporting connected services. Lead a team of highly technical individuals engaged in prototyping, testing and validating Telematics products.
* Worked as the main tester for Nissan Leaf migration from old regional NOP platform to new cloud environment.
* Absorbing complex technical and conceptual information, identifying key issues and details and presenting understandable alternatives to both technical and nontechnical individuals at all levels of the organization.
* Involved in implementation of Test Automation Framework build using Selenium WebDriver, TestNG and Maven technologies under Java platform utilizing industry leading harness design patterns and approaches.
* Organized and Co-ordinated Product Releases work closely with product development, QA, Support across global locations to ensure successful releases.
* Planned and handled the project test plan for SiriusXM Infiniti Connection Gen2 launch readiness from specs CR planning all the way through UAT.
* Heavily supported Gen2 Nissan Leaf launch for Model Year 16 Leaf.
* Managed and tested the effective roll-out of Gen2 Global Leaf App for both android and iOS.
* Owned and effectively test Infiniti Owners portal and Nissan owner’s portal issues until all open items are closed.
* Executed end-to-end testing on all Infiniti connection services powered by SXM. (Remote services, monitoring services, Information Services etc).
* Interface with SiriusXM services on wearables such android watch and apple watch.
* Fully tested IPA & APK files for both Nissan and Infiniti and publish apps for internal clients on local dev apps store.
* Managed mobile development team Cognizant offshore team during the development of Infiniti Gen2 Apps for both Android and iOS.
* Supervised the publishing of **global app on both Android play store and apple iTunes.**
* Occasionally worked with IB6/GDC the Japanese team on Carwings related issues till I puts closures on all open items.
* Organized and anchored project meeting between all partners and stakeholders.

Environment: Jira, AWS, MS SQL Server, UML, HP Quality Center, MS Office Tools, MS Outlook, Test Director, JIRA, MS Visio.

**Center for Disease Control (CDC) 01/14 - 01/16**

***Business Analyst IV (2yr-Contract)***

***Atlanta GA***

***Domain – Federal Gov’t(Healthcare)***

* SME for five projects (EPATS, GLOBAL TRAVEL, NVDRS, IRIS GLOBAL)
* **Elicited requirements through brainstorming, Joint Application Development (JAD) and interview sessions**.
* **Created user stories in Jira and acceptance criteria.**
* **Wrote Use Cases and developed various models like Use Case Diagrams, Activity Diagrams and State Diagrams for modules like Reports, Notifications etc**.
* Collaborating with **UI/UX team** to build and design product features portfolio library.
* Maintained a structured approach in organizing requirements to ensure that critical business rules and requirements are met.
* manage project delivery planning, forecasting, budgeting, scope and metrics reporting.
* Involved in creating targeted questionnaires for SMEs to gather requirements.
* Experience in **process modelling** to analyze the gaps in current application using data-flow diagrams.
* Partnered with the business stakeholders, process owners, users to identify their requirements, produced detailed specifications and to plan the project deliverable.
* Worked with the UI developers to make sure the designs requested are accurate.
* Facilitated the JAD sessions with the primary stakeholders, end users for requirement elicitation.
* Interviewed business users to gather requirements and analyzed the feasibility of their needs by coordinating with the Project Manager and technical lead.
* Identified, researched, investigated, defined opportunities for business process improvement, documented business processes and initiated efforts to make improvements.
* Contributed to the definition of scope, performed extensive requirement analysis and defined functional specifications.
* Involved in Requirements scoping and identifying high priority requirement for implementation.
* Facilitated review meetings to ensure that the project was implemented within the specifications of the contract.
* Validated technical designs created by IT developers against functional specifications.
* Assisted QA team in reviewing test cases, test plans and tested the final application for usability testing to verify whether all the user requirements were catered to by the application.
* Defined and documented requirements, identified gaps, evaluated requirements and change requests, managed scope and transferred knowledge.
* Coordinated the testing efforts in UAT testing.

Environment: Java, SOAPUI, TFS, MTM, MS SQL Server, UML, HP Quality Center, MS Office Tools, MS Outlook, Test Director, JIRA, MS Visio.

**Bankers Healthcare Group 01/13 - 01/14**

***Product Owner***

Davie FL - Remote

**Domain: Lending**

* Participate in end-to-end solutions (Requirement gathering, planning, solutioning, development execution and documentation) for marketing systems.
* Owns, write and maintain **themes** and **user stories**, **refine the backlog**, **create tasks** and **plan sprints.**
* Be the SME (subject matter expert) on bhg-inc.com business processes, data, marketing eco-system as well as data received from other sources.
* Collaborating with **UI/UX team** to build and design product features portfolio library.
* Ability to operate as a project coordinator and manage end to end project timeline by tracking activities across cross functional teams.
* Present status, milestones and issues to management and to other stakeholders related to assigned projects.
* Work with customers to understand business challenges/ requirements for expected solutions.
* Translate high-level business requirements into actionable and achievable products.
* Participate in solution development process to ensure solution addresses all business requirements.
* **Elicited requirements through brainstorming, Joint Application Development (JAD) and interview sessions**. **Use case analysis and outlining business rules**.
* **Wrote Use Cases and developed various models like Use Case Diagrams, Activity Diagrams and State Diagrams for modules like Reports, Notifications etc**.
* Understand and document the underlying data elements, constraints, flows and sources supporting the business domain.
* Maintained a structured approach in organizing requirements to ensure that critical business rules and requirements are met.
* Participate in solution development process to ensure solution addresses all business requirements
* Provide guidance on data conversion/mapping decisions and responsible for data integrity.
* Worked closely with a team of analysts in defining the scope, analyzing business requirements and segregating them into high level and low-level requirements.
* Translate high-level business requirements into actionable and achievable products.
* Perform through data analysis to asses feasibility of building expected solution and outline limitations/call-outs.
* Formed a bridge between the Project Manager and the development team with effective presentations.
* Interviewed key business users including Loan officers in gathering requirements.
* Analyzed the overall project architecture and designed a technical framework of Service level Agreements SLA with Application Service Provider (ASP) vendors.
* Involved in Gap analysis to eradicate any bottlenecks in the business processes.

Environment: MS SQL Server, UML, HP Quality Center, MS Office Tools, MS Outlook, Test Director, MS Visio.

**Capital One Bank 01/12 - 1/13**

***Business Analyst III(1year – contract)***

***Richmond VA***

**Domain: Banking & Finance**

The project included making **enhancements to the web application which enables potential customers to perform searches for Online Mobile Banking, Credit Cards, Retirement investments, Salesforce, Mortgage Loans, Order to Cash applications-** It provided a clear and complete picture of the client's allocation, current portfolio, and full brokerage capabilities information. It also included designing a **Graphical User Inter phase GUI dashboard** to automate the process of aggregating all the risk numbers and summarizing them in the form of reports.

* **Facilitated and participated in the meeting sessions with the business users and stakeholders** to define the project scope and boundaries.
* Assisted the project manager in developing **scope and vision documents** describing primarily the goals, objective and scope of the project.
* Works closely with the product group lead, understanding overall theme and operational objectives by studying business function and gathering requirements
* Plans, write **themes** and **user stories**, **refine the backlog**, **create tasks**.
* Responsible for interfacing with key business and technology stakeholders.
* Provides key oversight on product requirements to ensure comprehension among key stakeholders.
* Drives task completion between the business, product and development teams to ensure requirements are executed upon both timely and accurately
* **Involved in identifying business process and developing business process flow diagrams**.
* Validated the various business processes with a committee of Subject Matter Experts (SME's) like Mortgage Servicers, Underwriters, Sales and Lending support to ensure the rules and guidelines have been met.
* Analyzing product market research and customer feedbacks.
* **Elicited requirements through brainstorming, Joint Application Development (JAD) and interview sessions**.
* **Created user stories in Jira and acceptance criteria.**
* **Wrote Use Cases and developed various models like Use Case Diagrams, Activity Diagrams and State Diagrams for modules like Reports, Notifications etc**.
* Maintained a structured approach in organizing requirements to ensure that critical business rules and requirements are met.
* Functioned as a **liaison between various business users and the technical team** throughout the project lifecycle.
* **Involved in maintaining the Requirement Traceability Matrix (RTM).**Participated in test cases reviews to make sure that all the requirements have been covered and accurately tested.
* Wrote test cases for conducting User Acceptance Testing.
* Involved in creating User Manuals and training end users.

Environment: MS SQL Server, UML, HP Quality Center, MS Office Tools, MS Outlook, Test Director, JIRA, MS Visio.

***UBS***   **1/11 - 1/12**

***Business Analyst III(1yrear contract)***

***Weehawken NJ***

**Domain: Investment Banking**

The project involves implementing a vendor managed solution that will improve the application data analytics and audio analytics from Nexedia and Recommind.

* **Elicited requirements through brainstorming, Joint Application Development (JAD) and interview sessions**.
* **Created user stories in Jira and acceptance criteria.**
* **Wrote Use Cases and developed various models like Use Case Diagrams, Activity Diagrams and State Diagrams for modules like Reports, Notifications etc**.
* Maintained a structured approach in organizing requirements to ensure that critical business rules and requirements are met.
* Performed business process modeling, gap analysis, and process re-engineering and change management to let business know the functionalities of the COTS application.
* Worked with Business to understand the COTS application and to determine the “to-be” process.
* Facilitated Joint Application Development (JAD), sessions with stakeholders for requirement elicitation.
* Conducted requirements workshops, interviews and used questionnaires to document Business Requirements (BRD).
* Modeled the business process flows through UML, activity & sequence diagrams using MS Visio.
* Interacted with business owners, SMEs, and management team to gather requirements to **create Use Case and Activity Diagrams to further develop Technical requirements and/or Functional Specifications documents.**
* Wrote SQL queries to extract data from the database for Backend Testing.
* Facilitate defect review meetings involving all stakeholders to review defects, identify severity and set priorities as per client requirements.
* Participated in the team meetings to discuss issues arising out of the Quality Assurance (QA) testing.

Environment: MS SQL Server, UML, HP Quality Center, MS Office Tools, MS Outlook, Test Director, JIRA, MS Visio.

**Caliber Home Loans 01/09 - 1/11**

***Senior Business Analyst***

**Coppel TX - Remote**

**Domain: Mortgage & Loans**

Caliber homes Loans enables end user mortgage applicants to enter their credential, while giving the mortgage bank and the loan officer a central view of the complete transaction at the point of service. Build custom and other Loan IQ tools for underwriting and qualifying applicants.

* **Elicited requirements through brainstorming, Joint Application Development (JAD) and interview sessions**.
* **Wrote Use Cases and developed various models like Use Case Diagrams, Activity Diagrams and State Diagrams for modules like Reports, Notifications etc**.
* Maintained a structured approach in organizing requirements to ensure that critical business rules and requirements are met.
* Functioned as a **liaison between various business users and the technical team** throughout the project lifecycle.
* **Involved in maintaining the Requirement Traceability Matrix (RTM).**Participated in test cases reviews to make sure that all the requirements have been covered and accurately tested.
* Wrote test cases for conducting User Acceptance Testing.
* Involved in creating User Manuals and training end users.
* Worked closely with a team of analysts in defining the scope, analyzing business requirements and segregating them into high level and low-level requirements.
* Formed a bridge between the Project Manager and the development team with effective presentations.
* Interviewed key business users including Loan officers in gathering requirements.
* **Conducted JAD sessions, use case analysis and outlining business rules**.
* Analyzed the overall project architecture and designed a technical framework of Service level Agreements SLA with Application Service Provider (ASP) vendors.
* Involved in Gap analysis to eradicate any bottlenecks in the business processes.

Environment: MS SQL Server, UML, HP Quality Center, MS Office Tools, MS Outlook, Test Director, JIRA, MS Visio.

**Syngenta 01/08 - 1/09**

***Business Analyst/QA***

***Charlotte NC – Remote***

**Domain: Agriculture**

* Led team engineers to build LANDDB client application for growers.
* manage project delivery planning, forecasting, budgeting, scope and metrics reporting.
* Involved in creating targeted questionnaires for SMEs to gather requirements.
* Experience in **process modelling** to analyze the gaps in current application using data-flow diagrams.
* Partnered with the business stakeholders, process owners, users to identify their requirements, produced detailed specifications and to plan the project deliverable.
* Worked with the UI developers to make sure the designs requested are accurate.
* Facilitated the JAD sessions with the primary stakeholders, end users for requirement elicitation.
* Interviewed business users to gather requirements and analyzed the feasibility of their needs by coordinating with the Project Manager and technical lead.
* Identified, researched, investigated, defined opportunities for business process improvement, documented business processes and initiated efforts to make improvements.
* Contributed to the definition of scope, performed extensive requirement analysis and defined functional specifications.
* Involved in Requirements scoping and identifying high priority requirement for implementation.
* Facilitated review meetings to ensure that the project was implemented within the specifications of the contract.
* Validated technical designs created by IT developers against functional specifications.
* Assisted QA team in reviewing test cases, test plans and tested the final application for usability testing to verify whether all the user requirements were catered to by the application.
* Defined and documented requirements, identified gaps, evaluated requirements and change requests, managed scope and transferred knowledge.
* Coordinated the testing efforts in UAT testing.

Environment: MS SQL Server, UML, HP Quality Center, MS Office Tools, MS Outlook, Test Director, JIRA, MS Visio.

**Macys 01/07 - 01/08**

***Business Analyst***

***Johns Creek, GA - Remote***

**Domain: Retail *& Ecommerce***

Worked with Marketing system team to build a robust solution with the single goal of quick resolution, deep dives, root cause analysis and process improvement.

* Participate in end-to-end solutions (Requirement gathering, planning, solutioning, development execution and documentation) for marketing systems.
* Be the SME (subject matter expert) on macys.com business processes, data, marketing eco-system as well as data received from other sources.
* Ability to operate as a project coordinator and manage end to end project timeline by tracking activities across cross functional teams.
* Present status, milestones and issues to management and to other stakeholders related to assigned projects.
* Work with customers to understand business challenges/ requirements for expected solutions.
* Translate high-level business requirements into actionable and achievable products.
* Participate in solution development process to ensure solution addresses all business requirements.
* **Elicited requirements through brainstorming, Joint Application Development (JAD) and interview sessions**. **Use case analysis and outlining business rules**.
* **Wrote Use Cases and developed various models like Use Case Diagrams, Activity Diagrams and State Diagrams for modules like Reports, Notifications etc**.
* Understand and document the underlying data elements, constraints, flows and sources supporting the business domain.
* Maintained a structured approach in organizing requirements to ensure that critical business rules and requirements are met.
* Participate in solution development process to ensure solution addresses all business requirements
* Provide guidance on data conversion/mapping decisions and responsible for data integrity.
* Worked closely with a team of analysts in defining the scope, analyzing business requirements and segregating them into high level and low-level requirements.
* Translate high-level business requirements into actionable and achievable products.
* Perform through data analysis to asses feasibility of building expected solution and outline limitations/call-outs.
* Formed a bridge between the Project Manager and the development team with effective presentations.
* Interviewed key business users including Loan officers in gathering requirements.
* Analyzed the overall project architecture and designed a technical framework of Service level Agreements SLA with Application Service Provider (ASP) vendors.
* Involved in Gap analysis to eradicate any bottlenecks in the business processes.

Environment: MS SQL Server, UML, HP Quality Center, MS Office Tools, MS Outlook, Test Director, JIRA, MS Visio.

**BlueCross BlueShield of Tennessee 01/05 - 01/07**

**Sr Business Analyst II - Remote**

**Domain: Healthcare**

* Ensure accurate and timely completion of **BlueConnections and Medicare Advantage projects**
* manage project delivery planning, forecasting, budgeting, scope and metrics reporting
* Led owned all agile ceremonies.
* Develop project estimates (t-shirt sizing and LOEs), work plans, technical status reporting, and other technical delivery documents as required
* Performed business process modeling, gap analysis to determine the “to-be” process, and process re-engineering as part of the analysis phase of the project.
* Partnered with the business stake holders, process owners, users to identify their requirements, produced detailed specifications and to plan the project deliverables.
* **Facilitated the JAD sessions with the primary stakeholders, end users for requirement elicitation. Worked on drafting BRD and FRD.**
* **Deployment of WELLNESS PROGRAMS.**
* **Provide production support.**
* Involved in creating targeted questionnaires for SMEs to gather requirements.
* Interviewed business users to gather requirements and analyzed the feasibility of their needs by coordinating with the Project Manager and technical lead.
* Identified, researched, investigated, defined opportunities for business process improvement, documented business processes and initiated efforts to make improvements.
* Contributed to the definition of scope, performed extensive requirement analysis and defined functional specifications.
* Involved in Requirements scoping and identifying high priority requirement for implementation.
* Facilitated review meetings to ensure that the project was implemented within the specifications of the contract.
* Validated technical designs created by IT developers against functional specifications.
* Assisted QA team in reviewing test cases, test plans and tested the final application for usability testing to verify whether all the user requirements were catered to by the application.
* Defined and documented requirements, identified gaps, evaluated requirements and change requests, managed scope and transferred knowledge.

Coordinated the testing efforts in UAT testing. 

Environment: MS SQL Server, UML, HP Quality Center, MS Office Tools, MS Outlook, Test Director, MS Visio.

**EDUCATION:**

BBA Degree, Middle Tennessee State University

Major: Computer Information System.

Institute of Commercial Management, London UK 2007

Major: Financial Management.

Cambridge International College, Jersey England 2003 - 2004

Major: Sales Management and Marketing; Advertising and Public Relation.

**CERTIFICATION:**

1. Scrum Alliance

Certified Scrum Master (CSM)

Credential # 000456173

1. Project Management Institute

Project Management Professional (PMP)

Credentials # 2923143

1. Scrum Alliance

Certified Scrum Product Owner(CSPO)