Swaroop Warghade A person wearing a suit and tie smiling at the camera

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# Summary

I drive the spirit of Business Operations and Training with high Intellectual, communication skills and broader exposure in the information technology and operations vertical. I present the experience with Operations, Project management and Training expertise in; Agile Methodologies, AdWords management, E-commerce end to end operations, Quality analysis, Digital Services ( Experience Design, Digital Tracking Tools, Enterprise Solutions, Web Analytics, Digital Strategy), Data analytics with employers to Fortune 500 organizations.

Asset Skills:

1. Committed
2. Strong in Research & Analytics
3. Good Communication
4. Quick Learner
5. Focused on Goals

# Experience

## Senior Business Analyst- Scrum Master

### Cognizant

Mar 2018 - Present (2 years 4 months +)

Administered all Agile/Scrum processes including sprint planning, daily scrums, sprint reviews and sprint retrospectives; coached team members and clients on Agile process.

Hands on experience with tools like Jira (Scrum and Kanban boards), Clarity and PMP.

Efficient in driving more than 2 projects parallelly and delivered right expectations from the senior leadership team.

Played role of RTE in leading the multiple projects and was excellent in meeting the timelines of the project.

## Business Analyst Project Management

### CompuGain

Dec 2016 - Oct 2017 (11 months)

Lead and managed a team of 25 on actioned items of project analysis and timelines.

Analyze client's business requirements and process through document analysis, interviews, workshops and workflow analysis.

Communicate client's business requirements by constructing east- to- understand data and process models. Translate stakeholder requirements into over 10 diﬀerent tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/ model diagrams.

Identify and reconcile errors in client data to ensure accurate business requirements.

## Operations Manager

### Scorpions Strategies Pvt ltd (Startup Entity)

May 2014 - Jul 2016 (2 years 3 months)

Administered all e-Business activities and incorporated best practices in same to design eﬀective strategies and assist internet team to implement all department strategy and analyze all information and recommend improvements to all customer processes.

Managed a team of 17 for their training, productivity and quality.

Set up meetings between client decision makers and company’s practice leaders/Principals.

Plan approaches and pitches. Worked with team to develop proposals that speaks to the client’s needs, concerns, and objectives.

Providing day-to-day management of large Infrastructure services and support contracts and their benefit to the council is maximized.

## Team Lead

### Randstad India

Jul 2012 - Apr 2014 (1 year 10 months)

Manage various internal data sources and web analytics tools to enhance customer experience and assist to increase web presence of company and monitor all websites and recommend changes required.

Analysis and keen quality screening of ads which are advertised in Google.

The review of the ads would totally fall on landing page of the advertisement and would disapprove them, if they violate any of the policy of the company as per the norms and conditions.

## Process Trainer

### UnitedHealth Group

Jul 2010 - Jun 2012 (2 years)

Analysis of all levels of benefits and fixing of benefits both at cost and legal level to the Group Health insurance policy customers of UHG and Audit of the Group health insurance policy.

Preparing and analysis of Quality reports and projecting Targets based on 6-sigma Level.

Preparing Quality and TAT reports on daily basis and publishing it across the team and the SDL level Preparing the Daily MIS (Snapshot Reports)

# Education

## Singhania University

### Engineer's degree, Aeronautical/Aerospace Engineering Technology/Technician

2005 – 2009.

**Licenses & Certifications**

 **WS BUSINESS PROFESSIONAL** - Amazon Web Services (AWS)

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## gile Product Lifecycle Management 9 Certified Implementation Specialist - Udemy

 **TIL Foundation Level** - Udemy

 **ertified ScrumMaster (CSM)** - Project Management Institute

 **ix Sigma Green Belt (CSSGB)** - Cognizant

# Skills

Management • Team Management • Leadership • Customer Relationship Management (CRM) • Business Analysis

* Vendor Management • Banking • Strategic Planning • Finance • Market Research.