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| **POORNIMA PATHAK**  7714 Hickory Grove Road  Sylvania, OH - 43560  Phone: +1-757-837-1500  **Email:** [**poornima.pathak@outlook.com**](mailto:poornima.pathak@outlook.com)  **Work Authorization Status:** USA – Work Permit (H4 EAD) Valid until – April 2023 |  | CSM & SAFe 4.0 – Certified Scrum Master **Accomplished business professional looking to leverage a successful 12+ years of global IT experience as Scrum Master and Business/System Analyst within large and fast-paced corporations, with Agile management expertise, software development knowledge, communication and interpersonal abilities, to accomplish business goals at a growing organization.** Education:MBA in Marketing & Finance from IBS, Hyderabad, IndiaB.Com - Finance Hons. from BHU, Varanasi, IndiaCertification:Introduction to Computer Science from Harvard, USA |

## *Key Strength:*

* Extensive experience in Software Development Life Cycle (SDLC), Agile SDM and Software Testing Life Cycle (STLC)
* Demonstrated necessary inquisitiveness and quick learning ability to successfully deliver complex projects in different domain like Life insurance, Health-care, Wealth Management, Retail Banking & Electrics Sales
* Agile Project Management/Scrum Master experience to work in a multidimensional business environment by demonstrating excellent problem solving skills, risk management & implementing agile best practices.
* Business Analysis/ Product Owner Expertise - A solid understanding of gathering and analyzing business requirements, User Story Mapping, Data Modeling / Mapping, Business Process Modeling (BPMN 2.0), preparing BRDs and translating requirements into specifications.
* In-depth knowledge of business systems and industry requirements to develop testing strategies and execute manual and automation scripts in mainframe and web-based environments using both Agile and Waterfall methodologies
* Strong experience working in partnership with leaders & colleagues to drive results. Successfully facilitated and mentored cross-functional teams across assignments

***Technical Knowledge:***

* Basics of Computer programming Languages - C, Java,.Net, PHP,HTML & CSS
* Working Knowledge of Databases- Oracle SQL 11g, Sybase Application (SQL), MS Access SQL Server
* Sound Knowledge of Tools : Altassian Suite (JIRA, Confluence) Microsoft office (MS Word, Excel, PPT, Project, Visio, SharePoint), Integration Middleware (IBM WebSphere), DevOps tools (Azure, Jenkins, Git) Automation Tool (Selenium)
* Hands-on Experience of using applications like - Finacle, I-Mobile, I-view, SWIFT, UK Mortgage- MTP, Integra, Sales- CRM, PCMH - Patient Centered Medical Home, Medisys (Medicare Enrollment System), FACET

***Organization Scan:***

***Mastech Digital***

***Project: Medisys – Plan Change Automation for Anthem (Aug 2019 – Dec 2019)***

***Role: Sr. Business Analyst***

* Responsible for gathering requirements for Medisys - GBD Medicare Enrollment system
* Identify stakeholders, document features and stories by researching the existing functionality for plan change automation, perform gap analysis, gather and synthesize information.
* Working independently as well as in a team to meet operational deadlines in Scaled Agile Development Environment.
* Collaborating with Business SMEs, System Architect, Solution Development and Quality Assurance team for project deliverables.
* Leveraging Requirement Management tools, JIRA, MS Visio, SharePoint, Confluence to manage and document project artifacts, Azure Dev Ops
* Liaison with multiple scrum teams at onsite/offshore on development and testing activities
* Supporting go-live and deployment activities for bi-weekly and monthly releases

***Infosys Ltd.***

***Project: UK Mortgage Transformation Program for*** ***HSBC (Dec 2018 – July 2019)***

***Role: Sr. Business Analyst/Scrum Master***

* Facilitated Daily Scrum Meetings and Monthly Reviews meetings. Conducted sprint retrospective and followed up on action items for continuous improvement
* Implemented Kanban and scrum principles as Scrum Master that resulted in reduction of Cycle time by 20% thus increasing team's throughput in less than 9 weeks
* Worked with Core Team- SMEs, Business & Release Management to understand & analyse the requirement and provide the high level solutions in line with HSBC guideline.
* Act as a single point of contact for various teams (Development, Testing, BI - Business Intelligence and Database teams) across the globe and drive project successfully till UAT.
* Project handled: HSBC UK Mortgage Transformation Program -Lending, Mortgage Switcher & Intermediary API Development.
* Coordinated and participated in weekly estimation meetings to provide high-level estimates (Story Points) for backlog items
* Improved team velocity by incorporating capacity planning into sprint planning sessions.
* Developed crucial functional requirement specifications, creating detailed use cases and process flow diagrams to support functional specifications.
* Worked on Project Management Tools : JIRA, Confluence, Jenkins, SharePoint, Microsoft project, Visio, Microsoft Azure

**Project: CareFirst (May 2018 – Dec 2018) | Role: Scrum Master**

* Serve a cross-functional development, design, data, and architectural team who delivers and supports new and existing web-based products to the members and providers at CareFirst.
* Collaborated across design, technology, and product teams to build customer-centric products, encouraging improved story estimations and sprint planning while coaching Agile practices
* Setup processes for release management leveraging Azure DevOps and IT and building strong relationships that improved quality and currently meets deadlines continuously while improving client satisfaction
* Engage with business stakeholders on as-need basis to educate and improve Agile delivery.
* Support the product owner with respect to grooming and maintaining the product backlog.
* Communicate effective status and task details to peers and management.
* Support Team building and Team development by utilizing the abilities and skills of individuals, and fostering a feedback culture.

***Electro-Mech Power Industries***

**Project : Sales CRM (May 2017 - Apr 2018) Role: Sr. Consultant/Quality Analyst:**

* Requirements gathering, analysis and process modelling for the entire Sales CRM system
* Working closely with development team to ensure that development efforts are aligned with business objectives and functionalities.
* Develop test plan, create test cases and perform SIT, regression, and UAT testing.
* Tracking defects, working with respective developer for fixes and re validating for closure.

***ICICI Bank***

**Project: Retail Banking Wealth Management - Digital (Apr 2012 – Aug 2015)**

**Role: Agile Product Manager**

* Played the role of Product Manager & Scrum Master for cross-functional teams in different platform (i-Mobile/ i-Core/ DB Tracker/ FCRM, Integra) for application enhancement to improve user experience.
* Facilitated backlog refinement, sprint planning, daily scrums, sprint reviews and retrospectives.
* Major projects completed : Built validations in Finacle, Integration of Finacle with other applications like Integra/ DB Tracker/ I-View/ etc, Automated several manual processes (SR based to STP), Launched new Savings account variants like women saving account, wealth family account and map its features in several applications,etc
* Prepared Business Process Models that includes modelling of all the activities of business from conceptual to procedural level including “As-Is” and “To-Be” process maps
* Review the Test cases/Test strategies, Process specification docs for accuracy and compliance to ensure undisputed acceptance and validation of stories
* Successfully managed interpersonal conflicts within the department, which has improved morale while creating a succession plan and cross training and mentoring to diffuse SME knowledge.
* Sound knowledge of Banking practices, IT Compliance and security, financial and operational controls and risks.

**Project: Retail Banking Wealth Management - Digital (Apr 2010 – Mar 2012) | Role: Business Analyst**

* First point of contact for taking business requirement for Internet Banking Platform and Identity & Access Management- ARCOS (ARCON)
* Eliciting stakeholders through walk-through, questionnaires, interviews and brainstorming to gather information on their financial requirements and providing them the suitable customized solutions.
* Working closely with end user and stakeholders on product demoes and getting the feedbacks incorporated.
* Determine the root cause of failure in the application by using Oracle SQL environment and application logs.
* Having Experience in creating a Business Requirements Document (BRD), Functional Requirements Document (FRD), Use Case Document (UCD), System Requirements Specifications (SRS), Requests for Proposals (RFP), Request for Quotations (RFQ), Requirement Management Plans and Requirements Trace-ability Matrix (RTM).
* Coordinated with cross-functional teams to ensure smooth process flows to the swiftly serviced savings account, current accounts, loans, credit card and third party products like life insurance, health insurance, mutual funds.

***Kotak Mahindra Ltd.***

**Project: Bancassurance (Jul 2007 – Oct 2009) | Role: Reporting Analyst**

* Conducted extensive research and SWOT analysis to improve the performance of stakeholder
* Worked on life insurance requirements of the cheque bounces, premium pending, policy forfeitures.
* Worked on projects like designing national contests, trigger mechanism
* Analyzed and translated business requirements like issuance and cheque bounce using tools like MS Excel.
* Support the bankers to sell the third party product- Life Insurance through the expertise product knowledge, exceptional service delivery and selling skills.

***Awards & Achievements:***

* Instrumental in HSBC Account expansion by 18% within 8 months (2018 - 2019)
* Awarded as best Employee in ICICI Private Banking at regional level in 2010.
* Recognized as top Manager in ICICI Pan India in 2014 for Product Innovation and Strategy.
* Awarded for meeting 98% of SLAs by streamlining business processes and identifying areas for improvement.

***Certifications:***

* CSM - Certified Scrum Master from Scrum Alliance
* Safe 4.0 Scrum Master Certification from Scaled Agile
* Business Analysis Certification from Imarticus Learning, India
* Certified in Oracle SQL 11g 2018 from Seed Infotech, India
* ISTQB Foundation Level Certification, India
* Certified in CS50 - An Introduction in Computer Science from Harvard University, USA