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Work Authorization Status:

USA – Work Permit (H4 EAD)

Valid until – March, 2023

Accomplished business professional looking to leverage 12+ years of IT experience as Scrum Master, Product Owner and Business Analyst within large and fast-paced corporations, with Agile project management expertise, stakeholders engagement, communication and interpersonal abilities, to achieve business goals at a growing organization.

Education:

MBA in Marketing & Finance from IBS, Hyderabad, India

B.Com - Finance Hons. from BHU, Varanasi, India

Certification:

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 Supplies.
- 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 and 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), Tableau, 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), FACETS

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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 & analyze 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

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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, 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.
- 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.

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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 demos 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 business performance.
- 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.
- Supported various departments to achieve their goals through data analytics and reporting.

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