

SABREEN ZAHID

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EDUCATION

UNIVERSITY OF TEXAS AT ARLINGTON

Arlington, TX

Master of Science in Information Systems (GPA 3.5, Graduate Teaching Assistant)

May 2019

EAST POINT COLLEGE OF ENGINEERING & TECHNOLOGY

Bangalore, IND

Bachelor of Engineering in Information Science (GPA 3.8)

June 2010

PROFESSIONAL EXPERIENCE

FLOWSERVE

Business Analyst Senior/Scrum Master

Project: Critical Aftermarket Application in the manufacturing domain

Irving, TX

- Managed the business requirements and helped the development team to ensure that Scrum processes are followed
- Developed a support management system using Appian technology to manage a critical aftermarket application.
- Acted as a liaison between business and the development team to safeguard quality and timely delivery of the Appian application system.
- Established an environment where the team can be effective by clearing obstacles.
- Managed the whole development lifecycle from working with stakeholders on defining user stories with success criteria for testing and rolling out application for production usage

**Aug
2019-till
date**

FLOWSERVE

Intern Business Analyst

Irving, TX

Project: CRM implementation of Salesforce

Summer 2018

- Collaborated with the business to devise the User Acceptance Test (UAT) strategy and formulate the change control process for the Salesforce CRM Implementation, which integrated silo information systems into a centralized platform
- Managed the business requirements by mapping the test cases to the epics/user stories to validate usability and features of the system
- Evaluated a new system for the purpose of future usage as a document management technique

ACCENTURE

Senior Business and Arch. Integration Analyst (BCS ISEB certified BA)

Bangalore, IND

Project 1: Enhancement of a legacy financial application

2014 - 2017

Project 2: Business Process modeling of a healthcare application

- Supported client's financial, planning & budgeting tool from requirements, enhancements and maintenance standpoint, ensuring the continuation of service
- Slashed incoming incident count by 25% for a financial application, using incident performance metrics in Tableau and creating FAQs
- Led a Business Process Transformation to remodel legacy into automated systems. Created user stories and business processes in Visio and documented end-to-end business changes
- Managed a scrum team and helped track accountability, milestones and actionable goals

PRAXEVA

Bangalore, IND

Business Analyst/Product Owner

2013 - 2014

Project: Implementation of a document management system

- Collaborated with Sales & Marketing to design collaterals, which helped suit customer needs for the Enterprise Content Management (ECM) product
- Defined scope for the integration of ERP with Document Management System (DMS) and planned phase-wise implementation of product according to the business needs
- Prepared training materials and trained the customers to ensure closure of deals in collaboration

with the sales team

- Responsible for breakdown of EPICs, Features and Use stories for each sprint

DELL-EMC

Bangalore, IND

Business Analyst

2010- 2012

Project: *A human resources application for time management of employees*

- Designed Use Cases, UML diagrams and requirement traceability matrix to facilitate the requirement validation process
- Created POCs on the feasibility of the application to market the potential of different modules of the application

ADDITIONAL INFORMATION

- Trained over 300 Accenture practitioners for BCS ISEB Business Analyst Certification
- *Domain:* HR, Finance, ECM, Sales, Pre- Sales, and Health Care
- *Tools/Technology:* Agile Methodologies(Scrum), Six Sigma Yellow Belt, Tableau, SAP BO (reporting), MS Visio, UML, HTML, MS Office, MS Project, MS SharePoint, CRM, Service now
- *Awards:* Apex Award (Trendsetter) at Accenture for introducing innovative process at work
- **Certified SCRUM MASTER** (Sep 2019)