

Bikash Agarwal

Senior Product Owner / Business Systems Analyst

8148 Genesee Ave San Diego, CA

(858) 257-8074

Bikash.agarwal7@gmail.com

Profile

An accomplished, detail-oriented and insightful Product Owner and SAFe Agilest PM with 12 years of varied cross-functional experience in areas of product management, product development, process improvement, software development and technical business analysis. I am seeking to leverage leadership expertise as product owner, solution-oriented and driven with superior business analysis abilities.

Skills

- Requirement gathering and business analysis
- MS Dynamics CRM
- Cloud based applications and API knowledge
- Product ownership and superior business analysis
- Solution testing and implementation
- Data migration
- Jira, MS Visio and MS office suites
- Agile expertise, SAFe certified
- Mainframe development using COBOL
- Java

Experience

Product Owner/Business System Analyst

San Diego, CA

LPL Financial (Collabera)

2018 – Present

- Managed the digital transformation project to migrate from the Siebel application to MS Dynamics cloud platform for over 125 service professionals.
- As a product owner have lead migration of IVR telephony projects for over 500 clients comprising of over 100 admin professionals.
- Worked in the Analytics (NiC) projects alongside Systems Analysts and solved for the various challenging business needs including over a dozen cross-functional teams.
- Lead collaboration for the integration and communication among cross-functional applications, databases and technology platform teams on a business level.
- Have been an inspiration to across teams in requirement gathering and user story writing skills.
- Managed development team, system integration architects, and business change team members by working with them to review business needs and monitor progress based on project schedule.
- Lead successful migration of Mainframe application finance module to in house application with robust accountability and security features.
- Identified risks in applications and worked with the teams in mitigating it.
- Trained end-users (NiC system and MS Dynamics users) in the new functionality by both presentations and documentation. Built GIF videos for offline trainings.
- Developed As-Is and To-Be flowcharts and worked with product owners in writing business requirements and technical requirement documents.

- Very successful agile and scrum Product Owner.
- Have lead and guided the scrum teams in delivering a quality product.
- Tracked feedback at all levels and researched resolutions for common concerns.

Process Lead/Business Systems Analyst

Fountain Valley, CA

Hyundai Motors (Infogain Corp.)

2018

- Interfaced with cross-functional team of business analysts, developers and technical support professionals to determine comprehensive list of requirement specifications for new applications.
- Worked closely with software development and testing team members to design and develop robust application solution to meet requirements for functionality, scalability and performance.
- Gathered requirements for an in-house vendor management application for vehicle parts.

Mitchell International (Infogain Corp.)

Noida, India

2017-2018

- Organized various scrum ceremonies like sprint review, team retrospective planning and team demo in the sprint and the PSI level.
- Owned the product backlog and prioritized and organized the backlog grooming sessions.
- Provided demo to the customers after the product was developed.
- Appointed primary quality assurance analyst, directing a team to test, plan, and execute end-to-end pre-deployment regression testing for a pilot client site.
- Reviewed and transformed business and User Story requirement documentation.
- Lead the offshore team and collaborated with the onsite teams to deliver a quality product.

FedEx (Infogain Corp.)

Dallas, TX

2018

- Lead the team in implementing new mobile technologies including iPhone and Android apps for the Shipping and Tracking business platforms
- Prioritized work within an agile team and maintained a backlog of future work for consideration/prioritization in Jira.
- Owned and have driven backlog grooming and management, created acceptance criteria and driven testing and delivery.
- Coordinated with various cross functional teams in developing project plans for prioritized initiatives.
- Led collaboration for the integration and communication among applications, databases and technology platforms on a Business level.
- Collaborated with team to define business requirements for organizational processes, achieve productivity standards and adhere to accuracy standards.

Business Systems Analyst

Gurgaon, India

Sunlife Financial

2010 - 2014

- Conducted business reviews, Interviews, walk through sessions and facilitated monthly and weekly meetings/reviews also taking the sign offs of the stakeholders.
- Lead and assisted on an improvement project with regards to the reduction of the up-time of the mainframe applications which resulted in the overall savings of over a million dollar to the company.
- Reduced the batch cycle time by over 3 hours daily that resulted in the up time of the system well before the start of the day.

- Created mainframe applications for the business to remove the backend dependency that resulted in faster data changes rather than depend on the development team. Was highly praised for the effort.
- Worked in the mainframe space analyzing and recommended solutions when migrating data to cloud services like Salesforce.com.
- Utilized knowledge of the Software Development Life Cycle (SDLC) phases such as planning, analysis/design, development and testing for the software/system development process.
- Managed all types of change requests, defects, enhancements, issues and documentation changes.
- Worked with QA's to develop test plans and test cases, detected bugs in the system.
- Provided inputs to the development teams on the design aspects of the product.

Associate Software Engineer

Gurgaon, India

UnitedHealth Group

2009 - 2010

- Did the development in COBOL and JCL for the insurance claims processing system.
- Responsible for the support of TOPS claim processing engine that handles over ten thousand claims in a single day.
- Analyzed the claims adjudication system engine and developed the software engine for claims processing.
- Wrote the codes from scratch as per the requirement documents for the newer version of the application.
- Fixed various bugs in the codes.

Education

- **Bachelor in Technology** - Information Technology
Uttar Pradesh Technical University – India

2004 - 2008

Certifications

- SAFe Agile 5 Product Owner/Product Manager certified
- ITIL Foundation
- Certified Scrum Product Owner
- Certified Java Associate
- Scrum Fundamentals Certified