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**Burhana Batool**

**ServiceNow** Product Owner/ Business Process Consultant

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**Professional Summary:**

Envisioned intellectual with a passion on Innovative and analytical thinking, comes with 15+ years of experience. Expertise in Product/ Process design, Project management, Stakeholder management, Solution design and development with agile methodology as the key.

Currently ServiceNow Business process consultant and solution architect. ServiceNow CSM/ HR/ ITSM/ GRC expert. Worked on ServiceNow upgrades, provide solutions for end-to-end ServiceNow delivery, gather business and technical ServiceNow requirements.

**Certifications:**

SKILLS:

* Product Management
* Product Development
* Process Re-Engineering
* Prototyping
* Scrum Master
* Requirement gathering
* Writing User stories
* Sprint Planning
* Process Modelling
* Product backlog
* Backlog Grooming
* Functional Testing
* ServiceNow
* Machine Learning in R
* MS Visio
* Tableau
* SAP HANA
* ASP.Net
* MS SQL
* MS CRM
* JIRA
* ATG
* Mainframes
* SFDC
* DevOps
* E Commerce & Retail Domain
* Telecom Domain
* Insurance Domain
* Contract Management
* Lead to Order
* Order to Revenue
* ServiceNow Certified System Administrator
* Certified machine learning in R
* Certified Scrum master
* Certified Business Analyst, from Belgium
* Certified Oracle Commerce Business Tools
* PMP training course attended, 2014.
* ISO 9001:2008 Certification by SGS, Malaysia
* Test Analyst training course, 2012
* DevOps training
* DB2 certification
* Crowdsourcing - Challenge Architect Certification from WIPRO

**Employment Summary:**

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| --- | --- |
| Organization | Period |
| Wipro Technologies | July 2015 till date |
| Mcfadyen Consulting | May 2014 - June 2015 |
| SapuraKencana SDN BHD, Malaysia | July 2012 - May 2014 |
| Tata Consultancy Services | April 2006 - July 2012 |
| Kanbay software (I) Pvt.Ltd | April 2004 - April – 2006 |
| Cognizant Technology Solutions | Sep 2002 – Mar 2003 |

**Educational Qualification:**

Bachelor of Technology (Information Technology)  
 From Madras University (VIT) Passed out: 2002   
 *Note: Merit scholarship from PRESIDENT of India for Engineering degree*

**Employment History:**

ServiceNow Technical Business Process Consultant at Wipro Technologies

July 2017 – Present

* CSM/ FSM, HR, GRC, ITSM, ITBM, ITOM, Performance analytics, HR, Custom portal, Knowledge management, custom solution implementation experience in ServiceNow.
* Experienced in solution architecting the integrations of ServiceNow with multiple applications. Worked on portal designing, platform configuration (case management, Account/contact management, Contract & entitlement, Asset management, workflow, flow designer, auto assignment rules, SLA configuration), customization of platform features and reports.
* Provide best practice recommendation for to-be application landscape and integrations.
* Experience with conducting OCM (Organizational change management) trainings.
* Developed and executed rollout customer communication strategy. Work closely with key business leaders to understand change management trainings across multiple business units.
* Designed and conducted leadership workshops. Developed train-the-trainer content and prepare clients for instructor led training to organize them for role changes and a new organizational structure.
* Spearheaded use of agile methodology by serving as scrum master for creation of training. Involved in planning of Sprints, prioritize the product backlogs, lead the teams, manage the development process.
* Create, document, communicate and deliver MVP, OCM, OKR roadmap by working closely with customer business teams.

Management Skills:

* Support the development of strong client relationships by building trust, rapport and strong working relationships with key sponsors, stakeholders, and team members
* Excellent & effective communication Management, Project management, Client relationship Management.
* Record for coordination between globally located teams.
* Compiling metrics for management. Providing weekly status to the management.
* Resource planning work scheduling and include activities like Identifying Training needs.
* Managed complex projects with global implementation, and rapidly evolving requirements.
* Experience working for project delivery under stringent timelines and high pressure.
* Having a flexible attitude and positive approach.
* Responsible for coordination of both offshore and onsite team’s daily tasks planning, assignment and tracking.

Agile Product Owner/ Project manager at Wipro Technologies

July 2015 – July 2017

-> From idea to delivery, spearheaded the development of an advanced Contract management product for Wipro.   
 -> Worked as a Techno-functional Consultant for Walmart and Sam's club E commerce end-to-end development.

* Serve as a voice to project the expectations of customers on new or already existing products.
* Analyze customer opinions and feedback to determine features or components that will add good value to a product.
* Assess product value stream to identify areas that require improvements
* Monitor the progress of product development, as well as plan for product release.
* Requirement gathering, Create, maintain, prioritize, and groom the Product Backlog. Write User Stories. Define Release and Sprint Goals.
* Communicate continuously with the Scrum Team and Stakeholders realistic and attainable expectations for the Product Release.
* Establish the strategic technical direction for the team.
* Developing and maintaining test methodology, defining test strategies, Master Test plan for every project release. Excellent in preparing test cases, test scripts and preparation of test data.
* Worked in SAP HANA for business analytic, JIRA, ATG, MS CRM, SFDC.
* Prepare POV (Point of view) and white papers on retail domain.
* Preparation of proposal and presentation to client.

Senior Agile Business analyst at Mcfadyen Consulting

May 2014 – July 2015

-> Worked as a Business Analyst for HEB and ACCO E commerce end-to-end development.

* Capture business requirements and check feasibility of those requirements.
* Documented the requirements in JIRA. Split the requirements into Epics/ Task. Priorities the stories from the backlog along with the business. Based on priority plan the stories for each sprint
* Communicating requirements to sponsors, stakeholders and project team members about the business needs
* Working with all the stakeholders across the teams to make sure there is a proper information flow across the scrum teams
* Facilitating and Conducting Grooming sessions across the teams.
* Supporting the dev/ UI/ Testing/ Management team throughout the project on functional queries, design queries and business requirements.
* Coming up with story points/estimates for every story in the sprint.
* Ability to translate business processes into clear and comprehensive test scenarios, excellent in preparing test cases, test scripts and preparation of test data.
* Experience across multiple types of testing i.e. user acceptance, system integration. Understanding of different test approaches and techniques.
* Follow the proper quality process for testing by traceability matrix, Health test, Smoke test, meeting the SLA of defects.
* Handling defect triage calls during UAT and working with QA teams and helping them to manage the defects across the scrum teams.
* Attending Calls with business and providing a demo after each sprint to make sure the application built is aligned with the business requirements.
* Reviewing the test cases and doneness of the stories after each Sprint.
* Gap analysis on the requirements/ wireframes given by the client.
* Discuss with the client on the identified gaps and include them into the backlog stories.
* Liaising between the Business and Develop teams to make for any dependencies.

Senior Business Analyst/ QA Manager at SapuraKencana SDN BHD Malaysia

July 2012 – May 2014

-> Worked for Smartplan solution which is a multidisciplinary solution for Oil and Gas.

* Gathering requirements from end users to build for the End-to-end functionality of Smartplan Foundation, Smartplan Material and Smartplan construction.
* Prepare the functional requirement document and conduct training to the development team and the testing team on the functionality
* Co-ordinate, review and help the technical team with all their deliverable.
* Analyze the business processes using value-added/non-value added process modeling tools, cost-time charts, and root cause analysis or other tools as appropriate.
* Prototyping of the system/project
* Risk Identification, Mitigation planning and Reporting
* Managing the testing team, Formation of Test Team, distribute the workloads, track the progress
* Prepare testing process for the from the Requirement Analysis, Test Planning/Strategy, test Design, Test Execution and Test completion and Reporting.
* Analyze the Test case prepared for gaps and find the severity of the gaps affecting the Testing and conduct weekly gap presentation meeting.
* Collect various metrics and consolidating the report to update the same to the management.
* Following up any outstanding open test risks / issues. Also managing the gathering of results and help in preparation of test data.
* Conduct UAT testing for the module
* To provide feedback to the development team and ensure the work carried out in accordance with the schedule and the quality requirements.

Business Analyst/Technical Project Lead at Tata Consultancy Services

Apr 2006 – July 2012

-> Worked for Target, Colruyt-Belgium, Woolworth E commerce end-to-end development   
-> Worked for Du mobile, Dubai

* Requirement gathering with the end users.
* Make a process model for the new applications, split into functionalities and make use case diagrams of each functionality.
* Feasibility study on all the requirements
* Help the Project manager make the rough cost for the new project.
* To coordinate between the business end users and the IT team.
* Give functional knowledge transfer to the next level of development team for the Prototype to be made.
* Involved in getting sign off for the prototype and the requirement.
* To assure the quality standards in all the new e-commerce application.
* Analyze and understand the FSD (Functional requirement document) prepared for various module of E commerce site.
* Find requirement gaps and business gaps present in the FSD prepared for various modules based on the requirements.
* Analyze the gaps and find the severity of the gaps affecting the business.
* Re-engineering:
* Analyze the Business processes of existing e-commerce application in COLRUYT (re-engineering).
* Document the business requirements present in the existing application of Colruyt by talking to the end users.
* Most of the existing applications, the end users did not know the exact business requirement. By understanding the code, captured the business requirements of the existing e-commerce application.

IT Analyst at Kanbay software (I) Pvt.Ltd

Apr 2004 – Apr 2006

* Preparing the A&D (analyses and design) technical documents for all the requirements of the project.
* Reviewing the code and unit test results done by the team.
* Coding and Unit testing along with the team to meet the schedule.
* Responsible for all deliverable to the client.
* Infrastructural setup for testing activities. Helping the testing of code.
* Monitoring and helping the defect solving.
* Team management & assigning task to the team members.
* Project planning, management, and work scheduling of resources.

Developer at Cognizant Technology Solutions

Sep 2002 – May 2003

* Was involved in Patch releases of production support tickets.
* Solve production support tickets (bugs) in a given period.
* Analyze the problem, correct the program with right solution, test the code (solution) and integration testing the system impacted.
* Involved in test case preparation and testing for the tickets.
* Responsible for handling adhoc requests like SSN Updating, Zip code Updating etc.
* Analyze, debug and modify programs on request, which need code changes.