GARIMA AGRAWAL | +91 7978984124 | garima1_bgr@yahoo.co.in

OBJECTIVE

Scrum Master | Project Manager | Business Analyst
Manages complex projects/ programs from design and development to production

COMPETENCIES MATRIX

- Project Management
- Software Development Lifecycle
- Requirement Gathering & Analysis
- Data Queries and Interpretation
- Agile & Scrum Ceremonies
- Problem Solving, Sprint Management
- Stakeholder Management
- Project Documentation, Reporting
- Team Work, Coaching & Mentoring

SOFT SKILLS

Communicator
Goal Oriented
Analytical
Covergent Thinker
Team Player
Self Motivated
Organized

TECHNICAL SKILLS

Software	C#, Visual Studio .NET 2005/2008/2010/2015, ASP.NET, SSRS, Kibana, VSTS, MS Visio, Power BI
Languages	C# .NET, SQL Server, Python (Learner)
Databases	SQL Server 2008/2012/2014/2017
OS	Windows 2003/2008/2010
Methods	Waterfall, Agile
Domain	Data Processing and Content Collection, NGM India Life Insurance and General Insurance

CERTIFICATIONS

- Certified Scrum Master from Scrum Alliance
- Certification in Microsoft Software Development Fundamentals
- Certified as Microsoft Technology Associate: .Net Fundamentals
- Certified as a Microsoft Certified Professional
- Internal certification for MI Code-A-Thon

EDUCATION

Bachelor of Technology: Electronics And Telecommunication – **2014**
KIIT University, Bhubaneswar (8.03 GPA)
XII Class (72.6%), 2010
X Class (84%), 2008

PERSONAL

Date of Birth: 31st October, 1992
Current Address: Balangir, Odisha

PROFILE SUMMARY

- **Dynamic Professional with 5+ years** of solid experience in Software Development, Project management and Business Analytics functions with domain expertise in Data Processing & Content Collection, Life Insurance.
- **Certified Scrum Master** with proficiency in facilitating the daily scrum activities, coaching cross functional teams and conducting scrum workshops.
- Expertise in end-to-end software life-cycle implementation, upgrades, production support, rollout & enhancement from business analysis, testing, migration, go-live assistance till post implementation support.
- **Sound knowledge and experience in SDLC** with expertise in SDLC methodologies including – **Waterfall**, **Agile** & **Scrum** models for enterprise wide solutions. Successfully worked with various stakeholders to identify process improvements in deliverables and developing methods to achieve delivery of desired results.
- **Excellent stakeholder engagement skills,** with proven abilities in maintaining communication on project deliverables, maintaining key relations with clients by acquiring feedback on issues and taking suitable actions.

CAREER ACHIEVEMENTS

- Devised the product strategy for the S&P Global Market Intelligence platform; improved data quality and accuracy by 37% resulting in $10M+ quality payout savings.
- Identified challenges in document processing by analyzing 1M+ data points. Designed a seamless solution to reduce duplicate document processing by 27%.
- Designed an interactive user interface for the internal data collection tool leading to 20% improvement in the efficiency of data collection analysts
- Received award for Technical Excellence for merging 9 applications at database level to enhance productivity
- Developed and delivered various web-based applications for ICICI Prudential Life Insurance

WORK EXPERIENCE

Scrum Master, Project Manager / Business Analyst
S&P Global Market Intelligence | Nov'2018 – present

- Responsible for analyzing requirements, scope, impacts, risks and issues to ensure high customer satisfaction for project deliverables
- Working closely with Product Owners and Clients to build solutions of high business value using Agile Project Management tools as MS Azure DevOps/VSTS, Teams, MS office
- Monitoring and reporting on project progress and deliverables.
- Facilitating all Scrum Ceremonies including Sprint Planning, Daily Scrums, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning to realize full team engagement
- Removing obstacles for developers and testers and used key Scrum metrics (burndown, velocity) to help deliver 100% committed work
- Coaching and mentoring other Scrum Masters on the program team to ensure that the ways of working are consistent across teams and to create positive mindset to Agile methodologies
- Ensuring Data Quality and Delivery by sourcing documents from various feeds and Crawlers in defined SLAs
- Performing competitor bench-marking analysis to identify manufacturing savings opportunities and potential product enhancements
- Working with senior leadership to solve, improve, create, and automate key business processes

.Net Developer and Business Analyst
Tata Consultancy Services, Mumbai | | Sep'2014 – Oct'2017

- Handled development of 20+ web applications such as ticketing system, file upload utility (Multiple servers), Grievance System, Attendance management, HRA claims system, etc.
- Performed quality assurance, system integration and user acceptance testing facilitating on-time, on-budget and acclaimed "go-live" of enterprise implementations for up to 12,000 users
- Developed several schedulers and jobs for sending reminders and escalations to users and system monitoring.
- Handled documentation at all stages of development.