|  |  |
| --- | --- |
| **AKSHAY JAIN**  **Scrum Master and Sr. Business Analyst**   * Akshayj274@gmail.com   +61 412997785/  +91 9552038259      ***Targeting assignments in Scrum Master, Business Analysis, and Project Management***  Contact | |
| **Executive Profile**     * Analytical professional with over 5.7 years of experience in Business Analysis, Agile Scrum practices, Data Analysis, Requirement Gathering, BRD Documentation, Application analyst, and Oracle database administration. * Handled multiple project teams as a Scrum Master and implemented scrum practices to deliver projects on time and gain customer delight. * Integrated Design Thinking with the business processes to achieve customer delight. * Implemented various ITIL processes that helped in achieving improved teams’ performances and customer satisfaction. * Skilled in mapping business processes, conducting requirement analysis, defining specifications and interacting with clients for resolving concerns. * Worked in Agile processes and Methodologies to improve project deliverables and gain Customer Satisfaction. * Experienced in delivering proposals to clients, developing customer specific strategies. * Capabilities in conceptualizing and implementing high performance business strategies on a consistent & continual basis. * Expertise in training & motivating teams to develop & maintain deliverables as per SLA’s and SOP’s. * Saved **4.5** **Million** USD by application upgrade/migrate and decommission project. * Skills in analyzing business process set up to identify & eliminate quality snags through realignment/redesigning of processes. * An effective communicator with extensive relationship building and interpersonal skills, analytical, technical, negotiation, presentation and client relationship management skills and always willing to take on new challenges and responsibilities. | **Key Impact Areas:**  **- Business Analysis**  **- Scrum Master**  **- Data Analysis**  **- Requirement Gathering**  **- Process Consultation**  **- Reporting & Documentation**  **- Client Relationship Management**  **- Oracle Database Administration**  **- Process Improvements**  **- Project Delivery**    **Key Skills:**    Communicator **Collaborator**  Intuitive Team Management and Coordination  **Motivator** Client Handling  **IT Skills & Certifications:**   * Certified Professional Scrum Master * Certified ITIL Foundation * Business and Data Analysis * Oracle Database Administration * Structured Query Language (SQL) and RDMS * Microsoft Office (Excel, Access, Word, & PowerPoint) |
| **Career Timeline**    **Business Analyst at LTI, Mumbai**  **Sr. Business Analyst and Scrum Master at LTI, Perth (Australia)**  **2017 - 2018**  **2019 – Now**  **Oracle DBA at LTI, Mumbai**  **2015-2017** | **Academic Details:**   * B.E (ETC) from SSEC, Bhilai with 77.2 %. * XII (CBSE) from B.S.P SSS-IV, Bhilai with 72%. * X (CBSE) from B.S.P SSS-IV, Bhilai with 74.2%. |
| **Professional Experience**  **Jan’19- Till date as Scrum Master and Sr. Business Analyst (Location: Perth, Australia)**  **Role:** Scrum Master and Sr. Business Analyst  **Period:**  Jan’19 – Till Date  **Projects:** Sustain Plan, Rostering, Safe Operating Limits, Quintiq  **Client:**  Chevron ABU (Australia)  **Tools Used:** Azure DevOps, TOAD, SQL Developer, Excel, Word, and PowerPoint  **Activities:**   * Worked across 6 projects as Business Analyst and provided solutions to the customer to achieve desired results. * Gathering and updating project materials, completing budgeting, forecasting, project documentation, business flows, and lessons learned documents. * Scheduling and allocating work, providing advice and guidance, and resolving problems to meet technical performance and financial objectives. * Coordinate all Scrum Ceremonies including Sprint Planning, Daily Standups, Sprint retrospectives, Sprint review, Sprint Goal, and Release Planning. * Coaching and mentoring other Scrum Masters on our program team. Partnering to ensure that our ways of working are consistent across teams. * Assist in defining and deploying new product development processes and in facilitating the continuous improvement of existing processes. * Liaising between developers and project stakeholders; fostering quality communication between engineering disciplines. * Bring ideas from professional facilitation, coaching, conflict management, mediation, and so on to help the team become a high-performance team. * Empower the team to make system and process improvements captured in sprint retrospective meetings. * Remove obstacles for developers and testers. * Use key Scrum metrics (burndown, velocity) to help deliver committed work. * Manage sprint backlog items and tasks. * Leads the team’s efforts towards continuous improvement. * Created several processes to streamline the tasks that needs to be completed on the provided timeline, achieved customer delight by providing on-time delivery of the projects. * Develop business architecture using requirements such as scope, processes, alternatives, and risks. * Analyze client’s business requirements and processes through document analysis, interviews, workshops, and workflow analysis. * Conduct 5+ levels of testing including functional, regression, user acceptance, integration and performance to verify the client’s needs are met. * Communicate client’s business requirements by constructing easy-to-understand data and process models. * Provide input into developing and modifying systems to meet client needs and develop business specifications to support these modifications. * Liaise between business and technical personnel to ensure a mutual understanding of processes and applications. * Creation of Work requests and maintaining the data integrity by performing the cleanup of the BAM reports with the correct data. * Achieved 100% data quality from 40% in the past by bringing in new processes and educating the same to all the support teams. * Conducting in-depth and detailed oriented based business analysis to identify new opportunities, provide insights/root causes for business performance. * Worked as per Agile Methodologies and achieved the targets as per the contracts. * Identifying relevant solution teams and assisting them in implementation of BRD. * Coordinating with cross-functional teams, ensuring adherence to strict deadlines and ensuring timely delivery of proposals. * Participating in end-to-end Deployments and releases to make sure all the tasks will be completed by the respective teams on time.   **Mar’17- Dec’18 as Business Analyst (Location: Mumbai, India)**  **Role:** Business Analyst  **Period:**  Mar’17 - Dec’18  **Projects:** Vessel Clearance, Application and Platform Upgrade  **Client:**  Chevron MCBU (USA)  **Tools Used:** TOAD, SQL, Advanced Excel, Word, and Microsoft PowerPoint  **Activities:**   * As part of this Sustain Plan project, we have decommissioned around 100 oracle databases, 840 SQL databases, and 600 Windows VM’s. * Saved 4.5 Million USD by decommissioning all the assets which were on older version of oracle, SQL and Windows. * Translate stakeholder requirements into over 10 different tangible deliverables such as functional specifications, user cases, user stories, workflow/process diagrams, data flow/data model diagrams. * Evaluate risks related to requirements implementation, testing processes, project communications. * Identify and reconcile errors in client data to ensure accurate business requirements. * Draft and maintain business requirements and align them with functional and technical requirements. * Created various process related documents and educated the support teams and Vendors with all these processes. * Communicating with client and/or internal teams to analyze information needs and functional requirements. * Performed all the compliance management and archer tasks and received appreciation from client on completing the same way before time. * Made sure that all the work requests are on track and no SLA’s has been breached by any team/vendors. * Communicating with client and/or internal teams to analyze information needs and functional requirements. * Worked as per Agile Methodologies and achieved the targets set by client by having bi-weekly sprints. * Coordinating with cross-functional teams, ensuring adherence to strict deadlines and ensuring timely delivery of proposals. * Engage client to gather software requirements/business rules, and ensure alignment with development teams * Facilitate monthly meetings with clients to document requirements and explore potential solutions.   **Jan’15-Mar’17 as Oracle Database Administrator (Location: Mumbai, India)**  **Role:** Oracle Database Administrator  **Period:**  Jan’15- Mar’17  **Project:** Veolia Water Services, France  **Tools Used:** TOAD, SQL, BMC remedy, MS Office  **Description:** In this project, we have managed and monitored around 40+ critical oracle databases and performed activities like Upgrade, Migration, Patching, Process Improvements, Compliance Management, Backup and Recovery.  **Activities:**   * Providing 24\*7 support for all the Production and Non- Production oracle databases. * Performed upgrade and migration of Oracle databases from oracle 11g to oracle 12c version. * Performed Patching, Backup and Recovery (RAM, expdp and impdp) in oracle 11g databases. * Performed automation of user management tasks to improve database performance to reduce the manual efforts. * Performed oracle RAC management activities and tasks. * Performed Switchover activity as part of quarterly check. * Created several process related documents that adheres with the policy of client and ITIL standards. * Check the performance of the critical application, research and resolve any potential issues pro-actively. * Implemented and maintained Data guard for the standby oracle databases. * Monitoring oracle databases with tools like OEM, SQL developer, and TOAD. * Performed various deployments and release management activities. | |
| **Key Result Areas:**   * Brought 4 new projects for LTI from Chevron by providing Project consultation and business proposals. * Managed more than 10 teams at a time to perform the decommissioning task in 3 months and achieved customer delight. * Saved around **4.5 Million USD** by upgrading and then decommissioning all the assets which were on older version of oracle, SQL and Windows. * Adopting scrum and agile fundamentals across teams to deliver products of highest value to the customer. * Ensured that deadlines are met, and error-free deliverables are provided to the Customer from all the vendors involved in Project.     Personal Details  **Date of Birth:** 29th March 1992  **Languages Known:** English, Hindi  **Address:** Unit 5, 474 Murray Street, Perth 6000, Western Australia | |