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|  **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)
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| **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%.
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| **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.
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| **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 |