

# SABREEN ZAHID

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## EDUCATION

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UNIVERSITY OF TEXAS AT ARLINGTON	Arlington, TX
<b>Master of Science in Information Systems</b> (GPA 3.5, Graduate Teaching Assistant)	<b>May 2019</b>
EAST POINT COLLEGE OF ENGINEERING & TECHNOLOGY	Bangalore, IND
<b>Bachelor of Engineering in Information Science</b> (GPA 3.8)	<b>June 2010</b>

## PROFESSIONAL EXPERIENCE

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### FLOWSERVE

#### **Business Analyst Senior/Scrum Master**

**Project:** Critical Aftermarket Application in the manufacturing domain

- Managed the business requirements and helped the development team to ensure that Scrum processes are followed
- Developed a support management system using Appian technology to manage a critical aftermarket application.
- Acted as a liaison between business and the development team to safeguard quality and timely delivery of the Appian application system.
- Established an environment where the team can be effective by clearing obstacles.
- Managed the whole development lifecycle from working with stakeholders on defining user stories with success criteria for testing and rolling out application for production usage

Irving, TX  
**Aug  
2019-till  
date**

### FLOWSERVE

#### **Intern Business Analyst**

**Project:** CRM implementation of Salesforce

- Collaborated with the business to devise the User Acceptance Test (UAT) strategy and formulate the change control process for the Salesforce CRM Implementation, which integrated silo information systems into a centralized platform
- Managed the business requirements by mapping the test cases to the epics/user stories to validate usability and features of the system
- Evaluated a new system for the purpose of future usage as a document management technique

Irving, TX  
**Summer 2018**

### ACCENTURE

#### **Senior Business and Arch. Integration Analyst (BCS ISEB certified BA)**

**Project 1:** Enhancement of a legacy financial application

**Project 2:** Business Process modeling of a healthcare application

- Supported client's financial, planning & budgeting tool from requirements, enhancements and maintenance standpoint, ensuring the continuation of service
- Slashed incoming incident count by 25% for a financial application, using incident performance metrics in Tableau and creating FAQs
- Led a Business Process Transformation to remodel legacy into automated systems. Created user stories and business processes in Visio and documented end-to-end business changes
- Managed a scrum team and helped track accountability, milestones and actionable goals

Bangalore, IND  
**2014 - 2017**

### PRAXEVA

#### **Business Analyst/Product Owner**

**Project:** Implementation of a document management system

- Collaborated with Sales & Marketing to design collaterals, which helped suit customer needs for the Enterprise Content Management (ECM) product
- Defined scope for the integration of ERP with Document Management System (DMS) and planned phase-wise implementation of product according to the business needs
- Prepared training materials and trained the customers to ensure closure of deals in collaboration

Bangalore, IND  
**2013 - 2014**

with the sales team

- Responsible for breakdown of EPICs, Features and Use stories for each sprint

DELL-EMC

Bangalore, IND

**Business Analyst**

**2010- 2012**

**Project:** *A human resources application for time management of employees*

- Designed Use Cases, UML diagrams and requirement traceability matrix to facilitate the requirement validation process
- Created POCs on the feasibility of the application to market the potential of different modules of the application

**ADDITIONAL INFORMATION**

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- Trained over 300 Accenture practitioners for BCS ISEB Business Analyst Certification
- *Domain:* HR, Finance, ECM, Sales, Pre- Sales, and Health Care
- *Tools/Technology:* Agile Methodologies(Scrum), Six Sigma Yellow Belt, Tableau, SAP BO (reporting), MS Visio, UML, HTML, MS Office, MS Project, MS SharePoint, CRM, Service now
- *Awards:* Apex Award (Trendsetter) at Accenture for introducing innovative process at work
- **Certified SCRUM MASTER** (Sep 2019)