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**SUMMARY:**

* 8+ years of experience in **SAFe Framework, Agile Project Management, Business Analysis** with Development and have been practicing **SCRUM and KANBAN** with **Scaled Agile** for 3 years.
* **Professional Scrum Master (PSM 1)** Certified and Performance driven professional with a history of success in managing projects in an agile environment to drive efficiency and meet project team goals, while maintaining flexibility regarding customer requirements.
* In depth knowledge of the **Software Development Life Cycle (SDLC)** that includes Requirement Elicitation, Gathering and Analysis and also using various methodologies such as the Agile and Waterfall Methodology.
* Good knowledge of validation scripting like **JavaScript, jQuery and Angular JS** also familiar with different control version tools, **SVN, GIT**. Worked **with .Net, IOS and Android, Salesforce, Big Data/ Hadoop** teams.
* As Scrum Master I worked on **IT/Web/Mobile** development projects in **Healthcare, Financial, Insurance, E-commerce, and medical services.**
* Executed and maintained scaled agile scrum project management processes and disciplines in the areas of: PI & Sprint Plans and track all the activities including requirement consolidation, **Story Grooming, Story Planning, Story Development, Story Testing, Story Review, Demo** to all the Stake Holders, User Acceptance Testing, Production Deployment, Impediments Tracking and Quality Management
* Facilitated with **QA** on mobile and web applications to perform conformation test on **JIRA** and participate in **User Acceptance Testing (UAT)** with the stakeholders and the business users.
* Specialized in **mobile and web application design** and development, creating custom applications, and modifying purchased software packages to client's needs.
* Authored business and system requirements analysis and functional specifications with supporting business process flows **(data modeling)**, **Traceability matrices, risk analysis and concept of operations** for systems utilizing company standards, processes, and procedures.
* Experience in conducting **GAP, Impact, SWOT, Cost benefit analysis, Root cause, Feasibility study, Impact analysis, Risk Analysis, and As-Is and To-Be business analysis**.
* Develop detailed **functional and technical specifications** for web and mobile applications as part of a team.
* Experienced in clarifying business requirements and designing process improvements to increase productivity.
* Involved in generating **business requirements (BRD), functional specifications (FSD/FRD), detailed design specifications and use cases** communicate the intended system functionality to the development team.

**TECHNICAL SKILLS**

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| **Tools** | JIRA, Rally, TDD, Version One, Confluence, CI, Agile Craft |
| **Reporting and Application Life Cycle tools** | IBM Cognos, Tableau, Rational Rose, Requisite Pro, Rational Clear Case, HP ALM |
| **Database** | Oracle, IBM DB2, Microsoft SQL Server |
| **Office Tools** | TFS, MS Word, MS Excel, MS PowerPoint, MS SharePoint 2013, MS Project, MS Visio |
| **ETL other tools** | Informatica, Salesforce, SQL Server Integration Services, IBM InfoSphere DataStage, Talend |
| **Project Methodologies** | SAFe Framework: (Scrum, Kanban), Agile, Waterfall, PMI, SDLC, RFP, RFQ |

**CERTIFICATIONS**

**PSM 1 –** Professional Scrum Master

**IASSC** – Certified Green Belt

**PROFESSIONAL EXPERIENCE:**

**Client: Blue Cross Blue Shield (HCSC), Chicago, Illinois April 2019 – Present**

**Role: Product Owner/Scrum Master**

The project enables insurers to quickly and easily deploy multi-channel claim solutions that provide end to end claim processing using market leading case management capabilities. This implements a new self-insured billing solution (Oracle Revenue Management & Billing) as a replacement for multiple outdated billing related system.

Simultaneously worked to improve systems and processes associated with 2Rs (Reuse and Resubmission). The claim lifecycle times can reduce across their operations, with which insurers can reuse these submissions to reduce costs and errors across the lines of business.

**Responsibilities:**

* Facilitating team with scrum events, artifacts and continuously engaged in challenging the old norms of development to improve performance in the areas of quality, predictability, flow, and velocity
* Facilitate System Demos and solution Demos; Facilitate PI Planning readiness by fostering the preparation of Goals and Backlogs , by conducting PI Planning meetings
* Facilitate periodic synchronization meetings, including the ART sync at the Program level and solution train
* Coaching the Development Team in self-organization and cross-functionality
* Managed Web and Mobile projects using Agile methodology that was diligently applying SAFe Agile principles, practices, and theory
* Helping team to understand the need for clear and concise Product Backlog items; problem-solving techniques and helps the team become better problem-solvers for themselves
* Administer Agile team maturity assessments and develops coaching plans accordingly
* Eliminate impediments that obstruct a team’s pursuit of its sprint goal, cross-team dependencies or cross-team impacts
* Assist Agile Program Manager and other Agile Practice team members in development of the Agile consulting / coaching aids and use that aids to assist teams with Agile on-boarding process
* Made sure on the Velocity of team improvised by guiding team with right direction
* Streamlined several of the Scrum processes; Wall of Reference revisited accordingly for new features and user stories and update impediment tracker
* Ensure no impact for next deliverables, each sprint carried on Agile process and set up add on meetings to solve impediments raised by the team
* Backlog user stories where discussed on previous sprint and necessary meeting are conducted to make sure all user stories understood well in advance, maintained daily dashboard and project daily activities and involvements are record

**Client: Aflac Insurance, Columbus, Georgia April 2017 – April 2019**

**Role: Scrum Master**

Streamline the business transformation for Health First in handling Enrolment, Claims and customer support process. CRM application is implemented for enabling the sales team to keep track of their customers, their contact information and opportunities in pipeline. Responsible for maintenance of production and development environments to ensure that all business information systems are functioning in support of immediate and long-term business objectives.

**Responsibilities:**

* Conducting the Scrum ceremonies such as Daily Stand-up, Sprint Planning, Sprint Retro and Sprint Demo
* Work with multiple Scrum teams to identify the cross team dependencies and solve them with the help of Release Train Engineer
* Participating in Scrum-O-Scrum meetings twice in a week to discuss the cross team dependencies and find solutions by interacting with peer Scrum Masters
* Maintain the JIRA dashboard and Confluence for the team
* Facilitated software development Applications and CRM integration
* Define Epics, user stories and acceptance criteria to clearly communicate the business needs to the team through grooming sessions
* Clearly articulate the product vision across the board and provide prioritized sprint goals for the team for each sprint
* Create, prioritize and maintain Product Backlog and coordinates with Program Management to create Product Roadmap/Calendars
* Ensure clarity/understanding by entire team of requested work in support of sprint planning and story grooming sessions
* Start/Close the Sprint, Conduct Inspect and Adapt sessions, drive the PI & Sprint demos to all business users and other stakeholders
* Guide and motivate the team for relentless improvement and continuously deliver value to the customer/enterprise

**Client: Barclays Capital, New York February 2016 - March 2017**

**Role: Scrum Master**

Barclays is a leading global investment bank serving institutional, corporate, government and individual clients offering lending to its clients as well as issuing letters of credit, buying and selling foreign exchange. This project defines and rolls out agile metrics and assist with the identification, collection and reporting on metrics and make recommendations for improvement to respective stakeholders across the enterprise.

**Responsibilities:**

* Ensured that goals, scope, and product domain are understood by everyone on the Scrum Team.
* Train new employees on internal software development life cycle, policies, procedure, and Agile/Scrum software development methodologies.
* Coached the Development Team in self-organization and cross-functionality.
* Organize and facilitate project team meetings and ensure that all updates and documentation and internal/external communication are completed.
* Track and communicate team capacity, velocity, progress and impediments to management and Product Owners.
* Monitor the team’s sprint backlogs and ensure visibility of each team’s daily burn down chart, status and priority.
* Facilitates organizational learning, change management, and process adoption of Agile via metrics, benefits realization, outcomes, and retrospective findings.
* Refined techniques for effective Product Backlog management.
* Removed impediments to the Development Team’s progress. Worked directly with contacts from all area’s (and levels) to resolve issues for the team.
* Facilitating all team meetings, including the Daily Stand-up / Scrum, Grooming Session, Sprint Planning, Sprint Review / Demo, and Sprint Retrospective.
* Developed and grow team of Agile Project Leaders through training, mentoring and coaching.
* Monitoring project/team performance through quantitative and qualitative measures of value, outcome, velocity, morale, and satisfaction.
* Implemented, and promoted Agile best practice standards including the use of boards and tools where appropriate.
* Escalating and/or resolving impediments to help the team be successful.

**Client: CVS, Northbrook, Illinois February 2014 – January 2016**

**Role: Business Analyst**

The major business of which is providing hospitality to customers implements SFDC to automate the CRM business processes to support their changing sales strategies. The SFDC platform is tailored for improving the coordination in the global market. Creating a CRM applications and automation along with Dealer Commitments & metrics, Reports Contacts and Dashboards. A tool is used to perform data loading for external systems to SFDC and SFDC to external system.

**Responsibilities:**

* Led discovery / JAD / brainstorming sessions with product owners, Business partners, SMEs, Developers, and Third-Party Service providers, to elicit Functional, Non-Functional, and Business Rules, and then subsequently model them.
* Accurately prepared written business correspondence this includes requirements, specifications, business processes, and recommendations.
* Served as an Interface between the end users and the different teams involved in the application development for the better understanding of the business and IT processes.
* Gathered Business Requirements and Established As-Is/To-Be process flows for Business Processes also created and maintained Requirements Traceability Matrix (RTM) to trace technical requirements to their business requirements and the test case to their functional requirements.
* Collaborate with the team to determine functional and non-functional requirements for new enhancements & features of the digital platform.
* Design new software and web applications, support applications under development, and customize current applications.
* Created data sets and provided statistical analysis using tables, graphs and listings.
* Involved in distinct phases of projects needing harmonization across diverse platforms utilizing a hybrid of Waterfall and Agile methodologies.
* Created comprehensive Test and Use Cases based on Business and Functional Requirements to include all possible scenarios.
* Created a Functional Specification document, coordinating development work with the third-party vendor, and coordinating system and UAT testing, which resulted in cutting down the sales activity data transmission time from daily to in real time.
* Created business modelling and data flow diagrams, wrote use cases and implemented use case diagrams during the analysis phase of the project.

**Smart Clients, Hyderabad, India June 2012 – December 2013**

**Role: Business Analyst**

This software is for daily attendance for all the employees. It helps to collect, manage, track and organize the employee’s attendance time. It records employees’ arrival time besides maintaining information regarding their personal and official profiles. Official employee information such as designation, department, shift, leave status & compensation are linked to payroll software to automate the complete process. The purpose of this system is to develop a better data security, performance and user interface

**Responsibilities:**

* Gathered and documented business requirements, business process flows, use cases using different business techniques such as interviewing customer & stakeholders, workshop facilitation, meetings with product owners, conducting seminars, presentations, storyboards.
* Analyzed commodities and segregated them into Use Cases also, Created Use case diagrams, activity diagrams, Sequence Diagrams using Rational Rose.
* Involved in JAD sessions with the client stakeholders and SMEs to ensure a complete understanding of the system requirements, business impacts, timelines and documented detailed business & technical specifications.
* Used HP Quality Center to maintain test cases and test scripts and performed User Acceptance Testing (UAT).
* Performed Data modelling, analysis and administrative support to internal teams, volunteers and other stakeholders for periodical/annual reporting and compliance.
* Facilitated Demo with PO & Business Steering Committee for potential feedback and take inputs on defects also tracked and corrected defects cross-functionally taking required corrective measures and define the state as 'Done'.
* Documented the User Requirements Specifications by gathering the requirements from the business sponsor and various stakeholders.
* Managed and lead Web and interactive projects for this start-up provider of integrated application development, interactive, and Web technology solutions.
* Facilitated change management within the project by performing impact analysis for change requests and regularly updating Requirement Traceability Matrix (RTM).