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| 732.895.0296beenak.agile@gmail.com**EXPERIENCE SUMMARY*** Over 9 plus years of experience working as a **Product Owner**, **Sr. Business Analyst** and,

a **Certified** **Scrum Master (**Certified PSM 1)* Successful execution of projects in domains such as e-Commerce, Banking, and Insurance
* Experience in all phases of **S**oftware **D**evelopment **L**ife **C**ycle (SDLC)
* Impeccable attention to detail and excellent communication skills
* Capable of completing diverse/complex work with minimal direction and intermittent supervision, and knowledge resource.
* Provide reliable estimates to stake holders on level of effort, resource availability and allocation to set up realistic time lines.
* **7 years of expertise in Agile - Scrum** and **Kanban** frameworks
* Translate product ideas and vision into actionable work for development, UX designers and testing teams.
* Ability to translate high level requirements into **Features**, **Epics**, **Workflows**, and **Tasks**.
* Expertise in capturing and writing **user stories** with granular details and with acceptance from a basic high-level document.
* Facilitate **Scrum Events** -**Sprint Planning**, **Sprint Review**, **Retrospectives**
* Ability to write **BRD** and **SRD** for clients using **Waterfall methodology**

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| **SKILLS SUMMARY** |
| **DOMAIN** | **RETAIL BANKING**  |
| **FINANCE, INSURANCE** |
| **WEB BASED APPLICATIONS** |
| **RETIREMENT** |
| **E-COMMERCE** |
| **DATABASE QUERY TOOLS** | SQL, MS ACCESS, ORACLE |
| **OPERATING SYSTEM / ERP VERSION** | WINDOWS XP/2007/VISTA |
| **REQUIREMENT GATHERING TOOLS** | IBM RATIONAL TEAM CONCERT (RTC) AND RRC, JIRA TFS |
| **BUG TRACKING TOOLS** | HP QUALITY CENTER, ALM, JIRA, RATIONAL CLEAR QUEST |
| **OTHERS** | MS Word, Excel, MS SharePoint, PowerPoint, Outlook, Lotus Notes, IBM Connections |

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| **WORK EXPERIENCE****Product Owner, Beena Kunam LLC, NJ Jan 2020 - April 2020** * Product owner for upcoming retail business, with retail both in the US and outside of US
* Collaborate with a team of creative freelancers to build a professionally designed website that allows for more user-friendly customer experience.
* The project was primarily to support and maintain website functionality across all of the company’s eCommerce properties.
* Work with UX designers and Front-end developers to create user interface wireframes, mockups, and prototypes
* Create use cases for an end to end customer experience across all platforms- online, mobile and tablets.
* Work with UX partners to conduct usability testing for site
* Work with test engineers and customers to help create test cases to perform customer acceptance testing.
* Procurement of raw materials from vendors across the Asian market and maintain vendor invoice documents.

**Agile Product Owner, Citi Financials, Warren, NJ Nov 2017 - Dec 2019*** PO for RET-Regulatory Event Tracking application within CITI group
* Work with counterparts in Product Management to align on the Vision, **Program** **backlog**, and **Roadmap.**
* Facilitated **Release planning, Sprint planning,** and **Retrospectives** and responsible for creating tasks and writing stories in JIRA.
* Work directly with Stakeholders, other product owners, program managers and developers, to define **Epics** and **Features** from **Vision documents.**
* Translate product Features to Epics with high level requirements
* Build, maintain and re/prioritizing the **Product Backlog** into stories for implementation based on user value and time
* Break down Epics to multiple **User stories** with granular details and acceptance criteria
* Provide **training** and assistance of Agile methodology to scrum team members
* Work with Product Management and team members to create product release plans and **Definition of Ready** and **Done statements.**
* Provide **training** and assistance of Agile methodology to scrum team members
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| **Tools Used**TFS, MS Word, EXCEL, JIRA |  |
| **Scrum Master, Novartis, East Hanover, NJ Jan 2017 - Nov 2017** * SM for a master data project in CAR T technology
* Assist the Product Owner in prioritizing the **Epics** created for master data that resides on Novartis systems.
* Build **Product Backlog** and prioritized stories to be taken into a particular Sprint.
* Conduct **Sprint Planning** meeting to create a **Sprint Backlog.**
* Collaborate with **UX designers** to create **mockup screens** with minimum functionality and get the sign off from business and development teams
* Conduct **Daily Scrum meeting** with the team for status update
* Preside over the grooming sessions to sign off on user stories and take them to the '**READY**' status so that Development and QA teams can work on their stories to get them to '**DONE**' status.
* Check all stories and make sure that the team members have updated the status on the tasks at **EOD**, since it effects the **Burndown Chart** and in turn effects the team's performance
* Organize and conduct **Sprint Reviews** - to see what well and what did not.
* Organize and conduct **Sprint** **Retrospective** to show the business what was developed for that particular Sprint.
* Provided business knowledge and training for the team on agile, application processes and functionality of the system since the application was fairly new to the team.
* Assist testing team with business test scenarios and usability tests.

**Tools Used**TFS, IDoc, MS Word, MS VISIO, EXCEL, JIRA,**Scrum Master, Citi Financials, Warren, NJ Dec 2015 - Nov 2016** * Scrum Master for **MCA-Reporting which involves migration of reports** from Business Objects tool to Micro Strategy tool.
* Facilitate Agile adoption Retrospective for the organization with the leadership and guided teams with outcome resulting in enhanced performance.
* Assist Product owners in prioritizing **Epics** based off work prioritization documented by the Stake holders.
* Assist Product owners in prioritizing Epics to create a **Product Backlog**
* Conduct **Sprint Planning** meetings to prioritize **Product Backlog** and create **Sprint Backlog**
* Schedule and conduct **Pre and Post Scrum** meetings to update stakeholders with the status.
* Preside on the **SOS (Scrum of Scrum**) meetings to update on daily status and address if any impediments.
* Conduct **Daily Scrum meeting** with the team to know –‘Where are we now’ , ‘What is to be done’ and ‘Impediments if any'.
* Coordinated with QA and Development teams with fixing the bugs and re testing.
* Implemented Issues Tracking to effectively track impediments against user stories.
* Make sure the team members update the status on tasks/stories in order to get an updated **Burndown char**t in relation to the work done.
* Helped the QA team to review test requirement documents and the evaluation of the master test plan.
* Created a **Scrum cheat sheet** for the team to serve as quick reference
* Preside **on check out process** during the testing phase

**Tools Used**TFS, MS Word, MS VISIO, EXCEL, JIRA |
| **Sr. BA, TIAA-CREF, Edison, NJ**  | **May 2013 – Nov 2015**  |
| * Sr. Lead BA for a scrum team that solely managed 6 web pages. A cross functional, multi team product.
* **Manage**, **maintain**, **estimate** enhancements of existing functionality, implementation of new functionality and change requests in a single release
* Elicit requirements from conference calls, **JAD sessions**, live meetings, and emails.
* Utilized Agile Scrum practices to help the team increase their velocity within the first year of Agile adoption.
* Create **User stories** with acceptance criteria that provide granularity to development and QA teams.
* Work and Collaborate with **UX designers** to create **mockup screens** with minimum functionality
* Groom stories to '**Ready**' status and sign off to development teams
* Support development teams to get the groomed stories to '**Done**' status and releasable into production

Assist **checkout process** to test the high-level requirement |
| **Tools Used**MS Office, MS Visio, MS Outlook, Lync, Windows XP, ALM, IBM - RTC |
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| **Sr.BA, Prudential Financial, Newark NJ April 2012 – May 2013**  |  |
| * Worked as a Sr. BA on a customized SDLC methodology known as the **“5-D” process** (Discover, Define, Design, Develop, and Deploy) which is more inclined to Agile Methodology.
* Create **Requirement Management Plan-RMP** once the **Project Initiation Request- PIR** has been issued and agreed upon by both the parties involved.
* Conducted **stakeholder analysis** to understand different processes , roles, and responsibilities.
* Create a **Vision and Scope document** after the initial business kick off meetings.
* Involved in review meetings with Information Architects, Designers, Front end Designer (FED) and Developers.
* Created Guidelines that can be used by Information Architects, Designers and Front-End Developers on website standardization.
* Coordinate JAD sessions to understand user requirements and system’s implementation.
* Prepare and present **Business Requirement Document (BRD),**

**System Requirement Specification (SRS)** for development teams.Work closely with Testing teams to better understand the User stories and Use cases. |
| **Tools Used**MS Office, MS Visio, MS Project, HTML, IBM Connections, Lotus notes, Windows XP, Bugzilla, Quality Center **BA, PNC, NJ April 2011 – Feb 2012**  |
| * Responsible for requirement gathering, business process flow, business process modeling, and business analysis with document and records management.
* Employed SDLC for the purpose of monitoring the project and also followed a step-by-step procedure.
* Facilitated JAD sessions with management, users, and other stakeholders to reduce the timeframe required to complete deliverables.
* Prepared and presented Business Requirement Document (BRD), System Requirement Specification (SRS) for development teams.
* Reviewed and edited requirements, specifications, business processes, and recommendations related to a proposed solution.
* Performed Gap Analysis by identifying existing technologies and documenting enhancements to meet the end state requirements.
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| **Tools Used**Requisition Pro, Clear Quest, Clear Case, Rational Rose, UML, MS Office, MS Visio, MS Project, HTML, TSS, SQL, Win Runner and Quality Center. |
| **BA, American Family Insurance, NJ Feb 2010 - March 2011**  |  |
| * Gathered and documented requirements for creating bureau reports and bureau reporting (ISO, Mass Auto and DMV).
* Conducted **analysis studies** that served as input to strategic planning, goal setting and approach to achieving the goals.
* Assisted PM in initiating project and preparing business case and planning.
* Gathered requirements by attending client seminars and workshops to understand different LOBs such as **Retirement Savings**, Life/Property and Casualty Insurance as well as commercial and industrial insurance.

Defined existing **Business Process Modeling (BPM)** and identified **GAP Analysis** between existing and improved business process to redefine to process (BPI) and SOPs. |
| **Tools Used**MS Project, MS Visio Windows 2000 Server, Windows 2000, and HPQC. |
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| **BA, Motorola Solutions Inc., Chicago, IL April 2009 - Dec 2009** |  |
| * Worked as a BA and interacted with both the Market Analysts and the project team to define system objectives and scope and identify constraints and measures of success for the system to be developed.
* Coordinated JAD sessions to understand user requirements and system’s implementation.
* Worked extensively through Agile Methodology by dividing the application into iterations and acted assisted Scrum Master throughout the SDLC process
* Developed custom score cards for all bank loan products after analyzing the risks involved.
* Worked with Data Marts specific to loan parameters for analyzing preliminary information and attribute classification.
* Made Screen mockups/definitions using Excel

Used MS Project and assisted Project Manager in making project plan with necessary modifications |
| **Tools Used** MS Office, MS Visio, MS Project, HTML, SQL, and Test Director |
| **EDUCATIONAL QUALIFICATION*** PSM 1 - Professional Scrum Master Certification
* Post-Graduate Diploma - Computer Applications, PGDCA
* Post-Graduate Diploma - Marketing Management, PGDMM
* Bachelor’s in commerce - Banking, Statistics and Company Law
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