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| 732.895.0296  beenak.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**  |  |  | | --- | --- | | **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 | | | |
| **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 | | |
| **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. | | |
| **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 | | |