***Likhita Devaruppula***

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**Executive Summary**

**Business Analyst/Scrum Master** with **5 years** of experience supporting business solutions software and analyzing business operations. Solutions-driven professional with experience leading cross-functional teams in the development, documentation and delivery of process innovations driving the attainment of business goals. Seek opportunities to transform company practices into fresh, cost-effective solutions leading to more efficient operations.

**Technical Skills**

**Application Software:**  All MS Office Suite components, MS Project, SharePoint

**Tools:** IBM Rational Tools Suite, Toad, Jira, Confluence

**Graphic Software:** Visio, BPMN 2.0

**Methodologies/Frameworks**: SDLC, Waterfall Agile- Scrum, Agile-Kanban Joint Application Development (JAD)

**Experience**

**Scrum MasterMarch 2019 – March 2020**

**Employer: Ven Soft, LLC**

**Client: St. Louis University Care**

* Defined project scope and schedule while focusing on regular and timely delivery of 2 yearlong projects.
* Assisted in team development while holding teams accountable for their commitments and leveraging organizational resources to improve capacity for project work increasing the average time to deliver new features by 15%
* Managed 2 scrum teams. Worked cross-functional teams in development of products.
* Led user story analysis session to create and elaborated user stories on JIRA
* Provided accurate and clear acceptance criteria to Dev teams for DoD resulting in more stories being accepted after demos which boosted team velocity by 20%
* Facilitatestory estimation and help with detailed tasks creation.

**Business Analyst*/* Scrum MasterMay 2018 – Feb 2019**

**Employer: Select Computing INC**

**Client: State of Minnesota – Department of Human Services, MN**

* Systems Modernization Project – develop business requirements, process reengineering, systems integration for PA/SA systems.
* Worked on MMIS modernization project (MMIS BRE) to Identify and monitor functional and non-functional business requirements, epics and user stories.
* Create and maintain quality artifacts to ensure traceability of the project backlog within the Agile SDLM (Software Development Lifecycle Methodology).
* Completed analyzing and extracting business rules from cobol programs (over 50 programs)
* Suggested to use a new tool to extract cobol programs which improved the efficiency of analyzing by 25%
* Organize and categorize process workflows, with over 250 completed using Visio and BPMN 2.0.
* Promoted empowerment of the team and encouraged a sustainable pace with a high-level quality of the team which improved employee retention by 7%
* Fostered more open communication between stakeholders, engineers resulting in an improvement in speed of the feature development by 20% year over year.
* Coordinate all Scrum Ceremonies including Sprint Planning, Daily Standups, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning.

**Business Analyst March 2016 – May 2018**

**Employer: Zione Solutions, LLC**

**Client: Optum/UHG**

* Standard Operating Procedures (SOP) and HCE Reconciliation – develop process improvement plans through change management and approvals of SOP’s, for a Financial system.
* Interviewed over 15 Subject Matter Experts (SME’s) of the state exchanges and CMS systems in gathering of business requirements for reconciliation project.
* Provided strategic vision in the development and execution of over 100 workflow processes to provide for the consistency of the reconciliation files (SOP’s).
* Worked closely with all state exchange managers and developers to make sure files like 834, 837, 999 other monthly and daily files are received into system database and processed timely.
* Handled and Automated file processing through MS access data base on daily bases which saved over 4+ hours of a resource time each day.
* Managed, trained and mentored team of 8 (60% of support) to operate and run batch files on daily basis that saved from hiring additional resource.
* Tracked project / reconciled files information and dollars earned/ payments for clients using MS access and excel skills.

**Business Analyst June 2015 - Jan 2016**

**Employer: Servsys Corp**

**Client: Guardian Life Insurance Company, PA**

* Drove and directed initiatives of up to two teams on building VM’s for third party clients for networking project.
* Created and delivered full sign-off project documentation starting from Development and ending at post-Production deliverables by working with Key Stakeholders to elicit information.
* Accurately estimated the efforts required for incoming work-orders/tickets and scoped projects to bill client.
* Identified and replicated intricate and inconsistent issues, analyzed them, prepared root cause analysis (RCA) reports, found the root cause and fixed them after proposing the solution to client
* Focused primarily on prioritizing the work based on business value and handling the task of the team.
* Brought agile best practices such as continuous integration, code/design reviews, transparency, accountability, JIRA tracking, product visioning.

**Business Analyst Nov 2014 – May 2015**

**Employer: Servsys Corp**

**Client: National Oilwell Varco**

* Managed on and off-site projects.
* Understanding the key business aspects including various application supported by NOV
* Gathering business and functional requirements
* Preparing process flow diagrams
* Eliciting, Analyzing and documenting user stories
* Working closely with cross functional teams
* Training new team members by providing induction
* Querying database using SQL queries for retrieving the data
* Data Analysis and presented research trends to the teams.
* Presided over the stakeholder planning and estimation meetings

**Project Trainee June 2011**

**Client: LGS Global Ltd**

* Collaborated with the team and gathered requirements from the business users for the STARS(Student tracking and reporting system)
* Involved in preparing functional requirements specifications based on user requirements.
* Experienced in interacting with the user clients and developers while meeting the needs and goals of the parts respectively.
* Used MS excel to generate reports and create data entry templates.

**Education**

**University of Cumberlands, KY, USA Graduated 2018**

**Master of Science/Information Systems and Security**

**St.Mary’s University, San Antonio, TX, USA Graduated 2015**

**Master of Computer Science**

**Kakatiya Institute of Technology and Sciences, India Graduated 2012**

**Bachelors in Computer Science**

**Certifications**

* Certified ScrumMaster® **(CSM®)** Badge ID - 1309821  **December 2020**