

Ambika Sharma

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PROFILE SUMMARY

I'm a certified Scrum Master and Senior Business Analyst with 10+ years of experience across diverse industries including telecom, healthcare, and IT. My expertise includes agile methodologies, Scrum framework, stakeholder management, change management, Project management and process optimization. I excel in cross-functional leadership, delivering project excellence, and fostering continuous improvement, making me a valuable asset for your team.

Skills

- **Industry Knowledge:** Agile Methodologies, Scrum Framework, Process Improvement, Prioritizing requirements, Vendor Management, Stakeholder Management, Software Development Life Cycle (SDLC), Project Management, User experience (UX), Team development, effective communication, Product backlog grooming, Change Management, Reporting, Data Visualization, kanban, Working in SAFe agile.
- **Tools & Technologies:** Azure DevOps (ADO), SQL (SSMS), SharePoint, Power BI, Microsoft Excel, Microsoft Office, ServiceNow, JIRA, Confluence.
- **Interpersonal Skills:** Communication, Problem-Solving, Analytical Skills, Teamwork, Team Management.

Major Achievements

- **Agile Transformation:** Guided and coached the team in adopting agile methodologies and Scrum practices as a result it enhanced efficiency and productivity in project delivery.
- **Project delivery:** Successfully delivered 2 projects targeted at over 30 K users around the globe by actively coordinating with users during the UAT phase to address the defect which helped smooth delivery of the project and sign-offs.
- **Ensuring Quality Standards:** Maintained high standards of quality across all stakeholders by facilitating sprint reviews and retrospectives for continuous improvement.
- **Streamlining Processes:** Implementing agile best practices and the Scrum framework contributed to the streamlining of Azure DevOps Stories across multiple teams, ensuring that teams were aligned with the project's goals and, in turn, enhancing team efficiency. This, in addition, had a positive impact on customer satisfaction.

CORE COMPETENCIES

- **Effective Project Delivery:** Gathered requirements from business users, reviewed and documented functional specifications, and incorporated changes as required. Delivered projects within defined timelines while ensuring client satisfaction.
- **Data Analysis and Reporting:** Conducted comprehensive data analysis, generated reports, and provided valuable insights to support decision-making processes. Implemented data visualization techniques to present complex information in a clear and actionable manner.
- **Team Leadership and Collaboration:** Led cross-functional teams in adhering to agile methodologies, ensuring optimal team performance, and fostering a collaborative work environment. Effectively communicated project updates and collaborated with stakeholders to drive project success.

ORGANISATIONAL EXPERIENCE

From Feb'22 till Now with ARK Infotech

Client - Deloitte USI

About Deloitte USI – Provides Audit, Consulting, Advisory and Tax Services all over the globe.

Role: Scrum master

- Develop workflow monitoring application resulting in 30K user engagements all over the globe using SAP Fiori application for our internal business users.
- Successfully implemented agile and scrum principles and values in three different scrum teams with diverse projects.
- Participating in PI planning sessions for backlog grooming, prioritisation and Release planning.
- Led scrum ceremonies sprint planning, daily stand-up, sprint review and retrospective meetings highlighting any roadblocks.
- Coaching/mentoring teams, PO's helping them understand and implement agile principles/values, and how to focus on sprint goal, definition of done with zero defects.
- Understanding of business and the high-level goals of the projects.
- Leveraged Project management tools such as AzureDevops (ADO), Jira for tracking, dashboards and reporting (Velocity, Burnup, burndown charts) purposes.

- Nurtured a collaborative and supportive team culture, fostering an environment where everybody feels valued, motivated, and empowered to deliver their best.
- Spearheaded meetings with stakeholders, working collaboratively with cross-functional teams to tackle challenges and explore delivery options.
- Took charge of managing business stakeholders, overseeing operational aspects, and ensuring the successful delivery of projects.
- Led user demos, managed UAT (User Acceptance Testing) tasks, closely collaborated with users, and meticulously tracked all end-user-reported bugs during the UAT phase, ultimately delivering a superior product and successfully completing sign-off activities.
- Incident management, change/release management with alignment of business needs and contribute during hypercare using ServiceNow.

From Apr'18 till Jan'22 with Randstad India

Client - BD India

About BD – Provides Medical devices all over the globe.

Role: Business analyst

Project – Sales incentive management system (SIMS)

- Collaborated with cross-functional teams and stakeholders, ensuring clear communication of requirements and priorities.
- Scrum Ceremonies Facilitation: Facilitated Scrum ceremonies, including sprint planning, daily stand-ups, sprint review, and sprint retrospective meetings, promoting agile methodologies and team collaboration.
- User-Centric Approach: Conducted user demos and integrated feedback, aligning with the topic of continuous improvement.
- Brainstormed vision for the new product with Product Owners. Translated the initial requirements into JIRA features.
- Worked with the design team to create early product wireframes and gather feedback from business stakeholders.
- Conducted product demos with multiple user groups to collect early customer feedback.
- Worked with test leads & organized User Acceptance Testing by engaging business users and getting sign-off.
- Worked with the change management team to facilitate production deployment.

From Apr'16 till March'18 with Aircel Limited

About Aircel – Mobile network operator offering voice, 2G and 3G data services.

Role: Associate (analyst)

- Documenting process issues and communicating them to the stakeholders.
- Review and provide insights on the functional module using SQL on database.

I also worked in TTSL, Aegis between 2014 and 2016 as an analyst.

EDUCATION

- **New Product Development program** from IIM-B in 2023.
- **Bachelor of Technology** from Rajasthan Technical University in 2013.

LICENSES & CERTIFICATIONS

- Artificial Intelligence and Machine Learning for Business – Udemy (Jul-23)
- Certified ScrumMaster (CSM) - Scrum Alliance (May-23)
- Scrum Fundamentals Certified (SFC) - SCRUMstudy - Accreditation Body for Scrum and Agile (May-23)
- Becoming a Product Manager: A Complete Guide - LinkedIn (Dec-22)
- Project management capstone- IBM.