AVINASH MANOHAR

Sr. Scrum Master

Chennai, India

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PROFILE

A dynamic Business Analyst with over 7 years of proven expertise in gathering requirements, writing documentation, and managing programs for large-scale technologies in diverse global organizations. A proficient Agile Coach with a strong skill set in market research, road map planning, and budget optimization by adeptly guiding diverse cross-functional teams

EMPLOYMENT HISTORY

❖ Business Analyst, itTriDent   Jan 2022 — Present
Chennai

- Directed the creation and launch of three new software products, resulting in a 25% increase in company revenue
- Used SWOT analysis to identify areas for improvement, leading to a 10% decrease in expenses and increased profitability
- Took charge of developing and launching 2 B2B SaaS products, generating over $300,000 in first-year revenue
- Drove a 40% increase in B2B pharmaceutical product performance by collaborating with engineering and design teams to introduce new features
- Led 5 cross-functional teams through product conception, launch, and multiple iterations, using Agile methodologies
- Supported the team in maintaining high standards of quality in ServiceNow ITSM configurations and customization, ensuring that deliverables meet the defined acceptance criteria
- Assessed and adapted the team's processes and workflows to improve efficiency, effectiveness, and satisfaction within the ServiceNow ITSM environment
- Managed the overall cloud migration from on-premises for all upstream and downstream systems in both web and mobile applications, leading a team of nearly 30 resources to address challenges and impediments
- Executed A/B testing for products, resulting in a 19-basis point increase in conversion rate and a 12-basis point reduction in churn
- Created operational reports in Tableau to identify areas for contractor improvement, bringing forth $50,000 in annual incremental revenue
- Assisted the Product Owner with right-sizing product backlog by distinguishing the user 'wants' from 'must haves'
- Facilitated Scrum ceremonies (Sprint Planning, Daily Stand-ups, Sprint Reviews, Retrospectives) for multiple teams, improving delivery timelines by 20%

❖ Business Analyst, HCLTech   Jul 2020 — Dec 2021
Hyderabad

- Significantly improved project velocity from 60% to 85% by consistently prioritizing tasks and optimizing the Agile delivery pipeline
- Collaborated with 6+ cross-functional teams to interpret business requirements into various documentation including Requirement Matrix, Vision Document, BRD/FRD/FRS, SRS, Use Cases, User Stories, and Acceptance Criteria for the Data Mismatch tool, resulting in a 20% reduction in errors in claims processing and enrolment
- Directed the development of data visualization dashboards, substantially enhancing data-driven decision-making by 30%
- Championed Agile practices across the organization, contributing to a 25% increase in project success rates
- Conducted comprehensive Gap Analysis, Scope Analysis, and Impact Analysis on Business Processes using various techniques such as UML, Context Diagram, BPMN, and Flow charts
- Collaborated closely with the Product Owner on requirement prioritization, product vision, Minimum Viable Product (MVP), strategy, and development roadmap

- Coordinated with cross-functional teams and stakeholders to ensure alignment and transparency throughout the project lifecycle
- Established key metrics and KPIs to effectively streamline the process of delivery and manage data with significant improvements
- Developed and executed test plans and test cases, successfully conducting UAT to validate solutions against business requirements

❖ Programmer Analyst, Cognizant .... Jan 2016 — Jul 2018
Chennai

- Proficient in Quality Engineering and Assurance as an automation tester, taking charge of end-to-end testing for underwriting insurance applications through adept use of Selenium and Application Life cycle Management
- Collaborated with product owners and developers to meticulously review requirements for each sprint deliverable and expertly managed defects
- Successfully tested numerous high-critical projects for large businesses resulting in a 12% revenue growth from intermediate process releases
- Evaluated the paperless quote system for underwriters, driving a 25% increase in efficiency for the insured and improved revenue
- Spearheaded the automation of client processes, delivering a cost savings of $350,000 for the customer
- Analyzed business requirements, documented test strategies, and approaches to ensure alignment with project goals
- Created comprehensive test documentation including test plans, test cases and test reports, ensuring complete testing coverage
- Diagnosed issues in test processes and workflows, implemented corrective actions, and optimized testing methodologies
- Implemented testing best practices and methodologies, improving testing efficiency and effectiveness

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EDUCATION

❖ Great Lakes Institute of Management .... May 2019 — Apr 2020
Chennai

Post Graduate Program in Management

Magna Cum Laude (High Distinction)

❖ Velammal Engineering College .... Aug 2011 — Apr 2015
Chennai

Bachelor of Engineering

Course: Mechanical Engineering with CGPA of 8.90

❖ Higher Secondary School Education .... Apr 2010 — Apr 2011
Chennai

Class XII

Graduated with a percentage of 96.00

❖ Secondary School Education .... Apr 2008 — Mar 2009
Chennai

Class X

Secured a percentage of 93.60

SKILLS

Requirement analysis	*Experienced*	Competitive Analysis	*Skillful*
User documentation	*Skillful*	Budgeting and Risk Management	*Skillful*
Advanced User diagram	*Skillful*	ServiceNow ITBM and ITSM	*Skillful*
Agile Methodologies	*Expert*	SQL	*Skillful*
Scrum, SAFe and Kanban	*Experienced*	Internal QMS/ISMS Auditing	*Skillful*
Strategic Planning	*Experienced*	JIRA, Confluence and Trello	*Experienced*

Road map Optimization		*Experienced*	CI/CD tools		*Skillful*
Data visualization	. . . .	*Skillful*			

CERTIFICATIONS

❖ **Certified SAFe 5 Practitioner** . . . .

Issued by Scaled Agile, Inc

❖ **Certified Scrum Master** . . . .

Issued by Scrum Alliance

❖ **Professional Scrum Master I** . . . .

Issued by Scrum.org

❖ **Entry Certificate in Business Analysis** . . . .

Issued by IIBA

INDUSTRY EXPERIENCE

❖ **Property and Casualty Insurance** . . . .

❖ **Logistics** . . . .

❖ **Aviation/Airlines** . . . .

❖ **Healthcare** . . . .

❖ **Banking/Payments** . . . .