

Certified Scrum Master and Business Analyst with over 12 years of experience in independently managing mid to large projects with experience in the Healthcare, Pharmaceutical (**FDA Regulated**), Banking and Retail industries

Exceptional organizational, technical reporting, **auditing/analysis and communication skills.**

Agile Project Management experience of the full project life cycle including requirements gathering, **Scheduling and facilitating key agile ceremonies, velocity planning**, obtaining and managing resources, **conducting daily stand-ups, burn down charts, Product Demos, Retrospectives, Process documentation**, managing budget, and facilitating project execution, deployment, and closure with a multicultural team in geographically distributed environments.

One has consistently achieved strategic and tactical goals of the organization using strong technical, and management experience to improve delivery schedules and substantial reduction of costs. As a Project Manager, my responsibilities, while administering projects, included definition of the scope of the Project, **Identifying and mitigating risks**, periodically monitoring the performance of the project team, providing regular updates to the stakeholders that comprised of the Top Management, Line Managers and end users, mentoring and transfer of knowledge.

**The key to my success is the ability to provide solutions to complex challenges with clear communication between teams and stakeholders.**

**Professional Strengths:**

- Agile Project Management
- Scrum Master/Coach
- Resource Management
- Quality Assurance
- User Training
- Deployment of Best Practices
- Process re-engineering

**Technical Skills:**

|                                |                                                                                                                                                                                     |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Methodologies</b>           | RUP, UML, Six Sigma, CMM, Waterfall, Agile, Sybase Power Designer, Joint Application Development (JAD), Unified Modeling Language (UML), Object Oriented Analysis and Design (OOAD) |
| <b>Change Management Tools</b> | Rational Clear Quest, Jira, SM7, ServiceNow                                                                                                                                         |
| <b>SAP Module</b>              | R/3, ECC & S4 HANA – SD, MM, EWM, RAR & SM                                                                                                                                          |
| <b>Business Modeling Tools</b> | Rally, JIRA, Confluence, Rational Rose, Microsoft Visio.                                                                                                                            |
| <b>Project Management</b>      | Microsoft Project, Microsoft Office, Rally, ALM                                                                                                                                     |
| <b>MS Office Suite</b>         | MS Word, MS Excel, MS PowerPoint                                                                                                                                                    |
| <b>Operating System</b>        | Windows 95/98/2000/NT/XP/7/10                                                                                                                                                       |
| <b>Agile Methodologies</b>     | XP, Lean, SAgile 4.5, and DSDM                                                                                                                                                      |
| <b>Data warehouse tools</b>    | BI/DWH, ETL, Informatica Power Centre                                                                                                                                               |
| <b>Validations</b>             | <b>FDA's regulations – CFR 21 Part 11, cGMP</b>                                                                                                                                     |

## Project Experience:

**Black box Network, Pittsburgh, PA**

**Jul '17 - Present**

**Scrum Master**

**Project: BEST (SAP and ServiceNow Integration)**

### **Responsibilities:**

- Working closely with the teams through agile events coaching on performing the activities, playing the roles and generating artifacts based on SAFe and Agile best practices
- Successfully migrated projects from Waterfall to Agile-Scrum and ensure team adopt agile way of working
- Trained teams in Agile, SAFe, Kanban, Confluence, and JIRA tool implementation
- Organized and facilitated Sprint planning, daily stand-ups, reviews, retrospectives, sprint/release planning, demos and other Scrum-related meetings
- Track and communicate team velocity and sprint/release progress with, and to all affected teams and management
- Involved in brainstorming sessions, analyzing the business processes, requirement gathering, Mapping the As-Is process and designing To-Be Processes
- Ensuring Implementation of TDD driven development related to WRICEFs and User Stories
- Analyzed the Product Backlog along with PO, performed ambiguity reviews and communicated the inconsistencies to the Configuration Team
- Constant coaching team on E2E process of Order Management related settings such as Order to Cash (OTC), Sales document types, Pricing Procedures, Item Categories, Schedule Lines, Outbound Delivery types, Contracts, Return Orders and Billing
- Management of the Test Data availability in Test environment through LSMW and BDC
- Played a key role in the planning User Accepted Testing (UAT) and implementation of system enhancements and conversions
- Work closely with other scrum teams to facilitate planning and execution of programs
- Ensured that the User Stories meet the INVEST principal (Independent, Negotiable, valuable, Estimable, Small, Testable)
- Created and maintained Sprint Burn-down Chart, Sprint Burn-up Chart and Product Burn-Down Chart to keep the track of the team's progress and the team's velocity for better estimation of the sprint life cycle
- Communicated the status of the Product Backlog Item to product Owner and external stakeholders on a regular basis
- Effectively involved in conducting Planning poker technique for estimating the User stories
- Helped the Product Owner to prioritize the Product backlog items (PBI's) for developing Sprint tasks by taking suggestions from the cross-functional development team using Kano model
- Constantly connected with other scrum masters to share and learn experience to improve the velocity of team
- Helped the team stay focused by removing impediments, protecting them from distractions and keeping team meetings lean and efficient
- Created and maintained information tools: sprint board, burn-down charts, burn-up charts, progress dashboards, etc.
- Used JIRA for drafting the User Stories and managing the requirements and defects track
- Estimating backlog using T-shirt mechanism.
- Implementing Acceptance test based driven development (ATDD) development.
- Coordinating with TDM, BA for further backlog updates for different scrums.
- Discussion with all the stakeholders on architecture and Product backlog

**Environment: ServiceNow, Salesforce.com (SFDC), Kronos, ADP, SAP S4 HANA – MM, SD, SM, EWM, RAR, HR & FI/CO, SAP PI, FIORI, Web Services, JIRA & Blue works live**

Philips Healthcare, Baltimore, MD

May '08 – June 17

PM/Scrum Master

Project: TeamSite (CMS), Salesforce (OneEMS), Hybris, TrackWise and CAPA

#### Responsibilities:

- Collaborate, facilitate, lead and coach 3 scrum teams distributed among USA, Netherlands, and India while working on multiple project simultaneously.
- Successful Implementation and launch of **mobile device program**, for population health management (H2H) integrated with medical devices based in Bluetooth and IR connected devices
- **Coaching team** in value-based prioritization and challenge the norm, time to time to ensure focus is on delivering value. **Coaching Product owner** and team in writing effective user stories
- Develop and deliver organization-training materials and conducted workshops, Kaizen, building knowledge and skills to facilitate the **agile transformation from waterfall** software development.
- Continually coaching teams on Agile Scrum process while **increasing quality and velocity**
- Manage internal and external resources to optimize client impact within project budget, timeline and deliverables and agreed upon scope for TrackWise migration.
- Maintained **Sprint & Kanban boards in JIRA and TFS** to ensure sprint goals & milestones are being met
- Worked with several cross functional teams, often with conflicting priorities, to ensure timelines are met while also ensuring compliance to company policies and procedures
- Increasing the team's agile fluency through coaching the team to embrace and embed lean and agile practices in their work
- Planned and facilitated various Scrum/Kanban meetings (Standup, sprint review, retrospective and planning)
- Ensure the development teams are practicing the core agile principles of collaboration, prioritization, team accountability, and visibility
- Facilitating discussion and conflict resolution, assisting with internal and external communication, improving transparency, and radiating information;
- **Enabling the team to become self-organized and empowered teams that consistently deliver on their sprint commitments**
- Managed progress of **functional, system, integration, mobility, security and performance testing** teams and monitor defects to bring it to closure
- Preparation of **SoW** with estimation of time, effort, cost and resources for manual and automation testing
- Managing **multi-geographical distributed (onsite and offshore)** agile scrum teams with the combination of **FDA** validation projects
- Utilized Agile Methodology to configure and develop process, standards, and procedures to create a Business Requirement Document (BRD)
- Identifying and assessing the **risk, mitigating the risk, handling exceptions & problems**
- Monitoring the project activities against the approved budget and schedule
- **Managed content management system (CMS) migration project of Teamsite 7.2.1 to Teamsite 8.1 and later migrated to Adobe CQ5**
- Ability to use Six Sigma/lean methodologies combined with data analytic findings for business process improvement. Also used Six sigma tools for analysis activities
- Applied RUP methodology with its various workflows, artifacts and activities to manage life cycle from inspection to transition phase.
- Acted as liaison between external clients and SMEs to generate and standardize product requirements specification documents such as URS/FRS/Use Cases.

Environment: MS Office, Rally, Team Foundation Server (TFS), Salesforce.com (SFDC), SAP CRM, Hybris, SoapUI, TeamSite (CMS), SAP ECC, Web Services, Doors, MS Project, HP ALM, QTP, and LoadRunner

**Responsibilities:**

- **Responsible for the role of Project Manager and Scrum master for the Scrum teams in the project**
- Lead Sprint planning, Sprint Reviews and **Scrum of Scrums (SoS)** for all the teams in the domain
- Coached the teams to be self-organizing and ensured the adherence of all the Scrum concepts and processes
- Ensured project's adherence to Enterprise Agile Life cycle
- Developed automated metrics for Agile/Scrum for Executive Leadership team
- **Supported projects by implementing Agile Life Cycle Management Tool – “Rally” to manage backlog and also helped to generate and analyze business metrics to be reported**
- Agile Coaching - Release & Iteration Planning and Tracking. Conducted training on scrum, facilitated the daily standup, sprint review and sprint retrospective meeting
- **Elicited requirements with business owner** and converted business requirement into Use Cases.
- Conducted JAD sessions, interviews, and surveys to collect the requirements
- Conducted walk-through meetings with the off-shore development and QA team to elaborate requirements
- Managing the expectations and end results for all stakeholder groups involved in TeamCenter Unified implementation
- Elicited requirements with the stakeholders located across various countries and time zones
- Used Six Sigma Methodologies in solving the errors and issues while the development of the project.
- Maintained level 3 project plan to update daily status to manage all processes (OTC, FTM, STP & PTS)
- Developed and provided formal training and presentations/lectures to all UAT users ensuring an understanding of the dimensional model, metadata, and effective usage
- Managed the Item Proposal with Sales Order document types and Number ranges (internal and external) for all products
- Interacted closely with Configuration team to fix defects
- Conducted daily status/update meetings with all geographic team members (Local teams)
- Participated CAR review meeting for Unit and Integration testing
- Copy Controls for Sales Documents and Worked on Sales Inquiry, Quotation, Rush Order, Credit Process, and Free-of-charge Sample Sales order types testing
- Documented various phases of Quote-to-Cash, Purchase-to-Pay and Make-to-Order cycles
- Verified the integration of SD module with the FI and CO modules to make sure the right accounts are getting posted during AR and AP processes
- Verified the Configuration and Set up of Distribution Channels, Divisions, Sales Groups and Customer Groups as required.
- Managed and documented Item Proposal with Sales Order document types and Number ranges (internal and external) for various products.
- Supported Customization of Value Contracts, Service Contracts and Consignment Contract for a group of Companies including Mazda, Nissan Enterprises.
- Verified the configuration of Blocking/Unblocking of Sales types for specific customers.
- Interacted closely with UAT personnel to both ensure that their needs are met, and to provide sufficient
- Conducted project closure with milestones achieved, lessons learned, and project team member hours allocation review for business sponsor and product owners

**Environment: SCRUM - Agile methodologies, Waterfall, User Experience Design (UXD), Personas, MS Office (Excel, Visio, Project), TeamCenter PLM, HP Quality Center, SAP ECC, QTP, SD, MM, FI/CO, Windows XP, Ms Projects & Visio**

**Health Net Systems, Naperville, IL**  
**QA/Business Analyst**  
**Project: Oracle database migration**

**Nov '06 – Oct '07**

**Responsibilities:**

- Participate in project design review meetings to prioritize and design the test documents.
- Worked closely with System Analysts, Project Leaders and developers to analyze the Business Requirements, Business Technical Specifications and Use Case Models.
- Responsible to write the test Plan and Test cases
- Responsible to run the queries in Issue Logs (Access) to track the status of open issues and delivers a Bug Report to the project team. Participate in bug review meetings. Re-test the testing issues and update the status in the issue log.
- Responsible to run the queries in Track Record to track the status of open issues and delivers a Bug Report to the project team.
- Responsible to manage (Track Record Admin) the Test Director Tool
- Coordinate with Automate QA team to write the scripts from scratch
- Worked closely with IT Team to test for new Clients client maintenance
- Worked closely with the project management on project delivery dates, scheduling bug fix promotions to test environment
- Interact with developers to prioritize/resolve the defects.
- Responsible to write and execute the End-to-End Test Plan.
- Worked closely with the User Acceptance Testing team to review the UAT issues and/or enhancements.
- Participate in project pre-implementation plan and post-implementation plan meetings.
- Participate in application demonstrations.
- Involved in design to automate the scripts
- Involved in upgrade Oracle from 9i to 10g
- Coordinate with third party vender to complete the code editing project

**Environment: Issue Log (Access), QA Director, Test Partner, Track Record, Windows XP, Java, Oracle 9i, Oracle 10g, Oracle Reports, Toad, Ultra Edit**

**Other Companies worked in the past:**

Federal Reserve Bank of Richmond, VA  
Business Analyst

Jul '05 – Oct '06

Calamos Investments, IL  
QA Analyst

Dec '04 – Jun '05

**Education:**

- **MBA from Vinayaka Mission, Salem, Tamilnadu, India.**
- **Pursuing MS in Security Systems from Southern New Hampshire University, US**