

GEETANJALI SHARMA

Experience Summary

Techno-Functional IT professional having **10+ Years** of experience as a Business Analyst in Agile & waterfall , **Scrum Master**/Agile Coach, Project Coordinator. Apparent team leader with passion to train, Coordinate, manage and motivate people.

Hands on experience in Incident, Problem, Knowledge and Catalog management Experience in providing the **root cause analysis** (Five Way Analysis), good technical knowledge along with excellent communication skills, writing skills and problem solving skills.

Implemented Automation Bots on Trello boards to make ease for team work while using Trello.

CERTIFICATIONS & TRAININGS

- ITIL V3 Foundation Trained & Tested
- Lean & GB Trained and Tested
- Certified Scrum Master
- RPA-Automation Anywhere
- Filemaker Certification



CURRENT JOB RESPONSIBILITIES

- Working as a liaison between business and Scrum team, to ensure smooth implementation and to clarify the business requirements/queries to the team members.
- Led successful implementation of Incident, problem, change, service level and request fulfillment processes which resulted in efficient and effective support delivery.
- Working closely with Project team to ensure deliverables and user satisfaction.
- Involvement during Sprint Planning, Identifying tasks, Time Estimation.
- Review the items at unit level and log (or report) all activities as per client tools and requirements.
- Excellent analytical and problem-solving skills; commitment to deliverables with efficiently and with increasing quality.
- Determine, document, and organize user requirements for business processes.



Areas of Exposure / Expertise

- Hands on experience in Incident, Problem, Knowledge and Catalog management Experience in providing the root cause analysis (Five Way Analysis), good technical knowledge along with excellent communication skills, writing skills and problem solving skills.
- Proficient in Team Management
- Proficient in ITIL Framework
- Documentation Tools: Confluence, MS Word, MS Excel, MS Power Point, OneNote
- Database: PostgreSQL, SQL, Oracle
- ERP: Filemaker, Sales force.
- Project Management : Rally, Trello
- Other: **Tableau, ServiceNow**



EDUCATION

- MCA (Master Of Computer Application)
- MBA Operational (IGNOU)