

CHETAN V MEHTA, (CSM®, SAFe 4.0 Agilist®, ICAgileP, CBAP®, PMP®, BPM)

Title: Scrum Master/Business Systems Analyst (Agile)

Phone No: (703) 200 9921 / Email: chetanvmehta@yahoo.com

PROFILE

With over 12 years of work experience in the field of business/systems analysis, software requirements and project management in various software development lifecycle environments, ranging from pure waterfall to highly agile (Scrum, SAFe 4.0). As a solution provider, have worked extensively with business community in building business architecture, perform business process reengineering, business process modeling, as well as with implementation team to deliver high quality software requirements, across multiple business domains. Have displayed strong analytical, logical thought process to deliver most optimal solutions to the customer along with excellent project management, communication and writing skills.

SKILL SUMMARY

Business Modeling Tools: MS Visio (12 yrs), Savvion (BPMN) (8 yrs), Appian (BPMN) (8 yrs), TIBCO (8 yrs), Proforma Provision (8 yrs), Rational Software Modeler (6 yrs), Rational Software Architect (6 yrs), IBM WebSphere Business Modeler (6 yrs), Gliffy (4 yrs), Lucidchart (4 yrs).

Requirements Management Tools: JIRA (6 yrs), Confluence (6 yrs), Rational Requisite Pro (8 yrs), DOORS (4 yrs), HP-ALM (Application Lifecycle Management) (8 yrs), Version One (2 yrs).

Methodologies/Frameworks: Scrum (6 yrs), Unified Modeling Language (UML) (12 yrs), Use Case Methodology (12 yrs), Rational Unified Process (RUP) (12 yrs), Lean Six Sigma (12 yrs), Kanban (12 yrs), Waterfall (12 yrs), and SIPOC (12 yrs).

Configuration and Change Management Tools: IBM Rational Clear Case (12 yrs), Serena Version Manager (10 years), Tortoise Subversion (6 yrs).

Defect Tracking Tools: JIRA (6 yrs), IBM Rational ClearQuest (12 yrs), Merant Tracker (10 yrs), Serena Business Manager (10 yrs).

Office Productivity Tools: MS Office (Word, Excel, Access, PowerPoint (18 yrs), IBM Lotus Notes (8 yrs), and Google products.

Project Management Tools/Techniques: Microsoft Project (8yrs), Project Management Plan, Project Scope Statement, Work Breakdown Structure (WBS), Earned Value Management (EVM), Project Schedule, Release Management Plan, Quality Management Plan, Configuration Management, Risk register (12 yrs), Requirements Estimation-ROMs, FPA, BOE (12 yrs).

DBMS and SQL: MySQL, Oracle, SQLite, MS Access, Maria DB (2 yrs)

Content Management Tool: Documentum (4 yrs), SharePoint (4 yrs), WordPress (4 yrs), and Drupal (1 yr).

UI Design Tools: Balsamiq (4 yrs), Dreamweaver CS3 (2 yrs), html (5 yrs), CSS (5 yrs)

Testing Tools: Mercury Quality Center (4 yrs), HP quality center (4yrs).

National Science Foundation (NSF) Single ID

Scrum Master/Lead Business Systems Analyst Aug16-April 17

The National Science Foundation (NSF) is an independent federal agency created by Congress in 1950 to promote science. NSF's Grants applications (FastLane, PARS, R.gov) maintained duplicate identities for the same user in a silo. Also, these duplicate identities contained redundant data related to the user attributes, and used different 'Authentication' process to grant access to user's account. The scope of the project was (a) to consolidate data from different applications and create one 'Single Identity' for a user and (b) centralize the 'Authentication' process for all the Grants applications such as FastLane, PARS and R.Gov.

Responsibilities

- Worked with the NSF client to identify and establish the product roadmap, release milestones, and key project deliverables, using SAFe framework. Also, provided estimates (ROMs) to the customer as part of budgeting and approval process.
- Worked with 'Product Owner' during 'Product Backlog Grooming' sessions (Identified/authored epics, features, user stories, and it's associated acceptance criteria using 'Given-When-Then' (Gherkin syntax).
- Elicited, analyzed and documented/modeled and managed requirements using MBSE (Model-Based Systems Engineering) framework. Also, used Weighted-Shortest Job First (WSJF) to help client prioritize epics, features and user stories.
- As 'Scrum Master', facilitated all the major 'Scrum Ceremonies' such as 'Product Backlog Grooming', 'Sprint Planning', 'Daily Stand-Up', 'Sprint Review', 'Sprint Retrospective' meetings with the entire Scrum team.
- Created and followed a 'Sprint Schedule' to track sprint work and maintain cadence for the upcoming sprints.
- Worked as 'Agile Coach' for seamless transition from 'Waterfall' to 'Scrum'.
- Participated in 'Scrum of Scrums' to discuss ongoing work with other Scrum Masters and provide status to 'Release Train Engineer' (RTE).
- Successfully participated in the 'Program Increment' Planning meetings and delivered new features at regular intervals as part of the 'Agile Release Train' (ART).
- Responsible for collecting data and computing EVM values for direct reporting to CIO.
- Provided leadership to the team by identifying and managing scope, risks, assumptions, constraints, cross-cutting dependencies and other technical and people issues.
- Managed team resources responsible for executing specific tasks.
- Monitored project schedule, performance, quality, budget, risks, tasks assignments and implemented corrective actions as needed.
- Engaged team members in various 'Team Building' initiatives in order to improve overall team performance and build a positive, team-oriented culture.
- Ensured alignment of 'Portfolio-Value Stream-Program-Team' (SAFe4.0) levels.

GSA-CAMEO SB Formatted Product Tool (FPT)

Scrum Master/Lead Business Systems Analyst Aug 14-Aug16

The General Services Administration (GSA) Federal Acquisition Service (FAS) initiated to implement the 'Formatted Product Tool' (FPT) across GSA's Multiple Award Schedules (MAS) program. FPT was a pivotal enhancement for the MAS supplier base. The scope of the project was to (a) capture product data in a formatted manner for pricing/non-pricing evaluation (b) remove the cumbersome and redundant SIP and CORS processes and (c) support automatic upload of products and prices into GSA Advantage application, and hence improving 'Speed-to-Market' and seamless shopping experience for GSA suppliers and customers.

Responsibilities

- Worked with Product Owner and Subject Matter Experts (SMEs) in defining the business needs of the stakeholders and capturing the business processes using 'BPMN' notations.
- Conducted user story writing workshops with the product owner to identify, analyze and document features, epics and user stories using tools like JIRA.
- Created and managed 'Wiki Pages' in Confluence tool for documenting and maintaining project artifacts/deliverables.

- Assisted Product Owner in prioritizing epics/user stories based on the business needs and 'Weighted Shortest Job First' technique.
- Managed sprint planning meetings, provided requirements support to the sprint team, supported estimation planning session and managed the JIRA board throughout the sprint execution.
- As a 'Scrum Master', facilitated all the 'Scrum Ceremonies' and played anchor role in resolving technical/non-technical issues of an ongoing sprint.
- Managed team of business analysts to delegate work, and monitor daily progress.
- Led various project estimation efforts using tools and techniques such as 'Costxpert®', Function Point Analysis (FPA), ROMs and BOE.
- Worked with requirements team to identify Epics, Features and user stories. Authored and reviewed Gherkin scripts (as part of the acceptance criteria).
- Heavily used various modeling techniques such as Business Process Modeling, UML Models, ER diagrams, State Machine diagrams, and System Context Diagrams.
- Created wireframes/mockups using Balsamiq tool to visualize the screen layouts.
- Supervised UI/UX team to provide the product's vision and review the prototypes.
- Reported the sprint progress and cross-cutting items to the 'Release Train Engineer' as part of 'Scrum-of-Scrum' meetings.
- Led 'System Demo' to the GSA Commissioner's office, showcasing all the new features.
- Led estimation efforts (ROMs, BOE) for new numerous large to mid-size projects.
- Assisted PMO in writing business/technical proposals for upcoming projects.
- Provided updates to management in the form of reports, presentations, and demos.
- Mentored/coached business analysts on business domain, processes, and applications.

GSA-FAME SWS, EOffer, ORS and eMod applications.

Sr. Business Analyst/Scrum Master Dec 07-Aug 14

GSA has built and maintained various 'E-tools' such as Solicitation Writing System (SWS), Electronic Offer Writing System (eOffer), Offer Registration System (ORS) and Electronic Contract Modification System (eMod) for its suppliers (Open Market), internal staff and customers (Federal, State and local agencies). Under the leadership of 'GSA-OCIO' office, the scope of work included (a) to provide 'Business Systems Analysis/Requirements Management' and (b) 'Project Management' support on GSA's numerous 'Enterprise-Wide' modernization efforts as well as its quarterly O&M on-going releases.

Responsibilities

- Worked in a lead role on numerous projects, ranging small to mid-size projects, consisting 10-12 member team.
- Elicited, analyzed, and documented business/system requirements using different methodologies, ranging from BPMN 2.0-based process flows, use case-based documents, BRD, FRD and user stories.
- Led, coordinated and facilitated brainstorming sessions, requirements workshops, joint application development (JAD) sessions across different implementations for eliciting business/system level requirements from the stakeholders.
- Created various project deliverables such as requirements management plan, functional requirements document, business process repository, use case, business rules repository, interface control documents, use stories etc.

- Participated in several ‘enterprise-wide’ modernization efforts such as process improvements, reverse engineering, greenfield as well as brownfield projects software development projects.
- Reverse engineered requirements for a legacy application using use case methodology.
- Mentored new team members as part of knowledge management process.
- Managed new hire recruitment process (pre-screening, interviewing, evaluating).
- Heavily used Structured Query Language (SQL) as part of data analysis work.
- Closely worked with ‘Enterprise Requirements Engineer’ on various process improvement initiatives such as 508 compliance, and CMMI.
- Responsible for designing enterprise-wide work product templates.

GSA-FAME, Speed Desk Application

**Sr. Business Analyst
Jan 07-Nov 07**

GSA initiated ‘Express Program’, a high-profile initiative aimed at reducing the offer evaluation processing time by approximately 40%. Previously, the average time to award one offer was approximately 120 business days. The scope of the project was to reduce the offer evaluation cycle time by reengineering business processes and building a new web-based interface, based on SOA and open source tools, along with advanced BI (Business Intelligence) capabilities for it’s Vendor community as well as Contracting Officer/Contracting Specialist community.

Responsibilities

- Assisted Project Manager in preparing project charter, scope statement, project management plan, vision document and requirements management plan.
- Created key business architecture artifacts using Unisys proprietary blueprinting methodology in addition to Zachman framework.
- Developed a use-case model using Rational Software Architect.
- Conducted structured interviews with users/stakeholders to identify the user needs and associated key features.
- Developed business process models using tools such as IBM Web Sphere Business Modeler v 6.1.2.
- Identified, developed and maintained the business use cases and system use cases.
- Managed traceability matrix across the critical project elements using Rational Requisite Pro.
- Developed various UML models like Use Case diagrams, Activity diagrams and Sequence diagrams using tools like MS Visio, Rational Software Modeler and Rational Software Architect.
- Conducted meeting with the QA team in order to ensure that the use cases are testable and complete.
- Used tools like Serena Version Manager to baseline project artifacts as a part of configuration and change management process.
- Used Mercury Quality Center to view/update the test cases, scripts and results.

GSA-FAME, Electronic Contract Filing (ECF) System

**Sr. Business Analyst
Apr 06-Dec 06**

The General Service Administration (GSA) identified the need to automate and standardize the contract filing process as well as provide document digitization and digital content management capabilities throughout the entire GSA Federal Acquisition Service (FAS) enterprise. Until then, all the contract related documents were managed manually, based on the GSA’s form SF-3420.

The scope involved substantial amount of requirements elicitation, analysis, design and customization, in order to deliver the required capabilities to FAS customers via Enterprise Content Management System (ECMS).

Responsibilities

- Assisted 'Project Sponsor' in creating a detailed 'Business Case'.
- Co-authored key project artifacts like Project Management Plan (PMP), Product Vision Document, Requirements Management Plan, Scope statement etc.
- Conducted requirements workshops with the Subject Matter Experts (SMEs) to understand the user needs and the desired features on numerous modules like records management, content security, SOA/BPM compatibilities, Document Management Services, Global Interface (ECF) etc.
- Led effort to create an enterprise-wide 'Regulatory Compliance Module' that managed the regulatory environment.
- Developed core/supporting business process models using MS Visio.
- Identified the needs, desired features, list of actors and the associated use cases and detailed the use cases using Use Case methodology.
- Developed static screen mockups, interface control documents.

GSA-FAME, FSS Modernization

**Requirements Analyst
Sept 05-Apr 06**

The GSA's complex supply chain had become increasingly challenging to manage as its product portfolio and market reach had expanded. The mainframe based legacy applications created logjams and there were multiple, disparate systems. As a result, the data availability and quality were not up to the 'Just-In-Time' (JIT) requirements of the supply chain excellence. The scope of the project was to perform a thorough business process reengineering of the client's supply chain and provide a solution for migrating from a COBOL based environment to a new Service Oriented Architecture (SOA) environment.

Responsibilities

- Interacted with Users, Subject Matter Experts (SMEs) and other stakeholders to understand and document the business processes.
- Used industry standard blueprinting methodology to create business architecture artifacts.
- Conducted interviews, requirements workshops and brainstorming sessions for eliciting business requirements.
- Created important project artifacts as use case model, business use cases, system use cases, Functional Requirements Document (FRD), Supplementary Specification Document, Interface Control Document (ICD), glossary etc
- Developed UML models like Use Case Diagrams, Activity Diagrams, Class Diagrams, State Chart Diagrams and Sequence Diagrams etc.
- Developed a traceability matrix in Rational Requisite Pro across the project elements. Also conducted traceability audit at regular intervals.
- Used Rational Clear Case and Clear Quest as a part of Configuration and Change Management Process.
- Facilitated in project closure management activities like conducting and documenting lessons learned work product, co-authoring case study paper, updating required artifacts in process library, project close-out report etc.

City National Bank, Customer Interaction Portal (CIP)

**Business Analyst
July 05-Sept 05**

City National Bank, California's Premier Private and Business Bank offers a full complement of banking, trust and investment services. The bank's products and services mainly include commercial banking services, private client services, business trust and investments, cash management services, international banking services etc. The scope of the project was to redesign the existing banking solution with sufficient enhancements to international banking, Electronic Bill Presentment and Payment (EBPP) module.

Responsibilities

- Captured the 'Current State' and analyzed the core business processes and the applications supporting those processes across multiple market segments.
- Scheduled and conducted interviews, requirements session for eliciting and documenting the business requirements.
- Assisted lead business analyst in mapping 'Conceptual Model' of the solution.
- Identified the high-level business and subsequently, system use cases for the System via business process flows, functional decomposition, feature list etc.
- Developed a Use Case Model using Rational Rose Tool. Also, Created UML-based work products like use case diagrams, activity diagrams, state chart diagrams. Also, authored multiple system use cases to capture the detailed system level specifications.
- Established Key Performance Indicators (KPIs) and the metrics required to track the process improvement across different business units.
- Involved in conducting and recording the feedback from the User Acceptance Testing (UAT).
- Supervised the project's technical writer to develop a user manual for different stakeholders (internal users' v/s customers).

EDUCATION

- Master of Business Administration, Eastern Illinois University, USA. (GPA: 3.85)
- Master of Business Management (Major: Marketing), Bangalore University, India.
- Bachelor of Commerce (Honors: Marketing), M.S. University, Baroda, India.
- Diploma in Programming, Computer Society of India.

ACTIVE CERTIFICATIONS

- SAFe 4.0 Agilist (2017)
- Certified Scrum Master (CSM) (2016),
- ICAgile Certified Professional (2015)
- Business Process Management Professional (2014)
- Certified Business Analysis Professional (CBAP) (2009)
- Project Management Professional (PMP) (2008)