

Sr. Business Analyst Sr. Business Analyst Sr. Business Analyst Midland, TX Sr. Business Analyst
Certified Scrum Master IT Project Manager Authorized to work in the US for any employer Work
Experience Sr. Business Analyst Milestone Inc June 2017 to February 2019 Worked as a Scrum
Master/ Business Analyst. Overseen design, implementation, QA, and validation of programming
code and products. Created various project outlines and timelines and distributed responsibilities
to team members. Facilitated daily scrums, stand-ups, and meetings to monitor project progress
and removed impediments. Performed reviews on software development team members
Ensured milestones are reached and deadlines are met throughout project lifecycle Ensured
responsibility for successful product delivery. Participated, contributed, assimilated and
represented opinion on changes, enhancements being done to the project/product. Worked
closely with various stakeholders, onsite team and collaborated on above mentioned tasks.
Interacted and communicated with individuals at various levels of the organization. Handled
specific day-to-day tasks like filing bugs and backlog items in TFS and JIRA, troubleshooted issues,
handled escalations to respective team heads, followed sprint schedules etc. I have been closely
applying Agile methodologies by working with Software Development, Software support, new
implementation requests and interface implementations. Overall proficient with Business and
Technical teams. Ability to interact with all level of people with excellent presentation, strong
leadership and analytical skills. IT Project Manager eClinicalWorks, LLC June 2014 to June 2017
Ensure timely up-gradation, Installation, Implementation, releasing latest versions related patches
and technical support with client satisfaction. Manage client projects and all its requirements within
SLA. Communicate timely and effectively with clients. Coordinate with internal teams for client's
requirements. Follow up with clients and internal team for various updates on the task, maintain
day to day reports on work status, achievements, dependency, etc. Monitored contracts and
service level agreements to identify potential risks and implement mitigation actions to protect
development process from unforeseen delays and costs. Resolved implementation and operation
issues with product manufacturers. Education Bachelor's in Hospitality Management Saurashtra
University April 2004 to June 2008 Skills MS Project (5 years), TFS (2 years), JIRA (2 years), MS

Office (7 years), Oracle 10G (1 year), Spotfire (2 years), Analytics (2 years) Certifications/Licenses
Oracle Database Certified SQL Expert December 2013 to Present Certified ScrumMaster (CSM)
Additional Information Skills: Good understanding of Agile methodology and Scrum framework, project management principles. Good project and time management skills, ability to handle multiple ongoing task with changing priorities. Expertise in project initiation, project creation, defining scope, project planning and execution, business analysis. Capable of multitasking and dealing with a wide range of demanding and stressful situations. High level of analytical and problem solving skills along with good conflict management and interpersonal skills. Demonstrated organizing and time management skills in setting priorities and delivering on expectations. Good communication skills with the ability to build strategic relationships with clients, strong work ethics, fast learner, very reliable and highly motivated, punctual, disciplined individual who enjoys working individually or within a team environment to achieve organizational goal. Facilitating the Release planning, Sprint planning, Backlog grooming, SWOT Analysis. Hands on experience in MS Project, TFS, JIRA, Oracle Database SQL, HTML, JSON, Spotfire, MS Access, MS Excel, Analytics, Content Management Systems etc.

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