

Project Manager Project Manager Project Manager - Farmers Insurance Group Charlotte, NC Over 8+years of experience as a Business Analyst with in-depth knowledge of Software Development Life Cycle (SDLC) and expertise in Agile, Waterfall methodologies. Expertise in creating Business Requirement Documents (BRD), Functional, and Non-functional Requirement Specifications (FRS), User stories (Agile) and Business and Technical Process flow diagram utilizing UML (Unified Modeling Language). Proficient knowledge of agile methodologies including JIRA and Scrum for Agile Project Management. Extensive experience with full Project Life-Cycle evolution. Experienced in Business Case development to define ROI on business projects and build consensus on business requirements. Played an important role in maintaining project schedules, WBS, issue and decision logs, meeting summaries and status reports to ensure effective, continuous communication within the organization. Strong experience in Requirements elicitation techniques - conducting user interviews, document analysis, JAD sessions and managing the requirements. Hands on experience in negotiating with stakeholders, both internal and external. Established two-way communication between stakeholders and top management. Managed multiple projects collaborating with a wide number of departments. Hands-on experience in transitioning projects throughout the project life-cycle. Explored opportunities to transform existing practices into new cost-effective and more efficient operations. Expertise in conducting functional requirements walkthroughs, proficient in Use-Case, Business Process Modeling and Requirement Elicitation Techniques. Hands-on experience in dealing with the changing needs of the business users and other stakeholders.

Work Experience Project Manager Farmers Insurance Group - Woodland Hills, CA June 2018 to Present Responsibilities: Clearly define project objectives, scope of the project and manage resource allocation among multiple on-going projects. Organized and held meetings with stakeholders, contractor product teams and customers throughout entire system development life cycle Monitor the progress of the project to ensure the project is on track and be able to meet the defined project objectives and deadlines through JIRA. Facilitate team meetings and daily stand-ups to discuss about the progress of the project and updating the same to the management. Responsible for resource management, project planning, stake-holder

management, change management, risk assessment & management and quality assurance.

Proficient in all phases of Requirement Management, including gathering, analyzing, detailing and tracking requirements. Create project objectives, Work Breakdown Structures (WBS), estimates,

scheduling, and contingency planning and trade-offs among scope, schedule and resources.

Conducted interviews, JAD sessions, and requirements workshops and brainstorming sessions for eliciting business requirements. Managed client and stakeholder relationships to ensure

commitment and involvement, and to ensure effective collaboration. Perform data profiling, identify

data gaps & risk, define mitigation strategies and manage to resolution. Participate in daily sprint planning, daily scrums and sprint review meetings. Maintain effective relationships with various

internal and external stakeholders. Work closely with clients and internal departments to identify project requirements and feasibility. Regularly reviewed project documentation and made all

important changes to match updates to project scope. Environment: MS Office, JIRA, Visio,

Scrum. IT Business Analyst Kohl's Innovation center - Wauwatosa, WI March 2016 to May 2018

Responsibilities: Collaborated with product and engineering team members to define and develop new product concepts. Analyze client's business requirements and processes through document

analysis, interviews, workshops, and workflow analysis. Performed quality assurance, system integration and user acceptance testing facilitating on-time, on-budget completion of several

projects. Collaborating in the planning, design, development and deployment of new applications, and enhancements to existing applications. Monitoring deliverables and ensuring timely

completion of projects. Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions. Gathering critical information

from meetings with various stakeholders and communicating them to the rest of the team.

Facilitate sessions with stakeholders to gather requirements, perform requirements analysis, business goals analysis, defining functional and technical specifications, and design user-friendly

and workflow-efficient user Interfaces/mock-ups for applications. Prioritizing resources based on

business needs and requirements. Create project plan documentation and define project milestones to be executed by project team while ensuring the optimal use of resources to meet the

product objectives. Responsible for monitoring, reporting, tracking and providing communicating status of all on-going projects. Communicated with internal teams and external clients to deliver functional requirements. Environment: MS Office, JIRA, Visio, Scrum. IT Business Analyst South point Consulting Inc - Alexandria, VA October 2014 to February 2016 Responsibilities: Acting as the lead and primary contact between the development team and product owners for project initiatives and drive continuous process improvement. Lead requirements discovery workshops, collaboration session with development teams, stakeholders and product owners. Understanding business Process and requirements of users, stakeholders, end-customers, partners and finalizing the scope and functionalities of the application and guide the preparation of wireframes/prototypes.

Conduct workshops to work with business teams to review, analyze, and evaluate their existing business processes, identify system needs and translate these into business, functional and non-functional requirements (user stories, use cases, and/or functional specifications) Initiating the enhancements based on the feedbacks from end-users (post-implementation) within the product backlog. Guiding the team in order to deliver quality valuable features for the product under development. Proactively identify and track project risk and develop mitigation plans to manage risks on projects. Conducting Sprint review sessions with key users and stakeholders so as to get the feedback on the incremented product. Communicating with product owners and understanding their ideas. Preparing end user documentation for internal and external users. Ensured project communication runs smoothly and engaged business and systems stakeholders and decision makers throughout all phases of SDLC. Engage client to gather functional and non-functional requirements and ensure all the teams are aligned towards a common goal. Environment: MS Office, JIRA, Visio, Scrum. Business Analyst RxMx Inc - New York, NY October 2013 to September 2014 Responsibilities: Designed tools, graphs and charts to provide updates and summary of the status of the on-going projects to the top management. Collaborated effectively with heads of various departments to ensure project deliverables remained on track and aligned with business goals and expectations Defined project goals and set benchmarks to gauge progress Collaborated with internal and external stakeholders to ensure timely completion of the projects.

Developed comprehensive work plans to describe how a job is to be done. Analysed priorities and resources and determined ways to complete the project within the scope and time. Preparing the full project backlog and refinement of the functionalities for each phase of the entire engagement. Coordinating between different business functions in collecting the new requirements, reengineering of existing process as per the business requirements. Regularly reviewed project documentation and made all important changes to match updates to project scope. Organized and attended meetings with stakeholders, development teams and clients throughout the entire software development life cycle. Understand and participate in requirement elicitation workshops to gather and document business, functional, non-functional and technical requirements. Coordinate with the Development team to translate business requirements into features. Environment: MS Office, JIRA, Visio, Scrum. Business Analyst Poseidon Logistics Pvt. Ltd - Visakhapatnam, Andhra Pradesh February 2010 to September 2013 Responsibilities: Suggested analytics and decision-support tools used as the basis for reorganization and efficient expansion. Analysed business, user and technical requirements for proposed solutions. Co-developed new strategies to render better services to the clients along with the senior management. Ensured comprehensive documentation for every on-going and terminated project. Assisted in gathering critical information from meetings with various stakeholders. Assist with the identification of issues and problems, quickly and accurately and took measures to resolve them in a timely, structured and logical way by identifying the root cause of the issue and exploring available alternatives. Teamed up with the management to organize internal resources to ensure timely completion of projects. Write user stories and epics to capture requirements and acceptance criteria to guide the development team towards successful completion of the projects. Conduct daily stand-ups to ensure compliance with the established schedule and design of the proposed project. Coordinating with the business teams and stakeholder teams for requirements sign-off. Collaborating in the planning, design, development and deployment of new applications, and enhancements to existing applications. Environment: MS Office, JIRA, Visio, Scrum. Education Bachelor's Skills MS PROJECT, VISIO, JIRA, MS OFFICE, RATIONAL, SQL

Name: Erica Campbell

Email: halljoshua@example.org

Phone: 998.278.4929