

IT Project Manager / Scrum Master

Technically advanced IT Project Manager / Scrum Master and insightful Technology Analyst with 20+ years of experience in improving business processes and system performance through scalable technology solutions while collaborating with cross-functional teams. Demonstrated expertise in Agile & Waterfall Frameworks, Software Development Life Cycle (SDLC), System Testing, Performance Testing, Chaos Testing, and Test Automation. Determined professional with a history of gaining extensive leadership, technical, and insurance domain experience while serving as IT Project Manager, Scrum Master, Data Analyst, Systems Analyst, Service Analyst, Java / Host Developer, Team Lead, and Onsite / Offshore Coordinator.

Technical Proficiencies

Python Programming, R Programming, SQL, Tableau, Adobe Analytics, GitHub, Version One, Qlik Sense.

Area of Expertise

- ♦ IT Project Management
- ♦ Web Development
- ♦ Predictive Analytics
- ♦ Data Visualization
- ♦ Servant Leadership
- ♦ Agile & Waterfall Frameworks
- ♦ Machine Learning
- ♦ Business Insights Analytics
- ♦ Product Management

Career Experience

State Farm Insurance, Bloomington, IL
Technology Analyst – Business Insights Analytics

January 2011 – Present

Provided analytical insights by using historical data to identify trends for further analysis and organizational decision making.

- Provided insights regarding agent experience and adoption to integrate into the executive-level showcase. Assisted leadership in defining steps to improve agent experience by sharing valuable insights.
- Performed data analysis to identify integrity issues, such as incorrect and missing data. Provided accurate metrics and business insights to leadership for mitigating data integrity issues.
- Conducted a thorough analysis of Business Lines Response Center contact data to gain and share insights with leadership for enhancing customer experience and lowering costs.

Scrum Master

Involved in quickly establishing positive relationships, building cadence and discipline, and making service teams operational as small agile product teams. Integrated agile principles and servant leadership capabilities to forge a highly efficient environment for boosting staff engagement and identifying urgencies. Built workflows and roadmaps to support teams in appropriately planning and completing work while ensuring quality and timeliness.

- Efficiently reduced potential production issues, alert and notification gaps, and problem resolution delays by coordinating chaos testing activities, such as setting up and recording scenarios, conducting game days, and facilitating retrospectives to assist and prepare 20+ product teams in delivering production support after the implementation of Personal Lines Auto.
- Streamlined business and functional checkout process of Personal Lines Auto Business Acceptance Testing to address over 900 defects, thus, improving overall application quality.
- Introduced an automated system that timely generates accurate Business Acceptance Testing reports, thus enabling Personal Lines Auto Leadership to make executive decisions by using such reports.
- Improved service performance and screen response time below expected Service Level Agreements (SLAs) by facilitating performance testing activities.
- Significantly improved defect quality by more than 50% by influencing Scrum Masters Community in Personal Lines Auto to implement a defect management process while bringing in quality and consistency.
- Enhanced the efficiency of the product teams by developing and implementing various processes, such as dependency management and incident management.
- Liaised with the product owners and product managers to define objectives and key results (OKRS) of product teams based on the internal and external customers, product differentiators, and business outcomes.

IT Project Manager

Successfully led several time-sensitive, legislative, and confidential P&C Claims projects.

- Identified and addressed delays in project implementation by utilizing leadership and communication skills in influencing teams and building productive relationships. Assisted State Farm in avoiding potential financial penalties by getting the project implemented before the legislative date,
- Saved 10% of project funding and released a skilled resource to be utilized by another project as needed by determining resource utilization of a project through implementing Project Management practices.

Systems Analyst - Web

Established and maintained strategic relationships with business partners from various functional areas by delivering excellent customer experience and increasing client satisfaction.

- Provided directions on complex business rules to convert fields from one database to another while being a key analyst from the Financials Payments team during data conversion effort.
- Successfully processed high-quality data conversion and timely implemented data conversion project that resulted in converting over 37M claim records.

Patni Americas, Inc., Cambridge, MA Senior Software Specialist

February 1998 – January 2011

Designed and timely implemented several key projects while ensuring to meet quality standards.

- Utilized business knowledge while handling incidents and production problems. Continuously followed up until problems were resolved and data was restored. Provided remarkable customer service by providing resolutions in timely manner and with greater accuracy.
- Participated in design, development, and testing of several major projects, such as Electronic Funds Transfer, Consolidated Payments, and Automatic Payments that helped with successful implementation of the projects in a timely manner with greater quality.
- Demonstrated people management capabilities by leading up to nine team members for two years. Contributed to growth and recognition of staff by providing regular feedback and annual performance reviews.

Education

Master of Science (MS) in Data Science
Bellevue University, Nebraska

Master of Business Administration (MBA) - Finance
Illinois State University, Illinois

Bachelor of Science (BS) in Electronics Engineering
Shivaji University, India

Certifications & Designations

AWS Certified Cloud Practitioner
Project Management Professional (PMP)
Certified Scrum Master (CSM)
SAFe 4 Agilist (SA)
SAFe 4 Advanced Scrum Master (SASM)
Chartered Life Underwriter (CLU)
Chartered Property Casualty Underwriter (CPCU)
Chartered Financial Consultant (CHFC)

Interests & Accomplishments

Former Board Member - AsiaNET Employee Resource Group and Project Management Institute (PMI) - Central IL Chapter for six years
Current Board Member - CPCU Society's Central IL Chapter and Dreams Are Possible (local non-profit organization) for two years