**KRUNAL KAYASTHA Green Card**

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**SUMMARY OF QUALIFICATIONS:**

* Experience in As-is, To-Be, Gap, Competitive and Comparative analysis.
* Manage feature backlogs for large releases across multiple scrum teams in different locations to turn product strategy and vision into working software
* Collaborate with stakeholders to clarify, prioritize, and validate project requirements and business objectives.
* Proficiency in the Software Development Life Cycle (SDLC) methodologies like Waterfall, Agile and SAFe Agile that include feasibility analysis, requirements gathering, story writing, system design and user acceptance testing
* Proficient in customizing already existing business practices, workflows, activities, and deliverables

**EDUCATION:**

* **Master of Science in Information Technology Management** – Campbellsville University **Feb. 2020**
* **Master of Science in Computer Information Systems –** American College of **Apr. 2016**

Commerce and Technology

* **Bachelor of Computer Application** – College of Applied Science **May. 2012**

And Professional Studies

**Certification:**

* **Certified SAFe 5 Scrum Master** – Scaled Agile **Oct. 2021**

**TECHNICAL SKILLS**

* **SDLC:** Waterfall, Agile, SAFe Agile, Unified Process (Scrum)
* **Analysis:** Requirements Gathering, Story Writing, Functional Matrix, Gap Analysis, Impact Analysis, BRD, FRD, Visual Basic PowerPoint, Business Process Mapping
* **Databases:** Oracle, SQL Server, MS Access
* **Tools:** MS Office (Excel, Word, PowerPoint Visio, Project), Azure TFS, Rally ALM, HP ALM, JIRA, Development Scrum (Agile), Confluence, Waterfall Model, Test- Driven Development, Programming Methodologies Used Documentation Tools MS Project, Requisite Pro, IBM Blueworks Live, Clarity

**PROFESSIONAL EXPERICENCE:**

**CDW, Lincolnshire IL Oct 2021 – Present**

**Scrum Master/ Business System Analyst**

* Acted as liaison between business, sales, and IT teams to refine the product and incorporate features based on market demands.
* Participated in PI Planning as a PO & SM and facilitating team through breakout sessions
* Gathered requirements to build out product backlogs
* Facilitated sprint planning, sprint retrospective, story grooming, daily scrum sessions
* Prepared biweekly status reports for the leadership to review

**CDW, Lincolnshire IL May 2021 – Oct 2021**

**Business System Analyst**

* Partnered up with business and cross-functional teams to deliver enhanced features for the Digital Seller initiatives (Deal Registration and Pricing Optimization)
* Created and maintained team application’s wiki spaces, processes, team roadmap, and on-boarding wiki.
* Gathered requirements to build out product backlogs
* Documented required information for user stories such as business value, scope of change, non-functional requirements, and acceptance criteria.

**Agilent Technologies Jan 2021 – April 2021**

**Digital Business Analyst/ Product Owner**

* Acted as a Product Owner and brought Digital Seller - Orders, Quotes and Services detail pages from the existing platform to a new MyAgilent website
* Documented user stories and acceptance criteria for MyAgilent program in Jira
* Developed guides and documentation for JIRA features and best practices
* Tested the user stories for accuracy and compliance to ensure undisputed acceptance and validation of stories
* Coordinated project initiatives with software developers, stakeholders, project managers and software testers
* Participated in Sprint Planning, Daily Scrum Stand Up, and Sprint Retrospective meetings.
* Participated in the development and grooming of Project Backlog Stories (Requirements) with business and technology partners.
* Assisted in entering and updating Issues (Epics, Stories, and Tasks) onto JIRA Agile application.

**National Association of Realtors, Chicago IL April 2020 – Sep 2020**

**Business Analyst**

* Conducted interviews with SMEs to analyze the As-is functionality of NRDS (National Realtors Database System) integrations.
* Created End-user documentation, process flow diagrams, FAQs, Release notes, API documentation and other Technical/System documentation.
* Analyzed existing software applications (As-Is) functionality and created functional specification document for Integration
* Developed functional specifications and system design specifications s for AS-Is eCommerce Payments.
* Project managed teams of developers, QA analysts, and Jr. Business analysts for consumer website redesign changes that are critical to the company's success
* Analyzed existing software applications to understand and document functionality
* Worked with Product Owners, Design, and Development to convert business requirements into a developer-friendly specification
* Worked on and support development/improvement projects as assigned by management
* Created detailed level user stories with acceptance criteria by conducting interviews/JAD session with developers.
* Analyzed organizational data and problems, interpret, and recommend alternative courses of action, and implement intervention strategies to attain performance targets
* Assisted in writing product documentation and training materials as needed

**Mastercard, St. Louis MO July 2018 – March 2020**

**Development Analyst/ Sr. Business Analyst**

* Handled multiple high priority projects for the application that are both businesses initiated, and technology initiated.
* Worked closely with SMEs, and identified, analyzed the core requirements and key features of the ongoing project to create Business Process Mapping in Blueworks Live.
* Conducted JAD sessions with management, SME, Tech Lead, and stakeholders for open and pending issues and participated in the identification, understanding and documentation of user stories in ALM.
* Assisted Product Owner/Scrum with Backlog grooming, User Story development and prioritization
* Expertise in working with Business Processes Mapping, Business Process Models, Business Flow Diagrams and Business Requirement
* Designed business process and data flows between Microsoft Dynamic 365 ERP application and other applications.
* Extended capability of Dynamic 365 ERP through creation of new entities, forms and workflows..
* Provided eCommerce functionality expertise during project planning, development, and production-support
* Performed business analysis of eCommerce sales and operations to improve overall business performance
* Reported on payment data to improve payment performance
* Participated in understanding existing Sovereign's ACH processing system, daily PEP payment processing and analysis of PEP reports, payment distribution, daily reconciliation, and balancing.
* Communicated effectively with clients, stakeholders, and executive management to present analysis for business solutions extracted the Business Requirements from the end users keeping in mind their need for the application and prepared Business Requirement Documents (BRD), Functional Requirement Document (FRD), business Process Documents, business Flow Documents, User Training Manuals.
* Created detailed level user stories, establish story acceptance criteria to be consumed by the development pods in each sprint, while ensuring stories and features are added iteratively into the Rally ALM.

**Fidelis Care, Albany NY Sep 2016 – June 2018 Business Analyst/ Quality Assurance Analyst**

* Involved in testing and documenting requirements of FACETS Subscriber/Family, Provider Application, Medical Plan, Billing and Commissions, Claims Processing & Utilization Management, etc.
* Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
* Responsible for creating, managing, and delivering of required documents for application
* Involved in EDI transactions 834 Inbound/Outbound, 837 and 835
* Performed SQL queries to access data from database & other sources
* Conducted JAD sessions, meetings, workshops to gather requirements from various stakeholders and SMEs.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims.
* Experienced using HP Application Life Cycle Management (ALM) and JIRA for global test management, bug tracking and reporting.
* Created business process detailed description documents for projects under the Affordable Care Act which involve data exchanges, financial transactions, and records management.
* Developed guides and documentation for JIRA features and best practices
* Worked with SME’s and QA Team to prepare BRD Document to create Test Plans and Test Strategies
* Used Agile Methodology to minimize risk by implementing software development in short time boxes or iterations
* Experienced in Salesforce Testing and Administration spanning all facets of package software and SaaS application implementation