BHARATHI MALACHIRA

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**Objective/Strength**

Highly motivated professional with experience leading multiple teams of engineers through a program increment, meeting team goals and company objectives in a fast-paced environment

Keen interest on quantitative and qualitative data analysis to effectively leverage data to solve business challenges and fuel innovation. Skilled in Business Analysis/Design, Product Management, Requirement Gathering, Quality Assurance and Agile Methodology.

Greatest joy comes from solving business problems, working and collaborating with like-minded doers. Efficient in leading projects with a distributed (onshore and offshore) team of Developers, using Agile development methodology.

***Skills/Competencies:***

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| --- | --- | --- |
| * MySQL, SQL Server, Oracle, SQLite, SQL Server Management Studio * CI/CD/ Jenkins * Asana * Jira with Green Hopper * Rally/ Trello * R, Python (pandas, NumPy) * JMeter * Tableau, R Shiny * Microsoft Excel * Amplitude * SPSS * SQL/ TOAD * PowerPoint * Confluence * MS Visio/ Gliffy * MS Office Teams | * Statistical Programming * Data Visualization * Data Exploration * Data Analysis/ Data Mining * Technical Documentation * Scaled Agile Framework/ Agile Methodology * Continuous Improvement * Process Analysis * Quality Assurance * Product Management | * Inquisitive * Detail Oriented and Big Picture Thinker * Critical Thinking * Problem Solving * Assertive |

**Professional Achievements**

**Current Degree**

MASTER’S IN BUSINESS ANALYTICS (GPA of 3.71/4.0), July 2019 – Oct 2020

* Utilized data science techniques to manipulate large, structured data sets to identify patterns in raw data, and develop models to predict the likelihood of a future outcome.
* Identified and tested hypotheses ensured statistical significance, as part of building predictive models for business application.
* Performed data extraction, manipulation, Exploratory Data Analysis (EDA), variable transformations and feature generation.
* Coded in R, Python, and SQL to manipulate data and delivered actionable insights from large, diverse data sets.
* Created predictive and prescriptive models for analysis of data with recommendations to focus on improving the ability to systematically determine key drivers for models.
* Generated linear(lm), logistic regression(glm), and random forest models(rm).
* Finalized variable/feature list selection, scored and validated models.
* Assembled mathematical models using R on a Regional Banking data, for Targeted Prospect customer Acquisition and likelihood of Customer digital chain migration.
* Setup models on Shareholder class action litigation data to estimate the severity & likelihood of the company of interest getting sued.
* Created visualizations/dashboards using rShiny, Tableau, Excel.
* Utilized ggplot to identify key indicators in the data and generated visualization reports.

**Current Work Experience**

[COTIVITI](https://www.cotiviti.com/), Richmond, Feb 2021 - Present

**Technical product owner** (Feb 2021 – Present)

* Took lead of onsite and offshore scrum teams, facilitated technical requirements gathering meetings with the Sprint teams and the key stake holders.
* Provided an active role in mitigating impediments impacting successful team completion of release / sprint goals
* Worked with multiple data-centric healthcare Risk adjustment process applications.
* Engaged closely with Developers to gather technical requirements to craft well defined Features/user stories.
* Collaborated with clients, key stakeholders, product team, and scrum teams to drive a solution that meets the program level objectives and vision
* Worked closely with the Product Managers to create and maintain a product backlog according to business value.
* Developed, maintained requirements (features and user stories) and backlogs according to business value or ROI
* Lead the planning of product releases and set expectation for delivery of new functionality
* Prioritized tradeoffs, clarified requirements, maintained the team backlog through consistent backlog grooming and worked to drive user stories to acceptance throughout the Agile software development lifecycle
* Ensured that product meets both, internal and customer requirements for functionality and reliability.
* Actively mitigated impediments to help teams successfully complete Release/Sprint Goals and accepted completed user stories at the end of each sprint.
* Participated in discussions to plan roadmap on large projects with Architecture team for new product and enterprise initiatives.
* Mentored offshore Business Analysts.

[EBSCO INFORMATION SERVICES](http://www.ebsco.com), Ipswich, Boston, MA June June 2011 – Feb 2021

**Senior Business Data Analyst/Product owner** (Feb 2020 - Present)

* Acted as Product Owner/Business Analyst translating business needs into User Stories, following Scaled Agile Framework (SAFe®) and collaborated with business stakeholders, UX, product managers, and technical teams to refine business initiatives.
* Gathered user requirements, analyzed data and ensured user stories/features gets released to production with highest quality by collaborating with various agile teams. Balanced resolution priority against roadmap commitments.
* Conveyed product vision and goals to team and business. Ensured highest prioritized user stories were clearly understood by business stakeholders and Scrum team members.
* Set the bar high regarding quality with the ‘voice of the customer’ in mind by constant backlog prioritization and refinement. Also created and communicated requirement artifacts that translated business needs into executable stories.
* Collaborated with Scrum teams to clarify business requirements, removed roadblocks by constant communication.
* Identified and defined product growth opportunities.
* Conducted in-depth analysis to recognize the business implications of the findings in the data & effectively communicated with stakeholders to get their buy-in.
* Leverage data to drive decisions
* Worked with multiple team that included external engineering vendors, offsite personnel, internal design teams, and editorial personnel to implement new features. Managed and resolved customer & product escalations reported internally.
* Analyzed data sets for outliers and trends. Evaluated data outputs to spot potential errors and solved client problems for which there were no standard process and presented the analysis findings to client executives.
* Participated in Program Increments (PI) planning to help release features iteratively, worked with program team to refine the features during feature refinement sessions.
* Engaged in team ceremonies and demos (Sprint planning & review, Backlog grooming, daily standups, systems & solutions demo)
* Seasoned in data management including data analytical capability.
* Reviewed and analyzed business problems of moderate to high complexity and provided recommendations for best solution.
* Coordinated Feature releases by working with internal stakeholders, development teams and effectively communicated status of project to external stakeholders.
* Authored and maintained high-quality, easy-to-understand user documentation including tutorials, release notes, and user guides.
* Researched and analyzed market, the users, and the roadmap for the product
* Worked in Agile, Scrum, Kanban methodologies.

**Senior Software Quality Assurance Engineer/Product Owner/Business Analyst** (April 2015 – Jan 2020)

* Partnered and collaborated with Business Owners, Product Managers, System architects and Content Designers to implement and validate project deliverable to production. Coordinated and participated in review and testing activities to ensure quality and functionality of the developed products.
* Documented identified issues to monitor resolutions and retained documentation necessary to plan for future assigned testing such as regression.
* Actively participated in scrum ceremonies and acted as proxy Product Owner to define user stories and backlog grooming.
* Engaged with various teams to worked on Big Data to performed data analysis and identify unique test points for specific use-cases from the profiled reports generated by MongoDB.
* Acted as a gate keeper for applications getting deployed through CI/CD pipelines by checking code quality utilizing Sonar cube.
* Led, identified and authored automation scenarios for ETL service to help automate 75% of manual testing cases.
* Unearthed high priority issues which brought down multiple data servers in production by running performance testing using JMeter.
* Utilized SOAP UI, Postman, Swagger for SOAP, REST and API testing respectively in development, integration and production environments.
* Authored and managed numerous test strategies, test suites, test cases based on business requirements and design documents with a focus on test automation and reference guide for Onsite and Offshore teams to build and test multiple Product deployments using automation tool.
* Mentored and Trained teammates (onsite/offshore) to foster a culture of continuous improvement, collaboration, regular communication, leverage automation, mindset of constant change and flexibility with keeping product vision as a guiding post.
* Educated and worked with engineers to write SMART tasks (Specific, Measurable, Attainable, Realistic, and Timely or Timeline Driven).
* Championed to enforce testing standards by documenting department testing standards and procedures.
* Spearheaded end to end QA effort for various business features and products to ensure appropriate test coverage.
* Shadowed and acted as proxy Product Owner to manage weekly sprints in agile environment using JIRA/Rally
* Utilized Jira Agile (Greenhopper) to support electronic Scrum boards and backlog management.
* Generated JIRA workflows for both SCRUM and Kanban teams for various content processing activities.
* Analyzed multiple data formats (XML, JSON, JS) prior to data getting consumed by ETL processes.

**Software Quality Assurance Engineer** (June 2011 – April 2015)

* Collaborated with business teams in writing and reviewing test plan documents, test cases and creating data for portfolio of 50+ database products. Participated in review of project deliverables.
* Utilized JIRA defect tracking tool to manage, report, document, and communicate the defect.
* Performed back end testing of web application product (Built on Ruby on Rails) and helped business with product release thereby to retain existing contract.
* Created and maintained Requirements Traceability Matrix.
* Authored test planning for new and existing product development, including test plans, test cases, and scheduling thus helping offshore teams in direct participation in the execution of the test tasks to become the expert in the product and its functionality.
* Coached, hired, and mentored QA engineer. Successfully onboarded multiple Offshore teams.
* Designed various dashboards and constructed queries in JIRA to measure Team and Product development progress.
* Performed back end testing using SQL queries to access the main database.
* Facilitated weekly meetings, discussed feature enhancements with both onshore and offshore teams.
* Trained/Mentored and worked with Offshore teams (Romania/India/Vietnam) to bring them up to speed to handle Database pipeline ETL products.
* Monitored, documented and provided executive reporting of QA activities and test results to senior manager and project stakeholders.
* Actively involved to drive the implementation of QA automation including performance testing.
* Collaborated with stakeholders to support the team to have formal training from the company to transition from waterfall to agile (Kanban and then to Scrum) methodologies before we embraced the SAFe.

**Education and Certifications**

* **Master of Science**, Business Analytics and Data science, Merrimack College, North Andover, MA (Oct 2020).
* **Bachelor of Science**, Computer Science Engineering, Bangalore University, Bangalore, INDIA
* **Certification**, SAFe 4.0 Practitioner (March 2016)