**Professional experience:**

* **9+ years** of experience in **Software Development Life Cycle (SDLC), Project Life Cycle, Business Rules** and **GAP** **analysis** working as **Scrum Master/Business Analyst** in **Banking** Domain.
* Profound Knowledge of Traditional **Waterfall** **Model**, Rational Unified Process (**RUP**) methodology, **Agile**, **Scrum** and other internal methodologies through experience.
* Good experience of **Business Requirement gathering**, **Use Case Specifications** and **Functional Specifications**.
* Experience in facilitating Joint Application Development (**JAD**).
* Analyse requirements and deliver various artifacts if needed**: Visio screen mock-ups, Interface designs, Data Mapping.**
* Experience of creating the Meta data mapping for **Anti money laundering (AML)** under their financial & compliance program and **know your customer (KYC)**
* Worked closely with compliance officer to perform **AML** functions on an on-going basis, including detection / reporting of suspicious transactions and activities; conduct reviews for the enhancement of the **AML** functions of the Bank, and perform **AML** **risk** **assessment** when required.
* Expertise in identifying, developing interface and process specifications, documenting them in **Business** **Requirement Documents** (**BRD**), creating **Functional Requirements** **Specifications** (**FRS**), **System** **Requirement** **Specification** **Document** (SRS), and **Change** **Request** **Specification** (**CRS**).
* Strong experience with developing **Use** **Cases**, **Test** **Cases** and **Traceability** **Matrix**.
* Extensive experiences in Investment Banking projects specialized in **Securities** Trading (stock trading, **fixed income** trading, and **derivatives** trading), **wealth management** and **risk management**.
* Excellent in creating **Use Cases, Sequence Diagrams**, **Activity Diagrams**, and **Class Diagrams**.
* Experience in using business modelling tools such as **Enterprise** **Architect** and **MS** **Visio** to generate data flow **diagrams, process maps, flowcharts**, and **UML** diagrams. Also experience in using **SharePoint** and **MS** **office** for documenting.
* Experience working with **JIRA** management tools, **Crucible,** and **confluence** pages development.
* Expertise in **Scrum Ceremonies** like **Daily Scrum, Backlog refinement, Sprint planning** and **Sprint Retrospective, Program Increment** using **Agile Methodology**.
* Created and maintained project related functional and non-functional documentation for **Capital Markets, Asset Management, Wealth Management, Risk Management, Control Management, Financial Statements, Financing Structures, Derivatives, Portfolio Analysis** and **Budgeting.**
* Accomplished servant-leader capable of delivering large-scale software and Web development projects by effectively collaborating, facilitating, leading and coaching multiple Scrum teams.
* Excellent communication, conflict resolution, facilitation, critical thinking, efficient content management and documentation skills.
* Experience working with **Microsoft Word,** **Excel** (**Pivot PowerPoint, Access, Outlook Tables, V-Lookups, macros**).
* Highly organized with the ability to multitask and great time management skills to meet deadlines.

**Technical Skills:**

|  |  |
| --- | --- |
| **SDLC Methodologies:** | Waterfall, Agile (SCRUM), Hybrid (SCRUM-Waterfall), Rational Unified Process (RUP), SAFe, XP, Kanban. |
| **Modeling Tools:** | MS Visio, Rational Rose, Mock-up screens, Erwin, Enterprise Architect. |
| **Requirement Management Tools:** | JIRA, Rally, Version One, Rational Requisite Pro, Rational Requisite Composer, Rational Team Concert. |
| **Collaboration Tools:** | SharePoint, Confluence. |
| **Testing Tools:** | HP QC, HP ALM, Load Runner. |

**Education & Certifications:**

* Bachelor of Science, Nagpur University, India.
* Certified SAFe (6.0) Scrum Master.
* Certified Scrum Product Owner (CSPO)
* Certified Scrum Master (CSM)

**Professional Experience:**

**Provident Bank, Jersey City, NJ Dec 2022 – Till date**

**Business Analyst/Scrum Master**

**Project description:** The project aimed at successfully upgrading and implementing a system. It focused on increasing efficiency and customer service through the development of a user-friendly, web-based banking information system, which would provide the following services: Easy transfer funds to different accounts, manage payments to other financial institutions by quick pay or recurring payments, view the most recent transactions, view the transaction history of checking and saving accounts, send and receive messages, change user information order checks and brochures.

**Responsibilities:**

* Responsible for defining the scope and defining business rules of the project, **gathering business** **requirements,** doing **gap analysis,** and documenting them textually or within models.
* Conducted and coordinated **JAD session with different technical teams** and other stakeholders.
* Involved in documentation of **Companion Guides, Business Systems** **Transmission Procedures** requirements, on and **Institutional Management** **Member Management, Provider Management** Processing.
* Worked with **Fixed Income**, **Bonds** and **Bond Trading Cycle**, **Bond Pricing, Equities**, **Trade Cycle**, **Derivatives** (Options and Futures), **Portfolio Management**, Sales and Marketing.
* Implemented and followed the Rational Unified Process throughout the **SDLC**.
* Responsible for writing **Functional Requirement Specifications (FRS) and User Requirement Specification (URS) for online system.**
* Understand and articulate business requirements from user interviews, and workshops and then convert requirements into technical specifications in **Rational Requisite Pro.**
* Worked on **AML** (Anti-Money Laundering) **compliance**, **KYC** (Know your customer) and **CDD** (Customer Due Diligence) related projects.
* Facilitated scrum ceremonies which involved **Sprint Planning**, **Daily Scrum meeting**, **sprint review** and **sprint retrospective**.
* Analysed and investigated potentially suspicious financial transactions for retail referrals in **Anti-Money Laundering (AML).**
* Generated requirements for **Capital Markets** - **Fixed Income** **Investment Management** Business, **Portfolio Management**, **Hedge funds**, , corporate actions Brokerage and Trading Model within the scope of both the Front and Middle Office.
* Conducted the **daily scrum** **meetings** with on-site and offshore teams as well, to identify **impediments** and **track progress**.
* Identified risk exposure, mitigation, and controls for new products, marketing campaigns, and expansion of existing programs for **AML** and **KYC** compliance.
* As a servant leader brought in Agile best practices such as **time-boxing, continuous integration, code/design reviews, transparency, accountability, tracking, product visioning, spiking, generalized specialist, technical debt reduction, self-management empowerment** and **role training**.
* Hands on Scrum Master for two teams for a period. Lead teams through **Agile adoption**. Was assigned to newly forming teams to be coached on **agile principles** and help them with smooth transition into **Agile methodology**.
* Created **Project roadmaps, identified deliverables, helped Product Owners** in managing priority and delivery of the product.
* Provided training and coaching in **Agile Development principles** and **practices** to development teams.
* Managed scope and controlled change to ensure team makes progress without facing scope creep and other change related impediments.
* Worked on facilitating communication, **removing blockers,** and making sure the project runs smoothly.
* Created and **elaborated User stories in JIRA**.

**Environment:**Agile**,** Scrum, Jira, MS Word, and MS Excel

**Key Bank, Houston, TX Feb 2021 – Nov 2022**

**Business Analyst / Scrum Master**

**Project Description**:  The Project pertained to Key Bank lending system that is designed to handle loan cycle right from product definition, application processing and documentation, billing and accruals, processing of postdated instruments to rescheduling, foreclosure, and termination.

**Responsibilities**:

* Involved in interactions with **Subject Matter Expert, Project Manager, Developers**, and the end-users in more than one **JAD** sessions. **MS Project** proved useful in coordinating activities with project manager and various other teams.
* Designed and developed **UML** **Use** **Cases**, **Activity** **Diagrams**, **Sequence** **Diagrams**.
* Created **UML** **use** **cases** and **use** **case** **diagrams** using **Rational** **Rose**.
* Created **traceability matrix** for **maintaining/updating** system requirements using **MS Excel.**
* Gathered **product requirements** to describe the business needs in terms of the main deliverables or products that are created.
* Talked to the end users to create the process requirements and to properly explain the flow of future data modules to the design and development team.
* Revised **existing documentation** comprehensively to enhance the ability of the stakeholders to proceed with the next major phase of developing the application.
* Proactively worked with FX, **Fixed Income** and **Derivatives** transactions
* Facilitated **sprint planning**, **daily scrums**, **retrospectives** stake holder meetings and show & tell.
* Maintained focus on **product backlog** in alignment with the project timelines.
* Conducted meetings with other Project Managers and Scrum Masters and documented any changes in **business requirements** and coordinated discussions and changes to **offshore** and **on shore** teams.
* Automated the generation of Customer Due Diligence (**CDD**) and Enhanced Due Diligence (**EDD**) reports in compliance with **AML**
* Elicited business requirements from business owners, stakeholders and users through meetings, interviews and **JAD sessions** for **AML**/**KYC** system
* Worked closely with the product owner in **backlog management** and continuous delivery of features.
* Utilized **Microsoft VSO** to manage team's software development lifecycle including **product backlog** items, assigning sprint work items, defect tracking, and conducting **sprint review meetings**.
* Presented progress status to the program executive steering committee on a regular basis, highlighting issues requiring escalation and business decisions.
* Educated and reinforced **scrum methodology** and **agile framework** to team members and stake holders.
* Good comfort level with **Capital Markets**, **Money markets**, **Trading Systems**, **Derivatives** (Strong in Options), **Equities**, **Fixed Income**, **Stocks** **Trading Cycle**, **Margin Requirement**, **Mark to Market**, **Hedge Funds**.
* Provided all support to the team using a **servant leadership** style whenever possible and led by example.
* Directed and lead development teams from project initiation through the delivery of the final product.
* Protected development teams from outside distractions, impediments or team conflicts.

**Environment:** Agile-Scrum, MS Visio, MS Project, MS office, SharePoint XML, MS SQL server.

**Lincoln Financial Group, Houston, TX April 2019 – Jan 2021**

**Business Analyst / Agile Scrum Master**

**Project Description:** The project was focused on analysing the system to create representations of the system at a higher level of abstraction (Reverse Engineering) and creating use cases of the different Functional modules (Deposits, Loans, Card Agreements etc.) of the Application and providing Knowledge transition to the Development and Testing about the functionality to enable the technical team to build a robust application.

**Responsibilities:**

* Functioned as the primary liaison between the business line, operations, and the technical areas.
* Performed **Gap Analysis** to understand the **AS-IS** and **TO-BE** state of the project.
* **Interface with business users** and other cross functional teams to prepare and update **Business Requirement Documents** (**BRD**) and **Software** **System** **Requirements** (**SSR**) and high-level test plan.
* Lead and provide technical assistance and training in **using JIRA, Confluence,** and other tools as and when required.
* Reviewed System **Test** **Plans**, **wrote test scripts**, and worked with **business** **folks** to validate and execute the test scripts.
* Understood the business needs and clearly define the Business and Functional Requirements for complex case management system being built in **AML**/**KYC** system.
* Functioned as the primary liaison between the **business** **line**, **operations**, and the **technical** areas throughout the **project cycle**.
* Involved in analysing **Business Requirements** and **developing System Specifications**.
* Assisted in strategically identifying and developing goals and objectives according to business needs to align with **Loan Services** and organizational goals.
* Good understanding of **Mortgage Loan** and Origination processes
* Helped create **Use Cases** that clearly show how end users traverse the **loan** **processing** and claim approval process.
* Organized **JAD sessions** and shared calendar with tech leads to facilitate **JAD sessions** using **MS Outlook.**
* Enabled and facilitated the team to conduct all Scrum ceremonies: **Sprint Planning, Daily Scrum meetings, Sprint Reviews, Retrospectives and Product Backlog Refinement meeting**.
* Facilitated the removal of impediments – helped in addressing and eliminating issues to improve the likelihood of achieving the objectives of the Iteration.
* Worked with product owner in **backlog management** and **delivery** of features using **AGILE methodology**.
* **Remove** **impediments** at the team and organizational level to help team focus and maintain velocity.
* Take advantage of the **Scrum** **framework** to deliver more efficient software by combining Teams to focus on one **product** **backlog**.
* Facilitate **Team Chartering, Story Mapping**, manage and **facilitate** **Agile** **ceremonies** and quarterly Release Planning activities with key business stakeholders.
* Successfully overcame the challenges of working with an **offshore scrum team**.
* Effective usage of **Information Radiators** using Dashboard and **Burn-down charts**.
* Served as Scrum Master for the project and ensured team maintains focus on **Quality and Continuous** delivery.
* Conducted **DSU** **(daily stand up)** within **Time Box** period and guided teams to remove by identifying right personnel including members for other scrum teams and other departments.

**Environment**: Agile-SCRUM hybrid, Agile, HP ALM, MS Visio, JIRA, Outlook, MS Office suite (Excel, Word, PowerPoint), Zoom & MS Teams

**Plains Capital Bank, Dallas, TX June 2017 – March 2019**

**Scrum Master**

**Project Description:** This project involved automation of the Mortgage Loan Origination Process beginning with the customer initiation to title transfer. The system performs all the business functions of the loan process such as set-up Account Information, New Loan set-up, Escrow Analysis, the Appraisal, Credit, income and Title functionalities

**Responsibilities**:

* Focus is on building high-performing teams focused on **healthy cadence**, **team dynamics** and performance.
* Secure IT Resources and contribute to Delivery Team structure.
* Collaborate on **roadmap development, breaking down** the work & feature sizing.
* Facilitate Team **Chartering, Story Mapping, manage** and facilitate Agile ceremonies and quarterly Release Planning activities with key business stakeholders.
* Work effectively with multiple **Scrum** **teams** both **on-shore** and **off-shore**.
* Act as the team’s focal point for communication and connections with all impacted teams needed to deliver on the work.
* Worked with **Scrum Master** for the **project** and ensured team maintains focus on **Quality and Continuous** delivery
* Effectively overcome challenges transitioning from **Traditional Waterfall** to **Agile methodology**.
* Worked closely with business partners, SMEs and **product managers** to understand the business processes.
* Facilitated **Scrum ceremonies** **Sprint Planning**, **User** **Story** **grooming**, **Scrum** **execution** and retrospectives with team comprising of **Business** **analyst**, **Architects**, **Technical** **leads**, developers, Testers, security architects.
* Removed roadblocks for successful **iterations**, which led to the transition of releases on time.
* Conducted **DSU** **(daily stand up)** within **Time Box** period and guided teams to remove by identifying right personnel including members for other scrum teams and other departments.
* Collaborate with **cross-functional development team** members to analyse potential system solutions based on evolving client requirements.
* Ensure prioritization alignment, resolve conflicts, and clear cross-team level impediments and risks so the team delivers commitments and realizes business value. Emphasis on problem-solving.
* Servant leader to the team. Support team in any or every way possible thus ensuring smooth flow of deliverables.

**Environment**: Agile, Scrum, JIRA, Trello, Confluence, Kanban, Rally, MY SQL, Zoom & MS Teams.

**Voya Financial, Austin, TX Aug 2015 – May 2017**

**Scrum Master**

**Responsibilities**:

* Drove **Scrum** team progress to overcome obstacles and realize success throughout the life of each **sprint**.
* Applied **agile** **methodology** to shorten cycle time and achieve target margins.
* Collaborated with **product owners, team members, technologists** and other scrum master’s to define solutions and drive progress.
* Proactively identified and found ways to resolve issues to prevent distractions and keep projects on track.
* Organized **Scrum framework** - **sprint planning, backlog grooming, daily Scrums, sprint reviews** and **sprint retrospectives.**
* Developed a new process for employee evaluation which resulted in marked performance improvements.
* Planned **Agile best practices** and encouraged team cohesion, overcoming impediments and hurdles to productivity.
* Provided extensive guidance on **Agile scrum** processes and methodologies to highly effective teams with goals of improving quality and productivity.
* Worked effectively with multiple Scrum teams both **internally** and **offshore.**
* Managed **product** **backlog** and supported **Scrum** **framework** for **monthly** **sprint** releases.
* Evangelized **Agile** as a strategic asset of culture and business value, inspiring teams in implementation of new tools and techniques including Jira and value-based prioritizing.

**Environment**: Agile, Scrum, JIRA, Trello, Confluence, Kanban, Rally, MY SQL, Zoom & MS Teams.