

# Pooja Patil

Scrum Master

## Profile

- Certified Scrum Master, with 6 years of strong competencies in implementing scrum processes.
- Implementing agile methodologies and coordinating with various project teams on removing impediments and delivering customer centric products/features.
- Extensive experience in Business analysis, Requirement gathering, business documentation and focusing on end user value to improve business objectives.
- Strong expertise in resolving business issues and serving as a liaison between clients, developers and cross cultural teams.

## Experience

### Scrum Master

#### GrayMatter Software Service pvt ltd

- Ensured 3 projects teams lived Scrum values and principles and followed client required processes and practices.
- Implemented agile methodologies using a scrum framework throughout the project.
- Led 25+ agile ceremonies, facilitated sprint planning, Sprint Reviews, Sprint retrospectives and daily scrums with the Scrum team.
- Coordinated with 15+ business stakeholders, project Manager in managing customer expectations for project deliverables.
- Ensured User stories were 100% ordered, defined and ready to be worked on by the team.
- Interfaced with 3 product owners on an active basis to manage product backlog, requirement gathering and sprint activities.
- Created End-to-End Data Model by analysing and interpreting data from different data layers to create conceptual data model for the business users and to enhance the efficiency of business operations.

Oct' 22 -  
Present

## Personal Information

### Email

pooja1229@gmail.com

### Phone

+91 8618094447

## Technical Skills

MS Office, Documentation  
Advanced ●●●●●

MS Office, DevOps Azure  
Advanced ●●●●●

Agile, Analysis, Scrum,  
Advanced ●●●●●

Power BI, Jira, SQL  
Intermediate ●●●●●

Teamwork, Problem Solving,  
MIS Reporting  
Advanced ●●●●●

## Certifications

Certified Scrum Master (CSM)  
– Scrum Alliance

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## Business Analyst Collabera Technologies

Feb' 22 -  
Oct' 22

- Implemented the full project lifecycle phases including requirements gatherings, development and quality assurance.
- Synthesized current business data to produce reports and polished dashboards.
- Experience in transformation of business requirement for business users and stakeholders into functional and technical requirements.
- Design and implement new reports/dashboards for internal, executive and management teams.
- Designed and implemented basic SQL queries for business reports and data validation based on business requirements and for daily reporting of data to stakeholders.
- Worked closely with business units and end users to elicit the Business and User Requirements, identified process specifications and developed the Business Requirement Document (BRD, SRS etc).
- Addressed performance issues by acting as a liaison between development, Technical and business teams.
- Collaborated with business units and created Data Inventory by combining different source business systems to support the current and future business needs.

## Academics

Jun'09 - Jun'13 B V Bhoomraddi College of Engineering and Technology

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## Awards

- Best employee Award
  - Employee of the Year – 2017, 2018
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## Languages

English, Hindi  
Proficient ●●●●●

Kannada  
Native ●●●●●

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## Business Analyst

Altisource Business Solutions Pvt. Ltd.

Apr'14 -  
Apr'19

- Managing 'TTS', 'CaseAware' and 'ResWare' work flow management (WFM) systems as an Admin/technical and conducted training sessions with Business users and stakeholders on its uses.
- Hosted 20+ Agile ceremonies, including daily standups, sprint planning, sprint reviews and sprint retrospectives.
- Very closely involved in all phases of SDLC from gathering requirements to testing. Good understanding of the Waterfall and Scrum/Agile methodology.
- Automation of business reports and processes using Excel, SQL, MS Access and R resulting in highly efficient results.
- Designing of KPI and related reports by analyzing HRDs using Time & Motion study for calculating productivity and making improvement plans accordingly.
- Worked on Process Flow and Use Case Diagrams using MS Visio.
- Responsible for creating Business Requirement Document (BRD), Functional Requirement Document (FRD) and Software Requirement Specification (SRS) as per business requirements.
- Experience in conducting User Acceptance Testing (UAT), Test Cases and verifying performance, reliability and efficiency.
- Experience in Unified Modeling Language (UML) and Modeling Toolset for making Flow Charts, Process Flow diagram, Use Case Diagrams, Activity Diagrams and Sequence Diagram.
- Individually handled the entire business aspect of TTS and ResWare application project from requirement gathering to UAT.
- Created productivity and work allocation model for operation team leads for capturing productivity and allocate work to respective teams.
- Created staffing models to predict the inflow and sales for clients. Developed Client wise Root Cause Analysis (RCA) of affidavits executions and rejections.
- Collaborating in the planning of new product decisions and enhancements to existing applications.

## Other details

Marital Status:

Married

Address:

Bengaluru

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