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| **BUSINESS ANALYST / BUSINESS SYSTEM ANALYST / SCRUM MASTER**  **Business Analysis | Data Analysis | Reporting | Agile | Scrum | Stake Holder Management** |

**Professional Summary**



* Around 8 years of experience as a **Scrum expert** and **Business Analyst** in various domains such as Hospitality and Management, Banking, and Healthcare
* As a **Scrum Master** experiencedin maintaining **user stories, creating**, and **prioritizing** the (**Product, Release**, **Sprint**) and coordinating the **Sprint planning sessions**
* Well-versed in all **Scrum/SAFe** ceremonies such as **Daily Standups, Backlog maintenance, and Grooming, Sprint Planning and Review, Release Planning, Demos & Retrospectives, Scrum-of-Scrums, Inspect and Adapt events, and PI Planning.**
* Savvy in working with Product Owners and the QA team to ensure that testing and feedback are completed in a **timely manner** and **meeting the Sprint timelines**
* Organized and facilitated **agile** activities and ceremonies including daily stand-up meetings, **sprint reviews, retrospectives**, sprint and **release planning**, and product **backlog refinement sessions**
* Experienced in sequential and iterative software development life cycle (**SDLC**)approaches like waterfall, **Agile Scrum**
* Well-versed in dealing with **complex projects** including business transformation, custom build, and configuration and implementation of commercial off-the-shelf products and enhancements to existing systems and applications
* **Analyzing** the **business requirements** from the client’s perspective and providing **simple**, **flexible,** and **feasible** solutions that would solve complex business problems
* Expertise in supporting the **Business Solutions Consultant** to **identify** and assess business **impacts** and **risks**, solve complex issues, provide recommendations on options, and help define the end state of desired changes
* Conducted Joint Application Development (**JAD**) sessions for requirement gathering with Business stakeholders, SMEs, and Users. Set teams objectives and goals and refined them using **wireframes**
* Highly skilled in creating use case documents for requirements using **UML.** Involved in Object oriented designing in **UML** (sequence, activity diagram), translating business abstractions to object-oriented class representation in **UML notation**
* Proficient in supporting the **requirements gathering**, product/**feature definitions**, and **project management** aspects of the process to ensure clear definitions of requests and **changes** are achieved
* Very experienced in **Documenting** and **defining business functions**, technical and process specifications, and **reporting** requirements
* Performed **data analysis** of investments to perform **risk assessments**, established risk scoreboards and performance reporting
* Participate in **UAT testing** and **implementation** activities to ensure the attainment of desired **business-systems** outcomes in accordance with established requirements
* Excellent advanced knowledge of the Atlassian Suite (**Jira, Confluence**) and familiar with advanced Jira workflow and screen configurations
* Worked in the field of **Customer Relationships**, **Business Development**, and **Stakeholder Relations**
* Worked in an **Agile** environment and have good insight into agile methodologies and Lean working techniques. Participated in **Agile ceremonies** and **Scrum** Meetings

**Technical Skills**



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| Business Requirements Analysis | Customer Acceptance Testing | Scrum, Sprint, and Kanban |
| Relationship Building | Quality Assurance | Microsoft Power BI |
| JAD / RAD Sessions | Microsoft Project | Requirements Gathering |
| Gap Analysis & Impact Analysis | Data Flow Diagrams | Microsoft Office & Google suite |
| Strategic Planning | SWOT Analysis | Business Case Development |
| Jira & Confluence | SQL | MS Excel |
| Customer Liaison | Root Cause Analysis | Sprint Ceremonies |
| Velocity report & Burndown charts | Capacity utilization Reports | Effort utilization reports |

**Education & Certifications**



* Postgraduate in Master of Business Administration (Lean Operations & Systems) from Christ University Institute of Management, Bengaluru in 2012
* Engineering in Computers Science-JNTU, 2005-2009
* Certified Scrum Master from Scrum Alliance

**Work Experience**



**Role: Business Analyst/Scrum Master (Migration Project)**

**Client: Allstate India Pvt., Ltd Nov’22 – Present**

**Responsibilities:**

* Assisted in transitioning the team from a traditional waterfall project management approach to an Agile framework by understanding existing processes and collaborating with team members.
* Demonstrated the ability to analyze project requirements and recommended the most appropriate Agile framework for the team.
* Performed in-depth business process analysis, optimizing workflows to streamline operations, resulting in a 75% increase in efficiency.
* Educated team members on Agile principles and values, helping them understand the core concepts of Agile, such as iterative development, collaboration, and customer focus.
* Conducted one-on-one meetings with team members to address individual concerns and issues, facilitating a smooth transition to Agile.
* Performed in-depth root cause analysis to identify and understand factors that influenced project progress, enabling informed decision-making and improvements.
* Organized a value stream mapping workshop with stakeholders, facilitating process efficiency improvements by involving key players.
* Successfully led the team's migration from a waterfall to an Agile methodology, demonstrating proficiency in project management and change management.
* Played a role in leading various Scrum ceremonies, such as daily stand-ups, sprint planning, sprint reviews, and retrospectives, ensuring adherence to Agile practices.
* Led a cross-functional team in a successful system implementation project that resulted in a 25% reduction in operational costs.
* Responsible for creating and maintaining a KPI dashboard, serving as a critical tool for evaluating project performance, tracking key metrics, and providing insights to stakeholders and senior management.
* Developed Gantt charts and other essential reports as a project manager, aiding in project planning, progress tracking, and schedule management.
* Automated Power BI dashboards to monitor various KPIs across the project portfolio, showcasing proficiency in data analysis and visualization for improved project monitoring and reporting.

**Role: Scrum Master**

**Client: Mindtree India Pvt., Ltd Feb’15 – Feb’19**

**Responsibilities:**

* Facilitated and supported all Scrum events, including Sprint Planning, Daily Scrum, Sprint Review, Backlog Grooming, and Sprint Retrospective, ensuring that the team adhered to Agile principles and practices.
* Effectively applied the Agile Manifesto, SAFe core values, Lean-Agile mindset, and SAFe principles to lead multiple high-performing, cross-functional Agile Scrum/Kanban teams, fostering collaboration and continuous improvement.
* Collaborated with an agile development team, ensuring that all activities followed the principles of the Scrum Framework, promoting transparency and teamwork.
* Continuously refined and improved the quality of user stories, ensuring clear articulation of business value and acceptance criteria, which enhanced the team's efficiency in delivering value.
* Functioned as a leader supporting Agile teams working on critical departmental initiatives and projects. Communicated and facilitated effectively across diverse audiences, including key stakeholders and executives, both within and outside the Sprint Team.
* Supported Agile teams in documenting end-user stories and effectively managing the product backlog, ensuring that the team worked on the highest-priority items.
* Led daily Scrum, sprint review, and planning meetings, ensuring full team engagement and alignment with sprint goals and objectives.
* Ensured the entire team supported the implemented Scrum process and provided coaching to team members on Agile methodologies, contributing to the team's self-organization and continuous improvement.
* Collaborated closely with stakeholders, including Project Managers, Head of Procurement, Architecture Engineers, and Supervisors, to align business processes and hierarchies with project goals.
* Collected, analyzed, and prepared user requirements, definitions, scope, and expectations for deliverable plans, maintaining traceability through Requirements Traceability Matrix (RTM).
* Performed daily, weekly, and monthly reviews and analyses of operational processes, using data and analytics to identify recurring issues and opportunities for improvement.
* Managed project resources, risk, quality, scope, budget, and deliverables, ensuring projects were completed successfully and on time.
* Analyzed various operational areas, including operations, purchasing, inventory, distribution, and facilities, to identify process improvements and recommend controls.
* Assessed the financial and operational impact of proposed changes and communicated recommendations to senior management, actively participating in the implementation of approved changes.

**Role: Business Analyst/ Business Systems Analyst**

**Client: OFSS India Pvt. Ltd., Bengaluru**

**Jun’12 – Feb’15**

**Responsibilities:**

* Produced Use Case Models, Data Mapping, Process Maps, and Business Requirements documents (BRD) by working closely with Business and Technical teams.
* Provided Support to the Quality Assurance team to execute complete functional and user acceptance testing (UAT)
* Maintained user confidence and protect operations by keeping information confidential
* Prepared technical reports by collecting, analyzing, and summarizing information and trends
* Contributed to team effort by accomplishing related results as needed
* Validated resource requirements and developed cost estimation models
* Analyzed business requirements and initiated the development process
* Created impact analysis and mapping documents, and design technical solutions documents
* Created informative, actionable, and repeatable reporting that highlights relevant business trends and opportunities for improvement
* Conducted insightful, ad hoc analyses to investigate ongoing or one-time operational issues
* Evaluated business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions
* Conducted meetings and presentations to share ideas and findings. Effectively communicating your insights and plans to cross-functional team members and management
* Planned and coordinated the development of primary and secondary market research studies in support of strategic planning and specific marketing initiatives, as required, and presents findings of studies to client committees
* Monitored project progress by tracking activity, resolving problems, publishing progress reports on recommended actions
* Conducted and coordinated product, market, operational, and related research to support strategic and business planning within the various departments and programs of the client group.