#### Bhushan

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**Professional Summary**

* 14+ years of experience as a Sr Business Analyst/Product Owner in IT Services working on requirement gathering, business analysis, project management and support of data-oriented applications for Healthcare, Financial and Transportation domain.
* Facilitate (User story backlogs, grooming, Release, sprint planning, retrospectives, daily stand-ups, scrum ceremonies, task management and tracing etc.).
* Led highly budgeted projects, leading teams in the estimation, design, and delivery of over all phases of the full Software Development Lifecycle (SDLC) that included vendor product groups, offshore consultants & internal staff.
* Extensive experience in agile development, elicitation, evaluation, management of User and System Requirements, Business Process Modeling and Business Process Improvement.
* Proven ability to partner with cross-functional teams to develop & execute projects plan to deliver high impact results
* Extensive experience with project planning, prioritization, defining scope as well as risk, presentation skills & process improvement while having a technical background, allowing for successfully managing the implementation and authoring of diverse documentation.
* Source scalable automation initiatives to deliver annual cost-savings targets
* Excellent blend of technical expertise with astute leadership, strong communication, negotiation & team building skills
* Served as liaison between stakeholders/business sponsors and technical staff, taking on the key responsibilities of handling multitude of details while actively managing expectations.

**technical skills**

* **Methodology** – PMLC, SDLC, Agile, Agile, Waterfall, RUP
* **Model** – Planning Poker, Kanban, Velocity, RACI, Communication Plan, ERP, RAPID, QM, WFM, Training and Knowledge Management, DevOps, CI/CD
* **Tools** – Odoo, RingCentral, ABBYY 11, MS Dynamics GP, MS VSTS, MS TFS, Power BI, Balsamiq, JIRA, JIRA eazyBI, HP-PPM, Clarity, SharePoint, MS Visio, MS Excel, MS Project, MS Team Gantt, Salesforce CRM, Veeva, Slack, Drupal, WordPress, ServiceNow.

**Professional Experience**

**Amplity Health (Jersey City, NJ)** April 2020 – Present

*Lead digital Product Owner/Manager/Business Analyst*

* Primarily involved in developing prototype of the application as proof of concept (POC) for business team and as a guideline for development team.
* Facilitate and lead group discussions to elicit requirements in Joint Application Development (JAD) sessions by communicating with documented business requirement document working prototype and work flow diagrams.
* Deployed, configured and supported the prototype application for its demo /UAT for various line of business from various cities, prepared deck for UAT & gathered feedback and followed up with further updates on the prototype and related documents.
* Integrate InContact with salesforce application for CTI capability (computer telephony integration) which is used to provide agents with click-to-dial and screen pop capabilities.
* Spearhead new product and agile development of a wide range of digital first solution for Commercial and Medical Line of Business including AI, CRM & Telephony Integration, vision screening, and web-based cloud systems.
* Consulting with business partners to articulate outcomes and expectations, tie initiatives to key metrics, and drive consensus around Minimum Viable Product (MVP) definitions.
* Translating product roadmap into well-defined product requirements/user stories and acceptance test criteria.
* Constantly learning and applying new trends and competitive best practices into product roadmap and requirements.

**Verra Mobility (Jersey City, NJ)** July 2017 – April 2020

*Digital Product Owner/Manager*

* Worked closely with executive leadership team, marketing team and account management to redesign corporate website as branding initiative and improve customer self-service experience.
* Partnered with UX lead to create clickable mockup and present to the senior leadership for review and feedback
* Created product plan/backlog, roadmap, and timeline for each operational area by identifying process improvement, cost saving initiative resulting in $3mn by collaborating with business unit leaders, account management and client feedback.
* Achieved 20% reduction in average talk time and average handle time by transforming customer service portal by integrating legacy CRM module with Interactive Voice Response (IVR), Automatic Number Identification (ANI) and Screen pop up feature.
* Utilized VSTS for agile methodology to vet, define and schedule priorities for multiple development team
* Analyzed reports and performing ROI evaluations for features, CRs, new business requests, etc.
* Spearheaded all the integration management office projects post-merger which involved cross department dependencies.
* Tracked KPIs and metrics across multiple departments (Customer Service, Field Ops, Warehouse, Transactional Processing) using PowerBI
* Created product documentation for pre and post feature enhancement like memos, user manuals, SOP’s using Confluence for call center representative training.
* Ensured the Enterprise Content Management and Operations portfolios aligned with both business and technology strategic roadmaps

**Pershing – BNYM Co (Jersey City, NJ)** April 2015 – July 2017

*Sr. Business Analyst/Scrum Master*

* Collaborated with business stakeholders (Product Managers) to define, prioritize and document business requirements client onboarding web application and mobile enhancement.
* Refined high-level business requirements to user stories/functional requirements capable of being acted upon by software engineer.
* Liaison between the trading desk and developers to expose informational, analytical, and workflow-optimizing needs.
* Involved in the creation and maintenance of the workflow plans and work with portfolio managers to resolve issues encountered with the Order Management module of NetX360.
* Worked closely with the Credit Risk Managers, IT Leads and Stakeholders on a daily basis via group discussions to elicit and confirm requirements.
* Created a detailed end-to-end high-level test plan with intraday/end-of-day flows and regression tests
* Created test cases with all combinations of market actions (Buy, Cancel, and Cancel/Replace) and all products (Spot, Forward).
* Participated in bug review meetings with software developers, QA engineers, managers and suggested enhancements to the existing application from business perspectives and also provided solutions to existing bugs.

**UBS (New York, NY)** January 2015 – April 2015

*Sr Business Analyst/Scrum Master*

* Acted as the liaison between Line of Businesses (LOBs), Technology Partners (Source Applications) and implementation team.
* Analyzed client data, documentation, and negative news to determine Client Risk Profile
* Accountable for eliciting requirements from users and producing use case scenarios and functional requirement documentation to ensure that requirements were accurately specified, communicated, and understood by the technical implementation team.
* Gathered and coordinated business requirements and converted them into appropriate functional requirements.
* Identified accounts for high risk or negative information using World-Check and OFAC.
* Created reporting metrics for daily team meetings and executive meetings on behalf of the Transaction Monitoring and Investigations (TMI) unit.
* Maintained and created Enterprise-wide test cases for Subject Matter Expert Testing, COT (Client Onboarding Tool) testing and Integrated Systems Testing (IST).
* Lead both on shore and Offshore teams to deliver business solutions in a timely and efficient Manner.

**Jackson National Life Insurance (Lansing, MI)** June 2014 – January 2015

*Business Analyst/Project Manager*

* Worked with subject matter experts and project team to identify, define, collate, document and communicate the data migration requirements.
* Prepared data migration plans including migration risk, milestones, quality and business sign-off details.
* Managed assigned risks and monitor potential impacts as part of the data migration plan.
* Executed migration and testing of static data and transaction data from one core system to another.

**Morgan Stanley (Jersey City, NJ)** June 2011 – June 2014

*Business Analyst*

* Gathered and documented requirements for Business Intelligence reporting and analytic needs as well as data requirements, Data Flows and data mapping for data warehouse
* Designed KPIs, Performance Metrics & Ratio, Analytical Dashboard UIs as well as storyboarded Reports UI
* Provided and coordinated weekly invoice status report to the CFO of the major IT vendor company.
* Imported data from Oracle DB into Excel and performed analysis using vlookup and Pivot Tables.

**Madison Square Garden (New York, NY)** September 2009 – May 2010

*Financial Analyst*

* Maintained records for daily cash reports, wire transfers and receipts.
* Interacted with customers for information regarding payments with insufficient documentation
* Performed all month – end close procedures, including journal entries, reduced the amount of time for the P & L close from 4 days to 2 days.
* Recorded Lockbox applications and cash deposits in Oracle Financials 11i

**Education**

* Master of Business Administration in Management from New York Institute of Technology – 2013
* Bachelor of Science in Business Administration in Finance from New York Institute of Technology – 2010

**Certification**

* Certified Lean Six Sigma Green Belt (**CLSSGB**) from Purdue University in 2018
* Certified Scrum Product Owner (**CSPO**) from Scrum Alliance in 2017
* Awarded a certificate of presentation at the “Global Conference for Business and Finance Research”
* Awarded a certificate from Maharashtra State Government, India for Computerized Accounting and Advanced Accounting.