Divya

**Professional Summary:**

* Resourceful and dynamic **Business** **Analyst/Scrum Master** with **8+ years** of experience in **Utility domain**.
* Strong Business Analysis skills and strong knowledge of the Software Development Life Cycle (**SDLC**) utilizing **Waterfall**, Rational Unified Process (**RUP**) and **Agile** (**Scrum**) methodologies.
* Expert in documenting Business Requirements (**BRDs**), Functional Requirements (**FRDs**), Non-Functional Requirements, Systems Requirements Specifications (**SRS**), **Data** **Mapping** **Document**, **Use** **Cases**, **Test** **Cases**, User Interface Prototypes and Annotated Screen Specifications.
* Experience in using Business Modelling tools like **Rational** **Rose**, **MS** **Visio**, **Enterprise** **Architect** and creating **Use** **Case** **Diagrams**, Business Process Models, Process Flow Diagrams, Class Diagrams, Activity Diagrams, Sequence Diagrams, State Diagrams & Workflow Diagrams.
* Proficient in analysing and creating Unified Modelling Language (**UML**) Diagrams such as **Use case Diagrams**, **Activity diagrams, Sequence Diagrams, Data flow Diagrams, Business flow diagrams**.
* An excellent leader is skilled in managing people and processes, developing motivated, high performing staff eager to take on challenges and working collaboratively to contribute to organizational vision.
* Experience with **Project Reporting, Project Solution Scope, Feasibility Analysis, Cost** & **Benefits analysis, Project Plan,** and **Schedule Preparation.**
* Proficient in using external tools to translate business needs and user expectations into goals, use cases, functional requirements, and non-functional requirements.
* Excellent business communication and presentation skills.
* Adapt at creating, editing, and coordinating extensive communication networks, to keep executive staff and team members apprised of goals, project status, and resolving issues and conflict.
* Experienced in using **HP** **Quality** **Centre** for managing requirements throughout the application lifecycle.
* Strong understanding of project life cycle and **SDLC** methodologies including **waterfall**, **Agile** **Scrum**, **Kanban** and **XP**.
* Worked closely with product owners in **Backlog grooming** and managing the **product** **backlog**.
* Experience in **Sprint Planning** to a **sprint** **goal** with and break all stories into tasks.
* Used **JIRA for issue tracking, user story management and requirement traceability.**
* Experience in facilitating Scrum Ceremonies including **Daily Scrum, Sprint Planning, Sprint Review, Sprint Retrospective** and **Backlog Refinement** meeting.
* Managed **Kanban Boards** to visualize and track the progress of user stories in a sprint.
* Used Estimation techniques like **Planning Poker, T-shirt sizing** and **relative mass evaluation**.
* Expertise in using the Atlassian Products- Especially **Jira and Confluence**, Rally, MS Project, MS office suite.

**Technical Skills:**

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| **Methodologies** | Waterfall, Agile-Scrum, Agile-Waterfall. |
| **Database** | MS Access, MS SQL, SQL Server. |
| **MS Office Tools** | Word, Excel, PowerPoint, Visio |
| **Project Management Tools** | MS Project, MS SharePoint, JIRA |

**Education & Certification:**

* **PG Diploma in Business Management, India.**
* **Certified SAFe (6.0) Scrum Master.**

**Professional Experience:**

**Entergy, New Orleans, LA Sep 2022 – Till date**

**Business Analyst/Scrum Master**

**Project description:** Liaison between the Entergy Business and the IT (Information Technology). This project came about as a business need to work with Entergy assets and provide information in real time to first responders in a field incident or emergency scenario. This was a multiagency and multi scale project.

**Responsibilities:**

* Worked with SMEs to collect the Business process requirements, documented them in Business Requirement Document (**BRD**) and performed Business Process Re-engineering.
* Worked on **Gathering** **requirements** by interacting with business users, understanding their business processes, understanding their current IT architecture.
* Implemented the project using **Agile Scrum methodology** and analysed the detailed business case to understand the client needs.
* Involved actively in determining the quality and quantity of data to be provided for **UAT**.
* Involved in creating business processes and modelling diagrams using Rational Unified Process (**RUP**).
* Created and maintained Business **Use** **cases** and **System** **Use** **cases**, **Use** **Case** **diagrams**, **Flow** **Diagrams**, **Business** **Flow** **Diagrams**, Activity diagrams, Sequence diagrams throughout the **SDLC**.
* Implemented customer relationship management (**CRM**) for Marketing, Sales and Case Management.
* Conducted user interviews, facilitated Joint Requirement Planning (**JRP**) to reduce the Scope Creep and document analysis in requirements elicitation.
* Prepare presentation slides in **MS** **Project**, which was extensively used in different **JAD** sessions and to track progress.
* Worked as a **Scrum** **Master** in facilitating **Sprint ceremonies** like **sprint planning meeting, daily scrum meeting, sprint review meeting, and sprint retrospective meeting** for each sprint.
* Worked as Scrum Master in **estimating the complexity** of user story by using techniques like **planning poker** and **T-shirt sizing** with scrum team.
* Used **RALLY** to plan the **user** **story**, add Tasks, **Test** **Cases**, Dependencies, and Acceptance Criteria to track the sprint and scrum team’s work and to generate reports.
* Developed **MS** **Access** models to track the monthly accounting balances, compute lease payoffs and track the details of accounts within the leasing department.
* Assisted in the design to enhance security, **maintain** **compliance**, **external** **connectivity** **tracking**, **encryption**, and provide a clear **audit** **trail**.
* Tracked stories using **Jira** software and maintained all project related documents and decisions in **Confluence.**
* Also,Created and maintained **Sprint Burn-down Chart** and **Product Burn-Down Chart** to keep the track of the teams and also created **Product Burn-up Chart** to show the progress of the team to higher management using **JIRA**.
* Developed and presented **SCRUM reports** and **artifacts** to include; **Velocity Charts, Burn-down Charts,** and **Demonstration presentations.**
* Responsible for **data** **mapping** of feeds from several reference data systems, including Bloomberg, to a number of in-house applications.
* Created and maintained Requirements Traceability Matrix (**RTM**) to trace technical requirements to their business requirements Water and the test case to their functional requirements.

**Environment:** Agile, Scrum,UML, RUP, MS Visio, Rational Requisite Pro, Rational Clear Quest, Rational Rose, MS-Access, Jira, Zoom.

**Exelon, Chicago, IL Oct 2020 – Aug 2022**

**Business Analyst/Scrum Master**

**Project description**: Fully worked on the Nomination module: Nominations which controls all the nominations and gas scheduling; EDI which controls outbound/inbound transactions used to communicate customer nomination data to upstream/downstream pipelines.

**Responsibilities**

* Identified different risks such as credit risk (default risk), prepayment risk, inflation risk, and market risk.
* Conducted user interviews and created business requirement document (**BRD**) and **traceability matrix**, and thus develop standardization of processes.
* Maintaining the Documentation of Business process.
* Gather requirements by conducting meetings and brainstorming sessions with end users and SME.
* Assisted senior business analysts in performing **GAP** **analysis** and documenting the **Business Requirements**. **Functional Requirements** and **Non-Functional Requirements** into Business Requirement Documents (**BRDs**) and Functional Requirement Documents (**FRDs**).
* Designed and developed Use Cases, Sequence and Activity Diagrams using **UML**.
* Created wireframes and prototypes of the new web interfaces to communicate development ideas to the business users and the management teams.
* Facilitated **JAD** sessions with the stakeholders to elicit the requirements.
* Developed **Use** **case** **diagrams** and relationships of association and composition.
* Developed key **Use Cases** which has significant impact on architecture of the application.
* Generated insights from the reports the team received from the business intelligence team and presented recommendations to the product owner and the management for strategy and decision making.
* Worked on the development of non-functional requirements.
* Developed traceability matrix for visibility from **FSD, BRD** to **Test** **case** and **defects**.
* Validated, categorized and prioritized the requirements.
* Coordinated with the project manager regarding the planning of the releases.
* Worked as a scrum master and facilitated concurrent releases and designed **Kanban's**.
* Reviewed **Test Strategy, Test Plan** and **Test Cases documents** with the Testing Team and provided my inputs to the team.
* Assist with cutover plan across the teams so that the projects can go into production which is followed by two weeks of hyper care for the business go live.
* Worked in an **Agile / Scrum** **framework** with two weeks sprint cycle with a release every five weeks.
* Utilized **Jira** to create dashboards and performance matrices for review.
* Reviewed and signed off test cases as a delegate to Application Business Owner.
* Wrote **SQL queries** to generate ad-hoc reports, validate to maintain data integrity.
* Created multiple SharePoint site collections using the different templates based on the needs, created user guide and trained the business users.
* Worked on time estimations in the See Now Do application for the all phases of the project.

**Environment:** Waterfall-Scrum, Visual Studio, SQL, SharePoint, Agile, MS Visio, Kanban, Jira, Zoom.

**Southern Company, Atlanta, GA Feb 2019 – Sep 2020**

**Business Analyst/Scrum Master**

**Project description:** The project involved understanding how each Refinery functioned and ways in which the databases of these refineries could be networked with the headquarters using various Internet technologies.

**Responsibilities:**

* Responsible for ensuring team lives **Agile** **values** and **principles**.
* Consistently tracked **scrum** **teams** progress towards delivery using various **agile** **metrics** such as the **Cycle** **time**, **Burn**-**down** **chart**, **Burn**-**up** **charts**, and **Velocity**.
* Following processes and practices the teams agree they will use within **Agile** **frameworks** to self-organize while delivering value to customers.
* Facilitate the **scrum events** (**sprint planning, daily stand up, sprint review, retrospectives, backlog refinement**) and making sure there’s full team engagement.
* Create a healthy atmosphere of transparency, learning and improvement.
* Foster value driven delivery by implementing the right metrics and helping the team to understand them.
* Develop customized agile training as needed by the team.
* Developed and Managed **Kanban** process for product support operation team.
* Collaborate with other scrum master’s and agile coaches to building a mature agile organization.
* Ensure compliance with quality assurance audit process by making sure all required artifacts are created.
* Shield the scrum teams from external distraction and unplanned work.
* Ensure that core agile principles of **visibility, prioritization, accountability**, and self-organization is maintained within the team.
* Liaise with other Scrum Masters in Scrum of Scrum meetings and **PI planning**.
* Working with product owner and tech leads to plan for future **sprints** and **prioritizing** the **backlog**.
* Coordinate **PI planning** event and other program events like **System Demo.**

**Environment:** Waterfall-Scrum, MS Office (Word, PowerPoint, Visio), Share point, JIRA, Visual Studio, SQL.

**Duke Energy, Crystel River, FL Apr 2017 – Jan 2019**

**Business Analyst**

**Project descriptions:** The scope of the project is to eliminate the critical risk of aging technology stacks and analyse applications with potential security vulnerabilities in the current environment.

**Responsibility:**

* Actively involved in conducting reviews, walkthroughs and facilitating in requirement definition.
  + Develop proposed workflows using **MS** **Visio** and other modelling tools.
* Created and evaluating various documents, such as the Business Requirements Document (**BRD**), **Use** **Case** **Specifications**, **Functional** **Specifications**, **Systems** **Design** **Specifications**, **Requirement Traceability Matrix**, and **Testing Documents**.
  + Collaborate with the project team to develop a comprehensive strategy for gathering business requirements based on the project's scope and **SDLC** **methodology**.
* Applied the **UML** methodology to create **UML** diagrams such as **Use** **Cases**, **Sequence** **Diagrams**, **State** **Diagrams**, **Activity Diagrams,** and **Business Process** and **Workflow Diagrams**.
  + Conduct research, fact-finding, and a fundamental comprehension of relevant business procedures, systems, and industry standards, to analyse business and user needs.
* Developed **UML** Models using **MS Visio**. Presented the business process workflows to business stakeholders.
  + Conduct interviews with IT services from various departments to gather requirements and learn about the capabilities of current services.
* Run **Ad**-**hoc** reports for management, as well writing **SQL** **queries** on **MS** **SQL** **Server** and upload reports on **SharePoint** site.
* Experience in assisting testing teams with **Test** **Plans**, **Test** **Cases** and **Test Scenarios** using **Case Documents**, conducting User Acceptance Testing (**UAT**), and managing defects using **defect-tracking** **systems**.
  + Design test plans, **test scenarios** and **test** **cases** for **integration**, **regression**, and **UAT** to improve the overall quality of the applications.
  + Facilitate conference calls and **JAD** sessions with developers and business **SMEs** to incorporate designed changes in the system, utilizing workflow diagrams, **UML** **diagrams**, **processed** **models**, **activity** **diagrams**, and **use** **cases**.
  + Complete **gap** **analysis** on the "**as**-**is**" and "**to**-**be**" states, which may require tight collaboration with the data analytics team and other teams situated in various regions of the country.

**Environment:** Waterfall, Agile, MS Visio, SQL, MS Office (Word, PowerPoint, Excel), MS-Project.

**Tampa Electric, Tampa, FL Aug 2015 – Mar 2017**

**Business Analyst**

**Project description:** The scope of the project is to create server that receives reports for the customers detailing the requirements that the customers desire. These reports are analysed and shared to server to ensure that they conform to contractual agreements and do not contain errors. This enables effective demand management.

**Responsibilities:**

* Facilitated requirement gathering sessions and authored the Business Requirements Documents (**BRDs**).
* Wrote and maintained **user stories** and **design documents**, and **document acceptance criteria**.
* Collaborated with key stakeholders to identify the challenges and opportunities to improve the business process and its impact.
* Acted as the liaison between business stakeholders, software vendors, and development teams.
* Prepared **Business Requirement documents** and communicated with the client for a sign-off or changes to the document.
* Performed **Gap Analysis** of the existing system to identify **drawbacks**, **bottlenecks**, and **improvements**.
* Worked with product owners on creating **User Stories** and **grooming** the **product backlog**.
* Created and verified **user stories** and **use case specifications** with activity and state diagrams.
* Conduct **Gap analyses** between current business processes and application packages, and gain pain point of the business understanding on writing a new requirement for that.
* Supported software upgrades and installation of projects including facilitation of meetings, **task scheduling**, **status**, **issues**, **escalations**, and **change** **management**.
* Worked closely with the QA team and Developers to clarify and understand functionality, **resolve issues**, and provide feedback to identify defects.
* **Agile** **Methodology** experience in the development of **CSB** applications (Critical System Base).
* Performed a sequential form of Agile Methodology in the process of the developers building the application.
* Involved proactively to communicate with the development team regarding the status and potential impacts on the delivery date and/or expected quality of the tasks and/or the projects.
* Coordinated with End-Users to schedule and support User Acceptance Testing (**UAT**).
* Used **JIRA** for bug tracking and reporting.

**Environment**: Waterfall, MS Project, Windows, Web Services, Jira, MS SQL, MS Visio, MS Excel.