**Mona**

A goal-oriented individual with around **10 years** of experience working on **several large-scale software** and **Agile projects**. Worked on the Multiple projects as **Business Analyst** and a **SAFe Certified Scrum Master**. Well-versed in **Software** **Development** **methodologies** like **Agile** and **Waterfall** and good knowledge of **healthcare** **domain**.

**Professional Summary:**

* Excellent end to end understanding of SDLC methodologies such as **Waterfall, Agile Scrum, Kanban, SAFe and Hybrid model.**
* Expertise in **Scrum Ceremonies** like **Daily Scrum, Backlog refinement, Sprint planning** and **Sprint** **Retrospective, Program Increment** using Agile Methodology.
* Extensively used **RALLY (CA technologies**) for tracking complete execution - EPIC, Features, user stories, estimation, assignment, progress, impediments, approvals, closure, and retrospectives.
* Design and review of various documents including the Software Requirement Specifications (**SRS**), Business requirements document (**BRD**), Business document, Use Case Specifications, Functional Specifications (**FSD**), Systems Design Specification (**SDS**), Requirement Traceability Matrix (**RTM**) and testing documents.
* Experienced in determining the appropriate software engineering processes like **ATDD**, **TDD** and **BDD** to be implemented for the user-stories.
* Expertise working in **Kanban** and **XP** methodologies.
* Expert in facilitating**Scrum Ceremonies** such as **daily scrum** meetings, **sprint planning**, **sprint review** and **sprint retrospective** sessions**.**
* Experience in maintaining **Scrum Artifacts** like **Product Backlog, Sprint Backlog, Burn Down** and **Burn Up charts.**
* Supporting project team in the development of **Project plans, Project schedule** and budget to **Meet Deliverables**.
* Performed **GAP Analysis** and suggested the action plans.
* Experience implementing **UML** diagrams with **MS VISIO**.
* Experienced in reviewing **Test plans** and **Test cases** in **QA** environments and **facilitating UAT**.
* Experience in creating different **data flow diagrams** and **UML diagrams** to describe the overall EDI transaction sets for different claims.
* Experience in tools like **Rally, Jira, Version One,** & **Rational Requirements** Composer for requirements gathering and managing.
* Collaborated with Program Managers, Product Owners, Technical Leads, Subject Matter Experts, and Business Users to ensure agile business acceptance and applied technical skills and business knowledge to achieve sound results.
* Experience in using **JIRA** for maintaining Issue Hierarchy, Backlog Grooming, Updating Tasks, Planning Iterations and Releases.

**Technical Skills:**

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| --- | --- |
| Methodologies | Waterfall, Agile-SCRUM, Scrum-Waterfall Hybrid, SAFe |
| Documentation Tools | MS Office Suite, SharePoint, JIRA, Confluence |
| Process | Rally, JIRA, Version One, SharePoint, HP ALM |
| Communication Tools | MS teams, Slack, Skype, Outlook, Zoom |
| Modelling Tools | Rational Rose & MS Visio |
| Utilities | MS Office Suite, MS Project, MS SharePoint |
| Databases | MYSQL, MS Access, MS SQL Server. |
| Operating Systems | UNIX, Windows |

**Education & Certification:**

* Bachelor Of Technology in Computer Science, India.
* Certified [SAFe® Scrum Master {6.0}](https://www.knowledgehut.com/agile-management/safe-40-scrum-master-with-ssm-certification-training)

**Professional Experience:**

**Abbott – Abbott Park, IL March 2022 – Till date**

**Sr. Business Analyst/Scrum Master**

**Project Description:** This project is about **POS (Point of sale/service)** of Target **Abbott**. This point-of-sale application provides interaction between sale’s person and customer. I was involved in developing a POS support system to create purchase order based on Abbott system prescription information and customer can add any item over the counter which is not part of doctor prescription. This helps Abbott to provide an accessible, supportive, and personalized health care experience to customers and maintain data of transactions in Abbott.

**Responsibilities:**

* Actively worked in **SAFe environment** for multiple teams under document management following **Kanban methodology**.
* Analysed the scope document and the current business processes to gain better understanding of the project.
* Organize and facilitate **SAFe ceremonies** such as **sprint planning, daily stand-up meetings, sprint reviews, retrospectives, demos, Scrum of Scrums,** and other **SAFe-related meetings**.
* Documented the **team’s accomplishments, blockers, impediments,** and **risks** to the RTE and management.
* Worked along with **Release Train Engineer** with **BWSR (Bi-weekly status report), Pre-PI planning event, PI planning event.**
* **POC** for submitting archer exceptions, **service now** requests and **remedy** tickets for change requests.
* Actively worked with the Product Owner and Stakeholders to monitor and prioritize product backlog on an ongoing basis to **meet release timelines (TSA exit)** and value to the business.
* Drove weekly Project meetings to track project status, external dependencies, impediments, and upcoming milestones.
* 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.
* Conducted effective **Sprint** **Planning** meetings by balancing team capacity bandwidth business value of stories.
* Conducted **JAD** sessions for communicating with Stakeholders and Project directors.
* Co-ordination with **Technical and Business Teams** – **Onsite/Offshore** provider.
* Gathered detailed business requirements and effectively document them using various documents such as the **BRD, RTM (Requirements Traceability Document), Screen Mock-Ups** and develop detailed use cases and information flows.
* Develop Statement of Work documents and associated communications documents.
* Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
* Provided clear and concise documentation regarding requirements management plans, Functional Requirements, supplemental Requirements, Test Plans and Test Cases.

**Environment**: Agile (Scrum) methodology, MS Visio, MS Excel, MS Word, MS Project, Power Designer, JIRA, Kanban, Confluence, Trello, MS SharePoint, HP ALM, MS Teams & Zoom.

**Optum – Basking Ridge, NJ April 2020 – Feb 2022**

**Business Analyst/Scrum Master**

**Project Description:** The project AIM (**Optum Individual Markets**) was to design an automated underwriting business function, Consumer Portal-Interface for online enrolment, e-Health, e-Vendors Broker sites that route business to Optum through their websites, Billing, and enrolment-for Approval/Declines of applications.

**Responsibilities**:

* As a Business Analyst I worked with other Business Analysts liaison between customers and corporate staff and between IT and Business Units.
* Analysed and reviewed Facets upgrade reference documents
* Facilitate all team meetings, including the **Daily** **Huddles**, **Iteration** **Planning**, **Iteration** **Review**, and **Iteration** **Retrospective**.
* Followed **Unified Modelling Language (UML)** methodologies create/maintain: **Use** **Cases**, **Activity** **Diagrams, Sequence Diagrams**, and **Collaboration Diagram.**
* Coordinate and facilitate **daily** **Scrum meetings**, **sprint planning, release planning**, and **sprint retrospectives** for **1-2 cross-functional Scrum teams.**
* Mentor team members on **Agile software development** principles and practices
* 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**.
* Extensively implemented the best use of Jira tool’s features in keeping the track of **User Stories, Tasks and** progress of the work through **tracking the Velocity and Capacity** of the team also. Constantly monitored **Burn Down and Burn up Charts for evaluation**.
* Removed **roadblocks** for successful iterations, which led to the transition of releases on time.
* Identified the dependencies with the third-party vendors and called them out during the **backlog grooming**, so that the team can prioritize the scope of work for respective sprints.
* Enforced Kanban principles as a scrum master that resulted in **reduction of Cycle time by 15%** thus increasing team's throughput in **less than 8 weeks**.
* Enabled improvement in team delivery commitments and **capacity planning** for sprints by identifying & tracking hidden tasks that increased **customer satisfaction**.
* Participated **Agile adoption Retrospective** during the **PI planning** for the organization with the leadership and guided teams with outcome resulting in enhanced performance.
* Maximized the team’s efficiency and their time management by introducing **code-review sessions**.
* Performed **user acceptance testing (UAT)** to validate user requirements and expectation.
* Provided technical assistance during project planning and demonstrations.
* Lead and provide technical assistance and training in **using JIRA, Confluence,** and other tools as and when required.

**Environment:** Agile (Scrum) methodology, MS Visio, MS Excel, MS Word, MS Project, Power Designer, JIRA, Kanban, Confluence, Trello, MS SharePoint, HP ALM & Zoom.

**Blue Cross Blue Shield - Newark, NJ July 2018 – March 2020**

**Business Analyst/Scrum Master**

**Project Description**: The project enables the patients to perform refill for the medications on IVR or by calling agents for online support. They have certain documents that had be completed by the patients for their enrolment in this program as eligibility criteria.

**Responsibilities:**

* Functioned as the liaison between the line of business and the technical teams throughout the project life cycle.
* Conducted **Joint Requirement Documentation (JRD)** sessions with the **Subject Matter Experts (SME)** and the key stakeholders to understand business processes and the functionalities in detail.
* Conducted **Walkthroughs** and **Meetings** involving leads from Development, QA, Database and Technical Support teams to validate the **Budget Planning**.
* Conducted **GAP analysis** for identifying improvement areas from legacy systems to the current processes.
* Developed high level requirement documents **Business Requirement Document (BRD**) and consulted the technical team and developed the detailed **System Requirement Specification (SRS) document**.
* Created and Maintained the **Business Rules Engine** using **XML**.
* Interacted with **SME’s**, asking detailed questions and carefully recording the requirements in a format that can be reviewed and understood by both businesspeople and technical people.
* Developed **Test Plans**, **Testcases** and test scenarios and maintained Master Test Plan.
* Created, updated, and managed RTM during course of project.
* Collaborated in building a business analysis process model such as **Activity Diagrams**, **Wireframes**, **Process** **Flow** **Diagrams** and **Product Roadmap**
* Create, update and maintain **JIRA** backlog for the team and keep track of any modifications to the stories.
* Take part in the grooming sessions to update the **JIRA tickets** and make changes.
* Work closely with product owner and team in backlog management and continuous delivery.
* Identifying areas for waste reduction, influencing behaviours to work in a Lean-agile way through structured frameworks such as **Value-stream mapping, Scrum, and other practices***.*
* Educated teams on **Agile best practices**.  Some including time-boxing, code/design reviews, architectural spiking, technical debt reduction and **Agile metrics**.

**Environment**: Agile (Scrum) methodology, MS Visio, MS Excel, MS Word, MS Project, Power Designer, JIRA, Kanban, Confluence, Trello, MS SharePoint, HP ALM.

**CVS Healthcare - New York city, NY Nov 2016 – June 2018**

**Business Analyst**

**Project Description:** The project was to develop an application to validate the patient information and facilitate **Electronic Data Interchange** leading to effective Health Information Exchange by performing an **Optical Character Recognition (OCR)** on the patient ID which includes multiple devices, and conform involved systems, methods, and computer program products for document authentication.

**Responsibilities**:

* Created and updated **Use Case documents** for the system’s requirements; explained the **business process flows** and dashboards look and feel using **MS Visio** and **Balsamiq** for **new claim module**
* Documented **Business Rules** after interacting with the **Business Owners** and **Stakeholder**s; created detailed diagrams such as **Use Case** diagrams, **Data Flow** diagrams **(DFD’s)**, **Activity** diagrams, **Sequence** diagrams, **Entity Relationship (ER)** diagrams and **Workflow**.
* Interacted with various **Business Owners** and **Stakeholders** to define the **goal, Scope, deliverables, timelines**, **deadlines, significance** and **launches** of various features.
* **Requirements Gathering** was an ongoing activity, which was achieved through constant interaction with various **Business Owners**, **Product Owners,** and **Stake Holders**
* Involved in designing business requirement collection approach based on the **Agile SCRUM** SDLC Methodology.
* Conducted **JAD (Joint Application Development)** sessions and **walkthroughs** by involving Stakeholders, Product Owners, Development Team
* Created **Functional** and **Non-Functional** **requirements** documents and assisted the Development Team in understanding the **scope** and **deliverables** of the project.
* Assisted and supported with the Quality Analysts by creating **Test Scripts**, **Test Cases** and **Test Scenarios**
* Requirements were recorded in **JIRA** application; extensively used this tool for **User Stories**, **Tasks,** and **Issue tracking.**
* Conducted meetings with stakeholders and users to **review/manage** expectations and identify opportunities to improve the **efficiency** and **productivity** of the project.
* Used **Mock-up screens** and **screen shots** to convey the look and feel of **GUI screens** to developers.
* Conducted **SCRUM Workshops** to familiarize the team with SCRUM as a concept and process skeleton, so that the team can start the sprints and helped them deliver higher quality, higher value software faster, by maximizing the benefits received from SCRUM.

**Environment:** Agile-SCRUM hybrid, MS Office Suite, MS Project, MS Visio, JIRA, Eclipse, UML, Rally, Windows, HP ALM, Mock-up Screens, Power Designer, Smart Draw.

**GE Health care – Princeton, NJ May 2014 – Oct 2016**

**Business Analyst**

**Project Description:**  The project was to maintain a record and design a web-based system that provides a facility for users to make a secure login, choose and calculate health benefits from various options.

**Responsibilities**:

* Conducted **User Story Writing Sessions** to decompose **BRD** into **User Stories** and determine **Acceptance Criteria** for **Potentially Shippable Product Output.**
* Worked with the business users to define **business requirements** and analyse the possible technical solutions.
* Acted as a liaison between the technology team and business users.
* Handled **change requirements** and **approval**s for the client manager.
* Elicited and documented Functional requirements, business requirements **AS-IS and TO-BE business process models.**
* Analysed and gathered requirements for preparation of **Business Requirement Document (BRD)**, **Functional Requirement Document (FRD)** and **System Requirement Specification (SRS).**
* The methodology used for the **project documentation** was **Waterfall.** Communicated clear and consistent information about project status among stakeholders.
* Responsible for creating **UML diagrams (Use Cases, Activity Diagrams, and Sequence Diagrams)** to capture the dynamic behaviour of different applications.
* Designed **Test Plans and Test Cases for User Acceptance testing (UAT)** with the help of QA teams.
* Prepared **Business process models** used **Visio** to create process **flow diagrams** for **management and mapping** the logical aspects of the process.
* Created Mapping and Modelling process in reference to Data centre for reporting.
* Created the following types of documents mainly: **Functional Requirement Specification (FRS), Functional Test Summary, Chance Control Documentation** and **Validation Specification**.
* Prepared Requirement Traceability Matrix and interacted with QA team to ensure quality of software.
* Assisted in the creation of deployment **flow chart** in conjunction with development, infrastructure, and network teams containing information for maintaining Application.
* Planned and organized team **engagement activities** to encourage self-organization among the team.

**Environment**: Waterfall, RUP, Business Process Design/ Workflow Analysis, Rational Requisite Pro, Rose, MS Project, Office, Access.