NIMESH

**EXECUTIVE SUMMARY**

* Project manager/Pega Business Architect/Analyst/Scrum Master/RPA BA with 14 years of experience in elicitation, evaluation, analysis & management of User and System Requirements, Business Process Modeling and Business Process Improvement.
* 4+ year of work experience on Robotics Process Automation
* Familiarity with agile development and APIs
* Facilitate (User story backlogs, grooming, Release, sprint planning, retrospectives, daily stand-ups, scrum ceremonies, Task Management and Tracing etc.).
* Proven ability to partner with cross-functional teams to develop & execute projects plans to deliver high impact results
* Experienced in developing Work Flow and Rule based Business Process Management using tools like Pega Rules Process Commander (PRPC).
* Proven expertise in gathering, analyzing and documenting business requirements and developing Business Requirement Document and Functional Requirement Document.
* Expertise in employing SDLC models, Iterative Software Development Life Cycle Processes such as Rational Unified Process (RUP) and Agile methodologies.
* Experience in phases of Smart Build BPM life cycle like model, build, execute and monitor using PRPC.
* Extensive experience in using Microsoft Office tools (such as Excel and Access) for analytical and reporting purposes – using advanced techniques (e.g. Pivot tables, data queries, complex formulas etc.).
* Lead the development and deployment of robotic process automation (RPA) and optical/intelligent character recognition (OCR/ICR).Champion the use of smart technology solutions to senior management
* Source scalable automation initiatives to deliver annual cost-savings targets
* Excellent blend of technical expertise with astute leadership, strong communication, negotiation & team building skills

##### EDUCATION

##### New York Institute of Technology (NYIT) New York, NY

*Masters of Business Administrator, GPA: 3.6*December 2014

**Mumbai University**  Mumbai, India

*Bachelor of Commerce* August 2009

**TECHNICAL SKILLS**

* Database - Oracle, Microsoft SQL Server, DB2
* IDE/Tools - Eclipse, MS Visual Studio, MS Office, Toad, MS Visio,
* Defect Tracking- HP ALM 11, JIRA,
* Content Management Tool – ITSM
* Reporting Tool- SAS, DBCAT, Bloomberg, Tableau, Cognos ,Qlikview
* RPA – Blue Prism, UiPath, Pega
* Support tool -Service now
* Process Analysis, Business Process Management (BPM), Process Reengineering, Pega

##### CERTIFICATION

**Certified Scrum Master November 2015**

***Scrum Alliance (License # 000476889)***

**Certified Robotics Solution Architect**  **January 2020**

**Certified Project Manager(PMP) from PMI January 2020**

**Project Management Institute (PMI) Certification January 2021**

**Certified Pega Business Analyst January 2019**

**Certified Change Management Professional (CCMP) December 2022**

**Certified Change Manager – Foundation (CCMF) January 2023**

##### EXPERIENCE

***Sr Project Manager/Pega Business Architect/RPA BA July 2023 - present***

***Client – State of NJ, Trenton, NJ***

●        Responsible for building requirements for projects using software  to automate IT/Business Process end to end.

●        Engaging with the client's management team during the discovery phase to negotiate the product scope and acceptance criteria. Built credibility, established rapport, and maintained primary communication lines with external partner teams for the

●        Coordinated the Release Planning of multiple projects within a defined set of sprints.

●        Created a Process Design Document (PDD)/BRD or requirements template from scratch containing all of the information needed to satisfy a project.

●        Worked on RPA projects and reporting metrics

●        Created Project charter/Risk register/ Budget calculation

●         Present solution requirements documentation for a product to clients and account stakeholders that includes crisp and clear user stories, data dictionaries/data mapping, wireframes, user flows for RPA projects.

●        Designed and documented REST/HTTP APIs, including JSON data formats and API versioning strategy.

●        Acted as a liaison between cross-functional business and IT teams to analyze business requirements, review and produce functional specifications for any change to front, middle and back-office technology systems/applications.

●        Performed thorough analysis of any existing problem on the production system, identified the root cause and design and led the implementation of the proposed resolution within the given SLA.

●        Authoring detailed Business Requirements Documents [BRD’s/PDD ] outlining the project objectives, scope & key deliverables along with budget & schedule constraints.

**Google Jan 2019– June 2023**

**Project Manager/Pega Business Architect/RPA BA**

* Facilitated Release Planning, Sprint Planning, Backlog Grooming, Retrospective and Daily Scrum meetings
* Coordinated the Release Planning of multiple projects within a defined set of sprints
* Acted as Scrum Master, facilitating the daily scrum to support the delivery of the stories within a sprint from multiple projects
* Maintained Release Plan, identified available resources by sprint and the User Story points in the backlog to be supported
* Efficiency outcomes include a 35% decrease in processing time across 1,800 tickets / month. Achieved by standardizing and automating several manual tasks.
* Present solution requirements documentation for a product to clients and account stakeholders that includes crisp and clear user stories, data dictionaries/data mapping, wireframes, user flows, etc
* Create and execute delivery project plans, implement agile delivery, and improve requirements gathering process to increase dev output by 43% within 4 sprints
* Lead a team of 32 to build a product to automate via Robotics process Automation or API or Pega BPM and streamline their business process by implementing Pega’s AI tool and Robotics process (including savings of $1MM+)
* Work across teams to achieve stakeholder consensus on the product road map to meet their goal of a stateless application to replace applications used across teams
* Lead business analyst on a DOJ product that decreased the ticket timeline a high percentage resulting in fulfilling federal rules. Product was launched within 6 month

**Morgan Stanley August 2017– December 2018**

**Project Manager/Scrum Master/Pega BA/RPA BA**

* Successful track record of leading business & functional analysis in multiple projects all the way from conceptualization to design, development & launch of firm's - source to pay, software and Setup of Vendor management office.
* Designed and documented REST/HTTP APIs, including JSON data formats and API versioning strategy.
* Acted as a liaison between cross-functional business and IT teams to analyze business requirements, review and produce functional specifications for any change to front, middle and back office technology systems/applications
* Performed thorough analysis of any existing problem on the production system, identify the root cause and design and lead the implementation of the proposed resolution within the given SLA
* Authoring detailed Business Requirements Documents [BRD’s] outlining the project objectives, scope & key deliverables along with budget & schedule constraints
* Involved in Agile release planning sessions to define each feature/functionality delivered within the release categorized by drop/sprint with Business Owners, Development Team and Scrum Master
* Converted the manual data profiling process into an automated process using SQL queries and excel macro
* Implementing SQL test scripts in existing quality assurance process to ensure high level of accounting data integrity
* Used Blue Prism RPA to integrate with various windows based, browser based and applications.

**HTA LLC** **September 2016 – July 2017**

**Project Manager**/ **Pega Business Analyst**

* Responsible for building projects using software blue prism to automate IT/Business Process end to end
* Engaging with client’s management team during the discovery phase to negotiate the product scope and acceptance criteria. Built credibility, established rapport, and maintained primary communication lines with external partner teams for Credit Card Processing Project
* Facilitated Release Planning, Sprint Planning, Backlog Grooming, Retrospective and Daily Scrum meetings
* Removed team issues, impediments, defects, observations impacting the team on a daily basis to allow the team to deliver the sprint goals and deliverables.
* Facilitated the backlog prioritization meetings to define release scope
* Coordinated the Release Planning of multiple projects within a defined set of sprints
* Acted as Scrum Master, facilitating the daily scrum to support the delivery of the stories within a sprint from multiple projects
* Maintained Release Plan, identified available resources by sprint and the User Story points in the backlog to be supported
* Created Use Cases and Developed Business Rules document, Service Level Agreement documents for Pega PRPC.
* Mentor and train client business stakeholders in key PRPC Functionality (Worklist, Workbasket, Get Next Work, Access Group, Work Group, Portal).
* Experience in Customer Services for Financial Services or Payment Providers.
* Coordinated Domain level Sprint Review to ensure a smooth and seamless presentation of multiple teams
* Facilitated business prioritization of Projects, EBNs, and Stories for release and sprint planning
* Facilitated Demo preparation calls and Demo dry run to ensure smooth presentation
* Provided both positive and constructive feedback to improve Sprint Demo presentations
* Supported release planning events by coordinating the backlog. Created documentation to support release planning events
* Helped clients to define the automation strategy to achieve automation goals, build RPA Centre of Excellence and create ROIs using various RPA tools that would best fit the business needs.
* Led Production support team (service now tickets) and worked closely with key stakeholders in order to reduce manual tasks and improve efficiency.
* Collaborating with key stakeholders & external partners to define & track product’s Key Performance Indicators (KPI’s), as well as release-specific success metrics. Communicate the scope, delivery timelines, costs and risks to key stakeholders

**Citi Bank** **February 2015 – September 2016**

***Business System Analyst***

* Supporting the ISG Project leads to determine gaps, develop roadmaps and create project plans to refine the future state vision for trading settlement instructions and translate business objectives; requirements into a program of new initiatives
* Provided monthly income statements, cash forecasts and other assigned financial analyses to management, board of directors and Trustee of the estate.
* Supported CFO in preparing consolidated financial statements in accordance with GAAP to complete corporate tax returns.
* Implemented technology solutions to gain efficiencies by reducing the number of depository banks and associated expenses by thirty percent (30%).
* Supervised cross-functional teams to expand their skills while contributing business results.
* Designed and documented REST/HTTP APIs, including JSON data formats and API versioning strategy.
* Acted as a liaison between cross-functional business and IT teams to analyze business requirements, review and produce functional specifications for any change to front, middle and back office technology systems/applications
* Analyzed and presented trade automation statistics to senior stakeholders of Trade Settlements to determine operational opportunities and impacts for technology changes throughout the institution.
* Developing comprehensive and robust test cases/plans and coordinating the execution of these tests to ensure successful delivery of the technology platforms.
* Analysis of the Specifications and creation of Test Designs according to the functional requirements.
* Involved in creating Test Plans, Test Cases and Test Scripts. Categorized Severity Incidents Reports based on severity and interfaced with developers to resolve technical issues.
* Interacted with Team lead and developers while testing the application.
* Performed test management and bug reporting using Quality Center .
* Performed Data Driven Testing using extensive data in the test scripts
* Performed the User Acceptance Testing (UAT).
* Analyzed the user requirements, functional specifications and used Case documents forFunctional testing.
* Developed and implemented robust MVC pattern base testing with Selenium RC which cut down the script development time in half.
* Involved in automating test cases using Selenium RC with Junit.
* Wrote and executed automated test cases using Selenium RC to automate manual testing solutions.
* Used Selenium RC used to test search results of Meta search engine.
* Reviewed Specified Business Documents and prepared Test Cases using Quality Center based on the requirements.
* As part of compatibility testing, executed the workflow manager web application related test cases on different browsers different Operating Systems.
* Verification of Frontend GUI Objects and elements.
* Developed automated script for back-end testing using Selenium RC.
* Maintained Test Matrix and Project Matrix using an excel sheet to keep track of the Project's schedule and status.
* Familiarity with UAT for making website more user-friendly and for web-applications.
* Involved in writing SQL Queries for backend testing
* Coordinated with developers and record defects in JIRA to track until they are resolved.
* Performed thorough analysis of any existing problem on the production system, identify the root cause and design and lead the implementation of the proposed resolution within the given SLA
* Reviewed and analyzed surveillance reports of daily settlement breaks and escalated to supervisors and Legal and Compliance team provided that break was above a given threshold

**Ford Motor Company March 2014 - Feb 2015**

**Business System Analyst/Project Manager**

* Led multiple projects in the IT Security department and worked closely with key stakeholders in order to reduce manual tasks and improve efficiency.
* Expanded reach of the social network by building API to support mobile applications.
* Involved in Agile release planning sessions to define each feature/functionality delivered within the release categorized by drop/sprint with Business Owners, Development Team and Scrum Master
* Created Use Cases and developed Business Rules document, Statement of Work, Service Level Agreement documents for Pega PRPC
* Converted the manual data profiling process into an automated process using SQL queries and excel macro
* Single handedly managed Product Requirement Document, Functional Specification document and Requirement Traceability Matrix
* Assisted Quality Assurance team for creating test plan, reviewing test cases and track defects using ALM
* Conducted formal and informal product design reviews throughout the software development lifecycle to provide input on functional requirements, product designs, schedules and potential issues

**New York Institute of Technology Sept 2013 – March 2014**

**Graduate Assistant**

* Handle administrative tasks including preparation of presentations, data entry and analysis, web site development, and collation of marketing materials and presentations
* Worked on creating reports using tools like IBM SPSS, Standard and Poor’s Research Insight (Comp stat), Bloomberg, Tableau
* Part of the group that stood 1st in the Corporate Challenge sponsored by Herbal Destination Company where we presented a Marketing Business Plan to improve sales target for the sponsoring Herbal company

**Deutsche Bank Group** **April 2011 – November 2011**

**Business Analyst**

* Involved in the complete software development life cycle which includes requirements analysis, development, unit testing, deployment and maintenance of the project
* Created process maps for existing and new processes which helped in understanding the process on granular level and further helped to plug the gaps for converting manual books of accounts in to automated system
* Created Test Cases and Test Scripts for various applications and executed them, tracked defects and fixed bugs by coordinating with the onsite teams and offshore teams
* Extracted financial data from Bloomberg and Research Inside, analyzed and created graphical reports to forecast trends in the industry