**PROFILE**

**Highly accomplished** **Lead** **Product Owner, Sr Scrum Master and Sr Project Manager** with a verifiable track record of **managing business and data analysis** for IT projects and exceeding expectations with Distributed Scrum Teams. Ample experience in Integration and implementation of **Banking software, Customer Relation Management, Cyber security, Retail Systems and Healthcare;** global working experience in **Asia Pacific, Nepal, Finland, and United States;** Expert in clarifying business requirements, performing gap analysis, design process and system improvements to increase productivity and reduce costs. Extensive experience in Agile Methodology in distributed team model. Strong interpersonal skills with proven ability to identify problems analyze possible solutions and negotiate with stakeholders to determine best course of action to meet objectives.

# SUMMARY

* Highly skilled and results-driven professional with 15+ years of experience in technology and IT best practices with a proven track record of leading and managing customer projects from design to delivery and managing various functional teams.
* Proven track record of successfully leading cross-functional teams to deliver projects on time and within budget.
* Accountable for large-scale enterprise customer implementation managing project teams and stakeholder management.
* Customer-oriented, analytical, organized, collaborative, resourceful, adaptable, and continuous improvement mindset.
* Drive customer communication and handled various projects Small Vs Large, Fixed Vs Time Critical implementations.
* Interact with management & leadership to drive business metrics, operations, KRI/KPI, and data-driven business decision.
* Strong Techno-functional professional with a focus on Solution & Technical Design, Project Management, Requirement analysis, Database systems, Developing & deploying Web-based business systems using GRC & other web technologies.
* Designed & Implemented solutions for projects spanning across customers in verticals like Banking and Healthcare.
* Experience in documentation and tracking of Business requirements document BRD, Functional Requirement Specifications FRS, Use Case Specifications, Software Requirements Specification (SRS), Data Dictionary, and Workflow diagrams.
* Strong analytical skills with the ability to translate business requirements into actionable project plans & deliverables.
* Experienced in organizing customer walkthrough workshops, demos, JAD sessions to gather requirements. Work as SPOC
* Trusted advisor in designing new systems and framework along with managing the integration with existing systems.
* Proficient in project management practices (tracking, economics, presentation, issue, and stakeholder management)
* Adept at identifying process improvements and implementing strategies to drive organizational growth.
* Experience in different capacities of the software development lifecycle (SDLC) & project management
* Experience in project management tools (MPP/JIRA/Confluence) and collaboration tools (Microsoft Teams and SharePoint)
* Experience in resolving cross-team conflict resolution, negotiations, removing impediments, roadblocks, & move forward.
* Having a strong foundation in software engineering, data modeling & database concepts with a reputation for taking a product approach to design & implement customer solutions, which helps in the scalability of the solution.
* Played a key role in strategically executing multiple projects, project-level financial management, analytical reporting, and adoption initiatives to pioneer future-state, end-to-end solutions, and business capabilities for the organization.
* Delivered high-quality deliverables, project planning, estimations, execution, cross functional coordination, risk mitigation strategy and communication to ensure the best possible outcomes.
* Managed Services Business Operations, OpenAir as Admin along with implementation of ASC-606 in the organization
* Project management skills according to CMMI Level 3 standard.
* Thorough knowledge of Agile methodology especially Scrum and Kanban.
* Thorough knowledge of JIRA, a project management tool.
* Ensuring continuous process improvement within an organization.
* Socializing the Agile values, principles and practices throughout the organization.
* Good leadership skills, detail oriented, good team player with excellent communication and management skills.
* Experience in developing HTML 5 mobile apps using Sencha Touch 2, ExtJS 4, PHP/PostgreSQL.
* Developed websites for Yahoo store using RTML and various web- based applications using PHP/MySQL, Java, etc.

**SKILLS & EXPERTISE**

Business Process Analysis – UML design – Requirements Engineering – Process Improvement – User Stories – Agile Methodology – Kanban – Scrum – SAFe Agile Framework – Program Incremental Planning - Data Analysis – Backend Web Services – XML – JSON – SOA Architecture – TIBCO Products – Azure Cloud Services -- Business & Functional Requirements – Software Development Lifecycle – Product Management Center of Excellence – Data Analytics – Logical Data Modeling – Database Design – Data Warehousing -- Quality Assurance (Functional/Non-Functional) – Project Management – Team Leadership – Product Lifecycle Management – Product Roadmaps – UX/UI Design – Market & Competitor Research.

**TOOLS**

JIRA, Confluence, Miro, SQL Server, Swagger UI URL, Azure Cosmos DB, XML, Middleware, MS Visio, Snowflake, MS Project, Office Tools, Microsoft Project Plan, Sabre Sonic Suite, Jenkins, Google Analytics, AppDynamics, Sabre Interact, Sabre MVT, Airport Products, TIBCO Spotfire, Tableau, HP ALM Quality Center 11, BugZilla, Protoshare.

**PROFESSIONAL EXPERIENCE**

**CareFirst (Blue Cross Blue Shield) – Federal Employee Operations Center,** Virginia

**Lead Product Owner /Project Manager – Member eService** May 2023 - Present

**Leading a 7-member Business Analyst team in roadmap creation & management, feature analysis & prioritization in the Technology Transformation, Member Communications, Cybersecurity, and Care Management digitization programs space.**

* Understanding customer requirements.
* Designing, contributing solutions to meet business requirements, ensuring scalability, performance, and security.
* Involved in designing and driving technical solutions, managing, and helping team in resolving technical issues.
* Worked closely with technical teams in designing, reviewing, and implementing the solution on the ground.
* Part of design review board and other committees to review technical design for projects in all verticals.
* Tracked and mitigated project risks, issues, and took actions from technical and solution perspective.
* Integrated various systems and applications through APIs, ensuring seamless data flow and interoperability.
* Implemented data management strategies and analytics solutions to capture, store, and analyze relevant data for decision-making and reporting.
* Worked closely with the technical lead and the technical team in documenting the TDD for the solution.
* Perform reviews of code, test cases, functionalities, estimates etc. for successful and timely implementation.
* Data analysis & reporting.
* Ensuring that automation solutions and workflow configurations are done to streamline processes and increase operational efficiency.
* Leveraged cloud platforms and services (e.g., AWS, Azure) to deploy and manage scalable and secure solutions.
* Managed full implementation from offshore due to unavailability of on-site resources.
* Followed DevOps practices and CI/CD pipelines to enable rapid and reliable software delivery.
* Implementation of best practices & organizational processes across projects. Drive initiatives for code reuse.
* Motivate team members to adhere to best practices & processes of SDLC using waterfall and agile methodology.
* Manage, mentor, and motivate team members to scale up. Track their appraisals and performance reviews.
* Worked on new features for products implemented using Python, PL/SQL, Java, JavaScript, jQuery.
* Worked on integrations with different applications like PeopleSoft, AD, SAP, User management etc.
* Traveled to customer location for on-site demonstration, UAT support for roll-out of solution.
* Understanding of data security and privacy requirements, including encryption, access controls, and compliance with relevant regulations (e.g., GDPR, CCPA).
* Facilitated effective communication and collaboration among project team members by utilizing Jira's commenting, notifications, and sharing features.

**Nepal Experience**

1. **Freelancer**

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| Dates | Nov 2022 – Feb 2023 |
| Occupation or position held | **Agile Trainer** |
| Main activities and responsibilities | * Provide Scrum, Kanban and agile project management trainings. * Provided Scrum training to IT staffs of WorldLink Communications Ltd. * Provided Kanban training to employees of F1Soft International Pvt. Ltd. * Provided the first Project Management training to the employees of Nepal Telecom. |

# Meta Cloud Solutions, Jawalakhel, Kathmandu, Nepal

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| --- | --- |
| Dates | Oct 2021 – Oct 2022 |
| Occupation or position held | **Product Owner** |
| Main activities and responsibilities | * Understand the overall product. * Develop wireframes, sitemap, etc. * Lead requirements gathering effort- consulting with customer and other stakeholders. * Develop the roadmap of the product. * Create user stories. * Backlog grooming and stories decomposition including the definition of acceptance criteria. * Answer questions from developers and clarify requirements. * Create needed documentation e.g., feature description, etc. * Demonstrate the latest iterations to customers, product manager (pre–release) and gather feedback. |

1. **Clusus Information Solutions, Jhamsikhel, Kathmandu, Nepal**

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| --- | --- |
| Dates | Mar 2020 – Sep 2021 |
| Occupation or position held | **Product Owner** |
| Main activities and responsibilities | * Understanding overall product and leading requirements gathering effort on epics as needed * Coordinating product management with team and customer. * Attending and facilitating meetings including standups, planning, reviews, retrospective and demos. * Build and prioritize product backlog by populating it with user stories and defining their acceptance criteria. * Conduct backlog grooming and management, iteration planning, and elaboration of the user stories * Collaborating with developers and clarifying product requirements. * Creating technical documentation such as feature description, business requirements documents, etc. * Accept completed user stories to ensure the work fulfills the acceptance criteria. * Demonstrating latest iterations to customers and product manager (pre– release) and gathering feedback. * Aligning and arranging with other product owners working on the same product. * Defining and communicating cross team dependencies.   **Authorities**   * + Decide if a feature is accepted or not and merge on acceptance only. Create bugs or provide feedback on rejection.   + Decide on what does a feature include and the system behavior.   + Decide on iterations’ priorities.   + Review, accept iteration outcomes |

# LogPoint, Jawalakhel, Kathmandu, Nepal

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| Dates | July 2015 – Dec 2019 |
| Occupation or position held | **Senior Project Manager** |
| Main activities and responsibilities | * Managing multiple European client projects * Implementing agile methodologies like Scrum and Kanban. * Conducted in-house agile trainings and workshop for all the employees within the company. |

1. **Javra Software, Tinkune, Kathmandu, Nepal**

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| Dates | Feb 2014 – April 2015 |
| Occupation or position held | **Project Manager** |
| Main activities and responsibilities | * Managing multiple European and American based client projects. * Implementing agile methodology called “Scrum.” * Preparing various documentations. E.g., Technical proposals, project plan, presentations, project status report, etc. * Managing internal projects e.g., Javra website(www.javra.com), XEPST (task and bug tracking tool), LMS (Leave Management System), Appraisal System (Online Review System), etc. |

# Appy Oy, Turku, Finland

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| Dates | Jan 2012 -Dec 2013 |
| Occupation or position held | **Software Engineer** |
| Main activities and responsibilities | * Responsible for programming UI of Mobile Web App Builder. * Part of UI-team for building "Best HTML5 Mobile App 2012: Arla Keittiö": <http://www.bestmobileservice2012.fi/winners> * Responsible for testing Mobile Web AppBuilder (web based and mobile). |

1. **Arbonaut Oy, Joensuu, Finland**

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| --- | --- |
| Dates | Jan 2011 – Jan 2012 |
| Occupation or position held | **Software Engineer (Part-time)** |
| Main activities and responsibilities | * Developing “GisBloom”, a web-based application for providing information about lakes in Finland. * Research about workflow related to JIRA and MANTIS. |

# Innoventum Oy, Joensuu, Finland

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| --- | --- |
| Dates | Jan 2010 –Dec 2011 |
| Occupation or position held | **Scrum Master** |
| Main activities and responsibilities | * I analyzed the existing defects in the organization and designed a model for Software Process Improvement. * I lead various projects implementing agile methodology, especially SCRUM. * I also developed “Scrum tool” - an online tool for using Scrum. I was responsible for the entire project from concept and design to implementation. The tool was integrated into the company's existing project management tool called “Tiimalasi” (Hourglass in English). <http://www.tiimalasi.fi/> |

1. **Cotiviti Nepal (Previously known as D2Hawkeye Services, Kathmandu, Nepal)**

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| --- | --- |
| Dates | Feb 2007– Sep 2009 |
| Occupation or position held | **Project Manager/ Configuration Manager/Software Engineer** |
| Main activities and responsibilities | * I managed multiple client-based projects according to CMMI Level 3 standard. Team size ranging from 5 to 50.   **Responsibilities in the role of Project Manager**:   * Project plan * Identify, track, manage and resolve project issues. * Customer interaction and satisfaction * Risk management * Ensure delivery as per contract. * Task assignment and tracking * Quality tracking * Project status reporting * Ensure defects/issues are closed properly and on time. * Ensure project members are adequately trained. * Team coordination and motivation * Requirements management * Project closure report and metrics data entry * Coordinate with executive management to ensure that   projects are aligned with corporate strategic vision and policies. |

**CERTIFICATIONS**

* + Certified Scrum Professional
  + Certified Scrum Master
  + Certified Scrum Product Owner
  + Certified Scrum@Scale Practitioner
  + Certified Agile Leadership I (CAL I)
  + IBQMI Certified Kanban Coach
  + Kanban Management Professional from Kanban University

**CONFERENCES**

* + Scan Agile Conference 2012, Helsinki, Finland
  + Turku Agile Day 2012 & 2013, Turku, Finland
  + Testing Day 2013, Espoo, Finland