**RESUME OF ANAL MEHTA**

**EDUCATION:**

**Saint Leo University 2009**

*Bachelor of Science*

**CERTIFICATIONS:**

* Certified Scrum Master (CSM)

**PROFESSIONAL SUMMARY:**

* 8 years of experience working as a Business Analyst and Scrum Master. Worked with Senior Management, Business & Release Management to understand the vision of the product, prioritize and develop software release planning.
* Expertise in Project Management i.e. Project Scoping, Planning, Estimating, Scheduling, Organizing, Directing, Controlling, Budgeting and Drafting Remedy Procedures.
* Experience in development methodologies like SDLC, AGILE, SCRUM and Waterfall.
* Developed and followed agile project management plan (Agile Ceremonies). Facilitated build requirements log (product backlog) with cost estimates and priority.
* Conducted Scrum Daily standup, Product backlog, Sprint Planning, Sprint Review & Sprint Retrospective meetings.
* Determined the team capacity (velocity) from historical data. Created Work Break down structure (user stories) and corresponding activities (tasks).
* Monitored the project progress and radiated the information to stake holders. Identified and mitigated team risks and impediments (Blocking Issues, Critical Defects) on daily basis.
* Communicated the progress to senior management thru 'Burn down Charts'. Monitored the Quality thru metrics and mentored team thru the project management processes.
* Proficient in Technical and Business Writing, Business Process Flow, Business Process Modeling, Business Analysis and Testing various methodologies.
* Facilitated Change Management across entire process from Project conceptualization to Testing through Project Delivery, Software Development and Implementation Management in diverse Business and Technical Environments.
* Strong experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.
* Highly motivated team player with excellent Interpersonal and Customer Relational Skills, Proven Communication, Organizational, Analytical, Presentation Skills, and Leadership Qualities.

**TECHNICAL SKILLS:**

**Project Management tools:** Primavera P6 Primavera 6.2, MS Project

**Microsoft products:** SharePoint, HP Service Manager, ECRS, Visio, Word, Excel, PowerPoint, Outlook, Rally, Version One, JIRA, Confluence.

**Methodologies:** Waterfall Model, Scrum / Agile, Rational Unified Process (RUP)

**Reporting tools:** e-Track, Remedy, and Shared Drive, Service-Now

**PROFESSIONAL EXPERIENCE:**

**CNA Insurance Jan. 2015 – Feb. 2018**

*Scrum Master*

* Work as a Scrum Master in Clams Technology team to support team along with responsibilities to work directly with claim specialist on production support, multiple small and large project space.
* One of the projects that I worked on was focused to upgrade the Guidewire Suite (Claim center, Policy Center and Billing center) from 5.0 to 8.0.
* Functioned as the primary liaison between the Business stakeholders, Operations team and the technical teams throughout the project life cycle.
* Assisted product owner to prepare user stories with Acceptance Criteria and prioritized them using JIRA to create Product Backlog.
* Efficiently use of confluence to collaborate requirements, documentation, marketing plans, and sales reports.
* Established the rules of engagement for agile practices for all the stakeholders and coached both Engineering and Business resources about agile practices.
* Worked as an interface between the users and the different Development teams involved in the application development for the better understanding of the business and IT processes.
* Assisted in Project Planning and execution through walkthroughs and meetings involving various leads from Development, QA and Technical Support teams.
* Involved in the entire process of analyzing, recreating, validating, and fixing of production defects.
* Proficient in Scrum and project management responsibilities. Proactively identifying and removing impediments, incorporating agile methodologies like TDD, XP within Scrum and handling requirement churn.
* Ensured a consistent implementation of Agile processes which included strategic activities like Enterprise Agile Planning, Sprint 0, workflow/process improvement as well as tactical activities like dashboards to manage releases, status meetings etc.
* Facilitated Daily Scrum stand-ups and Scrum ceremonies like Grooming, Planning, Review (demo) and Retrospective meetings for two teams.
* Created and maintained Sprint Burn down Charts and Release Backlogs for effective Project Management.
* Involved in Story grooming with 3-Amigos, Create/print story cards and arranged them as per priority in the Iteration backlog.
* Worked on Version One for continuous updates on project schedules, quality, issues and managing resources.
* Assisted product owner to prepare user stories with Acceptance Criteria and prioritized them using MOSCOW to create Product Backlog.
* Met with different Lines of Business (LOB) representatives to gather verify or clarify User Requirements and receive approvals for initial requirements for upgrade of Guidewire 8.0 Suite.
* Assisted to gather requirement for billing center to integrate with claim center and legacy system.
* Provided orientation for newly on-boarded business resources on writing user stories and acceptance criteria, the requirement hierarchy.

**State of Illinois, Health & Family Services June 2012 – Dec. 2014**

*Lead Business Analyst*

* The main responsibilities were to create Use Cases during the Requirements definition phase, which was used as inputs for creating test cases.
* Created UAT Test Plan which outlines the plan for User Acceptance Testing of the project deliverables.
* Coordinate for multiple projects and be a liaison between development team and business SMEs.
* Acted as a liaison between Business area Subject Matter Experts (SMEs) & development team throughout all phases of SDLC; starting from Inception to Transition phase Agile/Scrum Methodology.
* Created UAT Test Plan, UAT Test Cases; after running the tests, a Defect log captures problems.
* Used JIRA for bug tracking, issue tracking, and project management functions.
* Reviewed state documents (policies, manuals, business processes, systems documents, banners, bulletins) from various divisions. Analyzed and performed quality assurance to determine areas impacted by ICD-9 related data.
* Worked with SQL to run queries in provider enrollment phase to get access to provider's details to get access to claims information, also to pull data from internal database for next phase of implementation.
* Coordinating project staff and scheduling to ensure that projects are planned forward, that they do not conflict with each other, and that project tasks are completed within the project schedules.
* Creating service transitions document, knowledge capture document along with being responsible for getting all documentation including all approval packages to be authorized.
* Experience with ITSM/ITIL Service Management/Change Management. Conduct core Team meetings and work as change coordinator with change management team.
* Defect coordinator for status progress of defects including war room, work with planner and update status.
* Used Six Sigma tools and techniques to assign project team tasks and used the stages of Six Sigma to complete improvement process projects.
* Worked with Black Belt personnel to typically set the strategy for a Six Sigma project implementation, as well as worked with executive leadership, to select and prioritize projects to ensure work aligns with strategic goals.

**State Farm Auto Insurance Nov. 2010 – Apr. 2012**

*Sr. Business Analyst*

* Worked on the Integrated Customer Platform which is a transformational initiative within State Farm Insurance business unit of State Farm.
* The primary objective of the program is to design a reliable, scalable and supportable solution with same and equal functionality's between Customer and Sales Channel.
* Analyzed AS-IS process (UAX system) and provide the TO-BE (ICP) process flows.
* Analyzed Biz Arch document to drive the initial requirements for ICP.
* Prepared use case models based on business Requirement documentation.
* Prepared scenarios, Use Cases & UML State Diagram using MS Visio.
* Documenting the requirements in SharePoint, Test link and MEGA, creating user stories and use cases.
* Created the business rules and eligibility criteria for Auto Rating Engine.
* Coordinated with the development team for sprint planning, and include/ exclude requirements from each sprint backlog as per the priorities set by the Product Owner.
* Created the master data elements (MDE) list for the application, provided the effort estimations for the change requests.
* Designed the web/mobile user interface wireframes/mockups of the application, functional testing of end-to-end Application.
* Supported test and design team for the requirement clarifications throughout the life cycle of the project.
* Supported the UAT team in conducting various tests for internal and external facing web applications.
* Used Agile (SCRUM) methodology and manage project components through inception, elaboration, construction and transition phases of SDLC, while managing the estimations and User stories in each Product backlog thru the decided iterations and SPRINTS.
* Used SharePoint to log risks, issues, SOWs, reports and project artifacts.

**Wayne Mutual Insurance Company July 2009 – Aug. 2010**

*Business Systems Analyst*

* Project was to replace existing legacy system to a web based application, the goal of the project was implementing the latest version of Guidewire 3.0 for workers with the billing process and working with policy transactions for making the invoices for account.
* The new application will be one stop shop for creating new, cancel, reinstate, and renew existing policies for personal and commercial line customers, also integrates with various other internal and external applications to complete the quote process.
* The project followed Agile Scrum methodology and team consisted of a Scrum Master, two developers, Product owner and a Stakeholder.
* Worked closely with business partners, SMEs and product owners to understand the process.
* Suggested process change and re-engineering as needed based on requirements gathered.
* Conducted requirements gathering using JAD and interviews for creating the rating inputs screen for the policy system.
* Analyzed and documented performance/security/User Interface Branding requirements for the application.
* Worked with underwriters, actuary to determine the rating algorithms for TO BE system and assigned Zone Code information per Ohio standards to the territory codes from ISO Net.
* Created user stories, use case diagrams and process diagrams based on business requirements.
* Analyzed and documented requirements for Quote possesses for a Commercial Auto Policy
* Involved in the weekly status meeting to discuss the upcoming releases and changes in the hardware requirements and other major issues.
* Involved in creating test plans, test strategy and executing test cases for rating used for premium calculation.
* Analyzed user requirements, attended change request meeting to document changes and implemented procedures to test changes.