

SUSHANT SHARMA

Scrum Master & Project Analyst

With a rich experience in handling mid sized teams and a proven track record in delivering digital projects with end to end implementation using Agile methodology in Life Sciences (Pharmacy) & Retail domain, I am proficient in software processes and Scrum practices. I have earned recognition for evident expansion of team landscape in terms of delivered business value and team skills in alignment with organization goals.

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WORK EXPERIENCE

Scrum Master & Business Analyst

Tata Consultancy Services

Client: US Based Pharmaceutical Company | 04/2019 - Present
Responsibilities

- Facilitating daily stand up, encouraging open communication in the team
- Leading the delivery of all sprints and interacting with product owners
- Updating Scrum board on JIRA for monitoring and tracking progress, preparing status reports, resolving impediments, coordinating tasks, and activities directed toward completing the project goal
- Coordinating with product owner to ensure understanding of user stories and keeping the backlog groomed
- Detailing out user stories to developers & helping them in removing impediments; documenting business requirements and detailed project plans, resourcing plan, stakeholder matrix & test plans
- Using project management tools – Jira, Confluence, MS Project for Root Cause Analysis, GAP Analysis, SWOT Analysis and maintaining RACI matrix
- Facilitating and participating in Sprint planning, retrospective, sprint demos, design, estimation of story points and measuring velocity to plan future sprints
- Performing user acceptance testing and presenting demo to the client

Business & Project Analyst

Tata Consultancy Services

Client: US Based Pharmaceutical Company | 03/2018 - 04/2019

Responsibilities

- Created detailed project plans to identify the activities and resources needed to successfully complete the project
- Planned the analysis of highly complex business processes to identify the requirements in alignment with regulations
- Liaised between client and the developers and managed the team in agile fashion
- Created wire-frames, facilitated UI designs and maintained dashboards
- Directed client interaction to understand the scope of the requirements
- Acted as Customer Concern Management, Escalation Point of Contact for high severity Incidents and urgent concerns
- Drew project requirements, understood requirements, ensured project deliveries within timelines and customer satisfaction throughout SDLC
- Supported process improvements & value adds, both internal and customer facing in nature

Technical Analyst

Tata Consultancy Services

Clients: US Based Retail Client and US Based Pharmaceutical Company | 02/2016 - 03/2018

Responsibilities

- Handled and driving bridge calls with Clients, Vendors, Suppliers and other stakeholders
- Supported applications in production; noted interruptions or bugs in operation and determined problem and ensure continued use of the application
- Ensured compliance of validation deliverables and process documentation
- Regulated general database support, including the system health check, process monitoring and issue fixing, and software maintenance along with other apps
- Escalated issues in a timely manner according to Standard Operating Procedures

SKILLS

Scrum

Jira

Agile Coaching

SDLC

Business Analysis

SQL

Microsoft Project

Kanban

Tableau

Power BI

Visio

ServiceNow

Everbridge

QualityDocs

ACHIEVEMENTS

- Coached POs to improve story writing and requirements gathering process leading to an increase in customer satisfaction and a decrease in time-to-delivery by ~30%
- Delivered 7 Process Improvements worth ~5200 hours of annual savings
- Trained >300 new joiners to build Agile E1 competency by innovative 'Living Agile' sessions

CERTIFICATIONS

- Professional Scrum Master - I (06/2020 - Present)
Scrum.org
- Certified SAFe 5 Agilist (07/2021 - Present)
Scaled Agile
- ITIL v4 Foundation (02/2020 - Present)
ITIL
- Data Analyst Associate (02/2021 - Present)
Microsoft
- Oracle Certified Associate (12/2019 - Present)
Oracle
- Microsoft Excel Specialist (02/2019 - Present)
Microsoft

EDUCATION

- ABES Engineering College, Ghaziabad
(07/2011 - 08/2015)
B.Tech (Mechanical Engineering), Awarded Hons. degree
- Delhi Public School, Vidyut Nagar
Scored 83% in Senior Secondary Board Examination, CBSE - 2011
Scored 91% in High School Board Examination, CBSE - 2009