

**Arjun Khanal**

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**CERTIFIED SCRUM MASTER**

**Profile summary:**

* **Accomplished professional** with over **7+ years of experience** in implementation of transformational engagements for top tier technology firms in **Insurance, Finance** sectors
* Proven expertise and extensive experience in working across all phases of Project Cycle (**Initiation, Planning, Execution, Monitoring/ Controlling,** and **Closeout**)
* Well versed with **Software Development Life Cycle Methodologies**: **Waterfall, Agile, Scrum,** and **SAFe**
* Efficient in **strategizing** the **scope** of project based on the variance in the **triple constraints**
* Experience in collaborating with senior management for designing **project charter** and develop recommendation for **budget mitigations**
* Extensive experience in using **MS Project office** for creating and managing **Project Plans** and **Work Breakdown Structure**
* Efficient in creating **project schedule** & evaluating the **schedule progress**, **performance** & **identifying problem areas**
* Experience in performing **Impact Analysis** and **Cost-Benefit Analysis** during planning phase of project
* Experienced in performing **project scalability** and **portability analysis**
* Adept in **Team Management**, **Conflict Resolution**, and **People Management**
* Proficient in **Issue Escalations**, **Issue Resolutions**, **Change Management ,**and **Risk Management**
* Well versed in using project management tools like **MS Project, HP PPM**, **HP ALM V11.5, Rally, Clarity, VersionOne** and for managing **Project Plans, Project Dashboards**, **Requirements,** and **Change Requests**
* Proficient in using **Defect management tools** like **HP ALM/HP QC, JIRA,** and **Rational ClearQuest**
* Proficient in **facilitating Scrum Ceremonies** like **Sprint Planning, Daily Scrum, Sprint Review,** and **Sprint Retrospective Meetings**
* **Strong execution knowledge of estimation techniques like Planning poker and T-shirt sizing**
* **Well versed in prioritizing the user stories using MoSCoW Analysis**
* Highly efficient in managing **Conflict Resolution** in the Agile scrum that arise due to **co-location**
* **Extensive experience in coaching scrum team to perform better by helping them understand scrum process**
* **Extensive experience in Business Process Re-engineering, Business Process Improvements, and Historical Data Analysis**
* **Proficient in conducting Requirement Gathering sessions, JAD sessions ,Interviews and Requirement Workshops with business to gather requirements**
* **Highly proficient in creating UML diagrams like Activity, Sequence, and Use Case diagrams for giving better understanding of the requirements to Business Users**
* Proficient in conducting **AS-IS** and **TO-BE** business processes, converting requirements into technical specifications
* **Possess excellent business writing skills in creating Use-Case Specifications, User stories, Functional Specification Document (FSD), and Test case scenarios and reports**
* Proficient in performing **Gap Analysis** and **SWOT Analysis** to check project’s feasibility
* **Extensive experience in designing Data Dictionary and Conceptual and Logical Entity-Relationship diagrams**
* **Well versed in creating and executing SQL queries (DML & DDL statements)**
* **Working knowledge of SOAP, Web Services and WSDL**
* **Working knowledge with AJAX, JavaScript, Java, JQuery, and Angular JS**
* **Proficient in designing wireframes withtools likeAxure, MS Visio, and Mockup Screen**
* **Worked on server side and client side validations for web based applications**
* **Working knowledge of ETL & Reporting tools like Informatica, Cognos V10.2,and Business Objects**
* **Working experience of Data Warehousing, Dimensional Modeling, Data Analysis, and Data Mapping**
* **Extensive experience in performing Functional Testing, System Testing, Integration Testing, Regression Testing, User Acceptance Testing (UAT), Load/Stress Testing, and Performance Testing**
* Well versed with **SharePoint 2013/2010** as document management and intranet tool
* Proficient in **managing** large project teams and known for **high-quality deliverables** that meet or exceed timeline and budgetary targets
* Very strong **analytical**, **leadership**, and **communication skills**; **quick learner** and excellent **team player**
* Recurrently recognized and **awarded** by top management for demonstrating **project leadership, delivery**

**excellence,** and **professional commitment**

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| **SDLC Methodologies** | Waterfall, Agile, Scrum, SAFe |
| **Business Skills** | Project Management, Impact Assessment, Risk Assessment, Risk Management, Change Management, Requirements Elicitation, Process Re-design, Data Modeling, Data Analysis, Test Management, Use case design, GAP Analysis, SWOT Analysis |
| **Project Management** | HP ALM V11.2, Clarity, Planview, MS Project 2013/2010, VersionOne, HP PPM V9.1, Rally, JIRA V5.2 |
| **Testing Tools** | HP Quality Center V8, Rational Functional Tester V6.1, Rational Performance Tester V6, Rational ClearQuest, Selenium, SOAP UI |
| **Reporting tools** | Cognos V10.2, Business Objects, Team Foundation Server 2013 |
| **MS Office suite** | Project 2013/2010, Visio 2010, SharePoint 2013/2010, Access 2007, Word 2013/2010/2007, Excel 2013/2010/2007, PowerPoint 2013/2010/2007, Outlook |
| **Databases** | Oracle 11g/10g, MS SQL, MS Access 2007 |
| **ETL tools** | Informatica 9.0 |
| **Technical skills** | Ajax, JavaScript, JQuery, XML, Java |

**Technical Skills:**

**Client: State Farm Insurance, Bloomington, Illinois May 2017 – Aug 2018**

**Role: Scrum master**

**Project: Property & Casualty Adjudication Workflow System:** The primary objective of this project is to develop and maintain a claim adjudication workflow management system designed to facilitate the processing and settlement of Property and Casualty claims. This project is a part of a larger encompassing program aimed at building an end to end insurance claim solution.

**Key Responsibilities:**

* Executed comprehensive **Project Management processes** from initiation to successful completion
* Worked with Program Manager to outline **project charter** and define **project scope**, **goals**, **timelines**, **milestones**, and **deliverables**
* Collaborated with senior project leadership and key client **stakeholders** to develop **detailed project plan** to **identify** and **sequence activities**
* Used **MS Project** to develop detailed **Work Breakdown Structure** (**WBS**) with **resource, budget** and **timeline estimates**
* Coordinated PMO office for **resource planning, budgeting** and **tracking costs** on an ongoing basis to ensure adherence to **budgetary limitations**
* Developed and executed **communication management plan** and established **project status reporting** process and cadence
* Institutionalized **RACI matrix** for clear and effective **assignment** of **roles** and **responsibilities**
* Created and implemented **change management strategies** to assess and prioritize **change requests**
* Worked closely with **PMO team** to get the necessary approvals to keep project schedule on track
* Performed **Risk Assessment** and used **Risk Register** to document comprehensive **Risk Mitigation plans**
* Collaborated with senior management to conduct **feasibility study** for **project scalability** and **portability**
* Presented the project to **steering committee** during different **gate reviews** and efficiently explained any **variance** in the project schedule and budget
* Co-facilitated **requirement gathering** sessions with business users to understand and translate detailed requirements
* Generated **project status reports** and **issues** using **HP PPMV9.1** and distributed synthesized updates to all **stakeholders**
* Documented and managed **work orders** to ensure **timely payments** of invoices and avoidance of service interruption from contract vendors
* Worked with business analyst team and business owners to manage **requirement changes** and avoid **scope creep**
* Proactively **identified issues** and **points of conflict** and initiated appropriate **resolution** mechanisms to **minimize delivery impact**
* Established and monitored **internal quality assurance processes** to **mitigate risk** of poor code quality delivery
* Acted as an **escalation point** for **change requests** and **dependencies**, and worked closely with interfacing application leads to prioritize issues and coordinate troubleshooting efforts
* Coordinated and prioritized **outstanding defects** and system requests and prepared **Requirement Traceability Matrices** (RTM) using **HP ALM V11.2** to track requirements
* Worked closely with **Testing** and **DevOps** teams for release planning activities to create a robust and comprehensive product release roadmap
* Facilitated **Root Cause Analysis** meetings to identify, solve and obviate the underlying issues impacting delivery quality
* Spearheaded **product go-live process** and **seamless transition** into the subsequent product warranty and monitoring period
* Met and exceeded **SLA goals** for **defects resolution and turnaround** during **pre and post production phases**
* Sourced, updated and managed all project **SDLC artifacts** on **SharePoint 2013 Repository**
* Spearheaded **project induction** and **training program** for seamless on-boarding of new hires

**Environment:** Waterfall, MS Project 2013, MS Office 2013, HP ALM V11.5, HP PPM V9.1, SharePoint 2010, Windows 7, Oracle 11g, Eclipse, Maven, Apache Tomcat, Java, JavaScript, SQL Workbench, SVN, AJAX

**Client: Alfa Insurance, Montgomery, Alabama July 2015 – Apr 2017**

**Role: Sr. Business Analyst/Scrum master**

**Project: Product Configurator for Life Insurance Products:** The objective of this project was to create a product configurator which could be utilized by product management teams to manage and update the configuration of various life insurance products sold in the market. The configurator has capabilities to intake pricing and feature detail related inputs from a number ofroles, including underwriting, actuarial and marketing and enables updating/publishing components of existing products and creation of new products based on overall corporate strategy and market research.

**Key Responsibilities:**

* Collaborated with senior management, stakeholders, and product owner to define **project scope, project charter,** and **milestones**
* Used **HP PPMV9.1** for effective **capacity planning**
* **Acquired resources** and **coordinated the efforts** of team members and third-party contractors or consultants to meet **project deadlines**
* Managed a 15 member **geographically distributed team** to coordinate development, testing and support work
* Leveraged **Rally** for **release** and **sprint planning**, **online story board, burn down charts** and **velocity trends**
* Co-facilitated **requirement gathering** sessions with business users to understand and translate detailed data delivery requirement
* Negotiated with development team to avoid **scope creep** and **gold-plating** of requirements
* Facilitated **Sprint Ceremonies** like **Sprint Planning Meeting, Daily Scrum Meeting, Sprint Review Meeting,** and **Sprint Retrospective Meeting** for each Sprint
* Provided **communications updates** including **scrum notes, sprint review reports,** and **project retrospectives**
* Supported team in developing, maintaining and **grooming Product Backlog**
* Incorporated **estimation techniques** like **Planning Poker** & **T-shirt sizing** for effort estimation
* Worked with Product Owner to **prioritize** user stories using **MoSCoW Analysis**
* Motivated team to **maintain optimal sprint velocity** and work on completing planned sprint tasks with consistent schedule in each sprint
* Tracked key **project milestones** and adjusted project plans and resources to meet the **deadlines** and ensure **time boxing**
* Maintained and updated **Sprint Burn down charts** and **Release Burn down** charts to keep track of the progress against planned target
* Protected the team from **external interferences** by facilitating **impediment resolution**
* Empowered and motivated teams to **self-organize** and develop **cross functional skills**
* Incorporated new processes like **Test-Driven Development (TDD)**to improve quality ofcode
* Managed **Technical debt list** and ensured that tasks are completed on time
* Generated **defect reports**using**JIRAV5.2**and helped in **prioritization** and **resolution** of defects/bugs
* Involved in inducting **Team Foundation Server**2013 for generating **internal reports**
* Dealt with **distractions** of the Scrum team during the Sprint like **ad hoc** requests from external teams and product owner to keep the sprint on track
* Proficient in identifying **team conflicts** that arise due to **co-location** and work towards **resolution**
* Acted as an **Agile coach** to help team implement Agile/scrum best practices
* Spearheaded the **complete application lifecycle management** to make sure that constant changing requirements did not create chaos in project
* Collaborated with interfacing applications leads to identify **cross-team dependencies** and **manage inter-team tasks**
* Coordinated **deployment/release activities** for seamless integration of multiple applications
* Prepared **lessons learnt recommendations** report in order to identify successful and unsuccessful project elements and **reengineered internal processes** to incorporate best practices

**Environment:** Agile Scrum, MS Project 2013/2010, MS Office 2010, HP PPM V9.1, Rally, JIRA V5.2, Team Foundation Server 2013, HP ALM V11.5, Oracle11g, Java, Eclipse, IIS, SVN, Toad

**Client: Citibank, Warren, New Jersey Aug 2013 – June 2015**

**Role: Business Systems Analyst / Scrum Master**

**Project: Student Loan Disbursement Automation**: The objective of this project was to streamline and automate the risk assessment and disbursement of student loans. The project completely reengineered the limited capabilities and manually intensive nature of the existing platform by redesigning business processes, realigning roles, and judiciously introducing robust automation at various stages resulting into a seamless and cost effective solution.

**Key Responsibilities:**

* Collaborated with Project Manager to identify project **activities** and develop project **schedule**
* **Designed** and **modeled requirements** to **automate** existing manual workflows and processes
* Facilitated **requirement elicitation** sessions to understand business, functional and system requirements
* Conducted **JAD sessions** to design **proof of concept** deliverable for business sponsors review and approval
* Conducted **GAP Analysis** and designed **AS-IS** and **TO-BE** processes to capture new process and specifications
* Used **MS Visio** to develop **Process Flow Diagrams** and **Work Flow Diagrams**
* Generated **wireframes** using **Axure** to get consensus and approval of sponsors and business owners on the look and feel of the application
* Acted as a **Scrum Master** to facilitate effort estimation using techniques like **Planning Poker**
* Worked with Scrum team and Product Owner to **prioritize** user stories using **MoSCoW Analysis**
* Facilitated **Sprint Planning Meeting, Daily Scrum Meeting,** and **Sprint Review Meeting**
* Developed **conceptual** and **logicalER diagrams** for the database and created **Data Mapping** and **Data Dictionary** for the data models
* **Validated data by creating and executing SQL queries (DML & DDL statements)**
* Conducted **Sprint Retrospective** and followed up on **action items** for continuous improvement
* Conducted product **backlog refinement** meeting to split epics into user stories using **Fibonacci series** and **T-shirt sizing**
* Facilitated usage of **HP-ALM** tool for **requirements management** and **defect management** by providing necessary expertise and training
* **Worked with technical team to implement Web Services and** transcribe **XML** documents using **XMLSpy** for the **WSLA** (Web Service Level Agreement)
* **Worked with technical team to develop UI interface with AJAX, JavaScript, AngularJS and JQuery**
* **Collaborated with QA team for performing server side and client side validations**
* Well versed with different user interfaces of **Informatica** like **PowerCenter, Designer, Workflow Monitor** and **Workflow Manager**
* Prepared **Requirement Traceability Matrices** (RTM) using **HP ALM** to **track requirements**
* Proficient in using **Cognos V10.2** to generate report to analyze credit risk assessments of the students
* Developed good understanding of **data warehouse** and **OLAP** data used in generating the reports
* Participated in meetings with development and QA team to facilitate the **requirements understanding process, data collection, and data analysis**
* **Assisted QA team** in developing test plans and executing test cases during **regression testing**
* **Coordinated** and **prioritized** outstanding defects and change requests
* Conducted **User Acceptance Testing** (UAT) and developed **test plan, test conditions,** and **test cases** to be used in testing based on business requirements /use cases
* Reduced **communication gap** and **promoted collaboration** within the **scrum team** by organizing team building activities

**Environment:** Scrum , MS Project, MS Visio 2013/2010, HP ALM V11.2, Axure, Cognos V10.2, Oracle10g, Informatica, Web Services, XMLSpy, SQL Workbench, SOAP UI, **AJAX, JavaScript, Java, and JQuery**

**Client: e-Data Experts June 2011 – July 2013**

**Location: Mechanicsburg, Philadelphia**

**Role: Business Analyst**

**Project: Disclosures**: This software product was being developed for the geographic expansion of Credit Bureaus. The primary objective of this project was to implement a Credit Services system provided by a prime credit reporting agency. It helped the organization to acquire new customers for credit products, to predict and manage credit risk, and to reduce their exposure to bad debt and fraud. It provides a web based platform for reports which are provided to the credit bureau employees as well as bureau members to check the Negative Registrations on a consumer, any Judgments if present for him, and other data such as his property owned information, his telephone information etc.

**Key Responsibilities:**

* **business analysis activities** for delivery team including **change request management** and **cross-functional scope management**
* **Elicited requirements** by **interviewing** business users and **reviewing existing systems** documents for Autotrace and PDS module
* Worked with project manager to **organize project activities** and to communicate with other managers and stakeholders of the project
* Coordinated with project manager to streamline and resolve **limitations**, **risks**, **dependencies and assumptions** pertaining to the scope of the application
* Created **Functional Specification Document** (FSD) detailing in depth functional requirements
* Documented high level and detailed **Use cases** for new functionalities for Autotrace& PDS module
* Performed detailed **AS-IS state analysis** of existing systems and designed **TO-BE** processes to capture new processes and specifications
* Worked in tandem with technical teams in **future state implementation** and led all BA tasks from **proof of concept** design to **end users’ hands-on sessions**
* **Created UML diagrams like Activity and Sequence diagrams**
* Developed **Data dictionary** and **conceptual relationship diagrams**
* Generated **wireframes** using **Mockup Screens for giving better understanding of the requirements to business users**
* Created **Requirement Traceability Matrices** to track requirement coverage
* Coordinated with QA team to analyze and **prioritize defects**; leveraged **HP Quality Center** to generate **defect reports**
* Worked on **client side validation using JavaScript** and experienced working on server side validation
* Assisted Project Manager in tracking project **velocity** using **VersionOne**
* Presented **meeting agendas** and **project status report** to the senior management
* Supported testing of **Web Services** using **SOAP UI**
* **Developed knowledge of technical skills like Java and JavaScript**
* Involved in **User Acceptance Testing(UAT)** for successful implementation of requirements and generation of reports

**Environment:** Waterfall, MS Visio 2010, HP Quality Center V8, Oracle10g, Apache Tomcat, VersionOne, Git,Java, Eclipse, SOAP UI, Selenium, Toad, Mockup Screens