**

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Project Manager / Scrum Master / Sr. Business Analyst

SUMMARY

* A decisive, result-oriented professional with **over 9 yearsof experience**in the IT industry as a Project Manager, Sr. Business Analyst and Scrum Master in varied domains.
* Extensive experience in Requirement gathering, Analysis, Planning, Development, Testing and Project Management for highly visible service oriented customer focused IT projects.
* Highly motivated and organized professional, with hard work and dedication to achieve set targets and meet consumer and stakeholder demands.Proven skills in the use of project management tools, methodologies and techniques.Experience in different SDLC methodologies like Waterfall, Agile-Scrum and V-model.
* Exhibited proficiency in various elicitation techniques like conducting **Interviews, As-Is and To-Be analysis,** and **Job shadowing.** Facilitated meetings like **JAD sessions, Focus groups** and **Requirements workshops.**Excellent technical writing, communicating and interpersonal skills. Involved in projects with various team structures and sizes.
* Demonstrated documentation and analytic acumen by authoring artifacts like **Software Requirement Specifications (SRS), Business Requirements Document (BRD), Business Process Reengineering (BPR), Impact Assessment, Cost-Benefit Analysis,** and **SWOT Analysis.**
* Highly skilled in application development through Scrum methodology. Proven track record of performance as a Scrum Master and as an Agile Project Manager. Participated in organization wide forum to disseminate Scrum adoption experience.
* Oversaw the Scrum ceremonies and facilitated the process of estimation of user stories by techniques like **Planning Poker** and prioritization techniques like **MoSCoW**and **Relative Weighting**.
* Skillful in team management, conflict resolution, scheduling, mentoring and problem solving.
* Proactively participated in the testing phase, involved in creation of **Test Plans** and **Test Cases**. Took part and supervised **Black box Testing, System and Integration Testing, Regression Testing** and **User Acceptance Testing**.
* Years of experience and understanding in **Data Mapping, Data Modelling, UML Modelling**andcreating **ER diagrams**. Knowledge in implementing a Data Warehouse from the planning phase to implementation.
* Involved in the **Extraction, Transformation and Loading** (ETL) activities and worked with Data Marts and ODS to generate user-needed reports.
* Deep knowledge in Pharmacy Benefit Management (PBM) adjudication engine RxCLAIM.
* Having the know-how of web technologies like **SOA Framework, Ajax, SOAP, Web services, WSDL, REST, MVC** and**three tier architecture.**
* Proven ability to utilize necessary tools for Project management and Progress tracking. Experience in using various tools for activity specific phases to enhance collaboration and cognizance.
* Experience in **capacity planning, estimating, scheduling, risk planning, team leadership, interfacing with executive management, issue resolution, scope and defect tracking, prioritization, handling team dynamics, performing staff appraisals, interviewing,** and **hiring**
* Managed Executive level communications, updated product dashboards, reports and newsletters on the project progress and had periodic status updates with the Senior Management to keep them informed.
* Coordinated and facilitated mentoring and knowledge sharing sessions and the use of Knowledge banks to encourage code re-use.

SKILLS

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| Requirement and Modelling Tools | JIRA + Greenhopper, Rally, TFS, HP QC v10.0, MS Visio, Mockup Screens, Wireframes, Axure RP Pro 6.5, Rational Rose |
| SDLC Methodologies | Waterfall, Agile – Scrum, V Model |
| Project Management and Business Skills | Impact Analysis, Change Management, SWOT Analysis, JAD Sessions, Project Planning, Project Scheduling, Cost and Time estimation, Quality Assurance and Project Budgeting |
| Project Management Tools | MS SharePoint 2007, 2010, MS Project |
| Databases | MS SQL Server 2005, 2008 R2, 2012, MS Access, Oracle 11g |
| Testing Tools | HP QC v10.0, Load Runner, Fiddler, Selenium |
| ETL and Reporting Tools | Informatica, SQL Server Data Tools – Business Intelligence, SSRS, SSIS and SSAS, IBM Data Stage, Tableau Desktop, IBM Cognos, Spotfire, MS Office Suite |
| Languages and Web Technologies | HTML, XML, SQL, CSS, JavaScript, C#, Java, jQuery, Web services, SOAP, WSDL, REST |

PROFESSIONAL EXPERIENCE

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| Microsoft Corporation, Bellevue, WA | Oct 2014 – Present |

**Description:**To incorporate real-time supply chain visibility by leveraging the cloud services and to re-engineer the business process for a food service delivery client. The aim of the project was to make it more intelligent and efficient by adding Internet of Things (IoT) connected mobile devices as part of the delivery mechanism to ensure customer satisfaction by providing differentiated service through quality delivery. The new system required automated data synchronization from the readings recorded from the IoT devices in the delivery trucks to the on-premise servers through Microsoft Azure cloud services

* **Role:** Business/Agile Project Manager

**Responsibilities:**

* Managed resources across three Scrum teams, with each team consisting of 6 cross functional roles. Acted as a Scrum Master for one of the teams.
* Worked closely with the Business stakeholders and Product Owner for work prioritization and defining the short term and long term roadmap for the team.
* Had constant consultation sessions with the Senior Business Leaders and Stakeholders to align needs on Program Requirements and High Level Business Needs.
* Created **Product Data Sheet** (PDS) to capture the project timelines and budget information after conducting **Release Planning Meeting.**
* Facilitated and organized Azure programming education and training sessions to make the team comfortable in adapting the best practices.
* Assisted the Product Owner in aligning the business needs and prioritizing the Product Backlog by using **Relative Weighting.**
* Advised the Scrum Masters and encouraged the use of Scrum Best Practices and Estimation techniques like **Planning Poker.**
* Educated Scrum Masters in using **Information Radiators** along with the standard Scrum tools like Rally and Team Foundation Server (TFS).
* Coordinated with the Scrum Masters to effectively minimize the adverse effects of impediments and handled **cross team dependencies** effectively.
* Facilitated Sprint Review Meetings to effectively capture the changes requested by the stakeholders and communicated with them about their implementation.
* Proactively planned staffing and made dynamic adjustments to ensure project success.
* Coached the team on
* Worked with Agile Coaches, Scrum Masters and Project Managers of different teams with various levels of maturity to influence cultural change throughout the organization to adopt Scrum and its best practices. The forum also provided an opportunity to express challenges, opportunities and constraints.

**Environment and Tools:**Scrum, Rally, MS Project, MS SharePoint 2013, MS Team Foundation Server 2013, IoT temperature sensors, MS Azure Suite.

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| State of Wisconsin, Department of Education, Madison, WI | Aug 2013 – Aug 2014 |

**Description:**To add a module – ‘HS Completion and Post-grad plans’ to the Wisconsin Information System for Education Data Dashboard (WISEdash) portal. The new module reported high school completion rates by adjusting cohort rates. The requirement was to collate data about all the students from all the districts in Wisconsin from 2007 and to present detailed reports to the client with options provided to choose different categories. The newly designed module had to be integrated into the WISEdash portal

* **Role:** Project Manager

**Responsibilities:**

* Interacted with various stakeholders and LOB users to identify data resources to collate necessary details about data inputs to the envisioned system.
* Performed**SWOT Analysis, Cost Benefit analysis** and **Feasibility Study analysis** and authored artifacts for the same.
* Created **Business Requirement Document** (BRD).Prepared **Work Breakdown Structure** (WBS), **Risk Management Worksheet, Project Communication Plan** and **Change Management Plan.**
* Conducted BRD review sessions with stakeholders to get sign-offs.
* Used HP Quality Center to manage requirements and allot work to the development team according to the WBS.
* Created detailed **Use Case Document, Sequence Diagrams**. Created **Entity Relationship Model** and **Conceptual Data Models**. Elicited the required options for on screen report viewing.
* Created Data Map to integrate the data about HS Completion and Post-grad plans to the existing Teradata Database
* Communicated with the offshore Quality team to ensure collaboration was established with the development team during the testing phase.
* Participated in creating **Test Plans, Test scenarios** and **Test Cases**. Used HP QC throughout the project to log and address defects.
* Participated in **Smoke testing, Black Box testing** and **User Acceptance Testing** (UAT).
* Created Post completion surveys and documented the findings, which were the used to prepare a Post Implementation report.

**Environment and Tools:** Waterfall, JAVA, Informatica Power Center, Oracle 11g, HP QC, HP Load Runner, MS Office Suite

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| CVS Caremark, Richardson, Texas | Jan 2013 – June 2013 |

**Description:** CVS Caremark Pharmacy Services is offers Pharmacy Benefit Management (PBM), mail order and specialty pharmacy. CVS Caremark’s PBM division is one of the top PBM in the country and serves multiple major insurance companies in USA. Caremark process pharmacy claims using a complex set of rules. CVS Caremark also maintains setups to meet Medicare and Medicaid (state specific) rules to ensure all their clients meet the compliance standards.

* **Role:**Project Manager / Sr. Business Analyst

**Responsibilities:**

* Conducted **As-Is** and **To-Be** analysis and did a detailed analysis on the type of inputs being received by the legacy system. Also conducted analysis on the additional reports that needed to be handled in the new system.
* During my long tenure with CVS Caremark, I gained expertise on different RxCLAIM areas like Member Eligibility, Pharmacy Pricing, Client Pricing, Patient Pricing, Plan Setup, Utilization Management (UM), Drug Utilization Review (DUR), and Medispan Load.
* Worked closely on PBM requirements that were dependent on Benefits for the Claims. Also created flows and use case description.
* Managed Tier-2 support for newly-released MARS data warehouse. MARS (Management Analysis and Reporting System) is a clinical study planning data warehouse that reports demand and supply performance and supports the Budget, Scheduling and Planning.
* Assisted the Data Architect and the Technical Architect in performing **Data Profiling** and **Data Mapping** for the new requirements.
* Compiled and authored **Business Requirements Document** (BRD) and **Functions Specification Document** (FSD). Also created **Use Case Document** and **Use Case Diagrams** using IBM Rational Rose.
* Defined and Document Data access protocols to handle sensitive information.
* Involved in **Data Extraction, Transforming** and **Loading** (ETL) from the source reports to CashdB (Warehouse) using Informatica Power Center.
* Managed the planning / test process for Medicare Part D Pharmacy Claims (PBM) & code sets
* Assisted the Data Analyst and Data Architect in Data Mining activities from the data stored in CashdB.
* Conducted in person interviews with Business Users and Management to understand the requirements for reports and their expectations from the re-designed User Interface (UI).
* Conducted **JAD sessions** with the ‘Middle Office’ technical team, which were the downstream data consumers, on their expectation of reports and created a consolidated artifact with all the required reports.
* Assisted the development team to configure **AutoSys** based on the rules and requirements of the reports to be generated and files to be loaded to a FTP Server.
* Worked on receiving Encounter files from their PBM (Pharmacy Benefit Manager), verifying the data content by transactional analysis.
* Assisted in Clinical Data Management and Clinical Trials Management.
* Created **Wireframe** and **Mockups** for the re-designed web UI and report facing interfaces using MS Visio and Axure RP Pro 6.5.
* Used HP QC to track and manage requirements. **Defect tracking** and logging defects for the failed test cases was also done through HP QC.
* Involved in testing CashdB data integrity after every added report by assisting in **System Integration Test** (SIT) and **User Acceptance Test** (UAT) in the Contingency Server (Dark Prod).

**Environment and Tools:**Waterfall, ASP.Net, HP QC, Axure RP Pro 6.5, MS Visio, Informatica Power Center, IBM Rational Rose, AutoSys, MS SharePoint 2013, MS Project, MS Office Suite.

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| HSN.com, St. Petersburg, FL | Nov 2011 – Dec 2012 |

**Description:**HSN is an online shopping website which had a Wireless Application Protocol (WAP), through which the shopping experience was extended to Smart phones, Tablets and also Google TV. Using the interface, customers can browse the online catalog, place orders, verify, manage or cancel orders. The existing WAP had to be re-modeled to enhance customer experience by incorporating comprehensive design changes

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

**Responsibilities:**

* Conducted **document analysis, SWOT analysis**and**JAD sessions** with various stakeholders to perform GAP analysis.
* Assisted the Product Owner to create the Product Backlog by creating User Stories. Also participated in **prioritizing the User Stories** based on Business Value.
* Created UI mockups and wireframes using MS Visio, Adobe Photoshop and Illustrator. Conducted **interviews, surveys andquestionnaires** to collect feedback about the existing system to come up with the changes.
* Implemented Unified Modelling Language (UML) to prepare **Use Case Diagrams, Sequence Diagrams** and **Activity Diagrams** to help the Scrum team to easily implement the functionalities.
* Assisted the Scrum team in creating SOAP based Web services and Application Programming Interfaces (API) to interface the application with the existing web based system.
* Conducted and facilitated all the Scrum Ceremonies like Daily Standup, Grooming, Planning, Review and Retrospective meetings. Continually strived to improve the efficiency of the team by removing the impediments.
* Maintained an **Impediment Log** and encouraged the team to take up tasks which they felt could be addressed.
* Introduced **Test Driven Development** (TDD) for a sprint as the team were welcome to experiment and improve team collaboration. After observing the benefits, it was employed for the reminder of the project.
* Participated in client and server side validations using **JavaScript.**
* Maintained Information Radiators and **Big Visible Charts** (BVC) like **Sprint Burndown charts** and **Product Burndown chart** to maintain progress transparency.
* Documented the progress in every sprint and came up with **PSPI** release documents after the Product Owner declared the requirements as ‘done’. A consolidated release document was created at the end of deployment.

**Environment and Tools:** Scrum, JIRA + Green hopper, SQL Server 2008 R2, MS Project, MS Visio, Adobe Photoshop and Illustrator, XML, SOAP, Web services, HTML, JavaScript, MS Office Suite

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| Infosys Technologies (Client: UBS), Bangalore, India | Jan 2010 – Sept 2011 |

**Description:**The Windows XP to Windows 7 Operating System migration project involved Application repackaging, remediation and deployment of applications. The Bank’s strategy was to migrate from Windows XP to Windows 7 and during this course, around 14000 end points, existing applications and scripts had to be tested, remediated and repackaged before migration.

* **Role:**Project Lead / Sr. Business Analyst

**Responsibilities:**

* Performed extensive requirement gathering and documented the findings from 7 different geographically located branches.
* Represented requirements in various UML diagrams like **Sequence and Activity Diagrams.**
* Worked with the PMO to draft a Project Plan and collaborated with the Project Manager to come up with a **Work Breakdown Structure** (WBS).
* Documented the requirements through Stakeholder Interviews and Requirements Workshop. Created artifacts like **High Level Design Document** (HLD) and **Detailed Design Specification** (DDS).
* Served as the primary **Point of Contact** (PoC) for the onsite team and coordinated with the team to enhance collaboration.
* Involved in creating **Standard Operating Procedure** (SOP), **Process Checklists and Workflows**. The checklist helped in reducing the amount of re-work by 15%.
* Worked with the development team to create a Repackaging Tracker to keep track of the status of the applications at any point of time. The system was developed using MS SQL Server 2008.
* Generated reports and conducted weekly status meetings to keep the PMO updated with the progress of the deliverables.
* Involved in **Quality Assurance testing** and **Black box testing** to meet the standards set by the client.
* Facilitated the user with **User Acceptance Testing** (UAT) and **Pilot testing**. Communicated with the stakeholders and end users to interpret the errors faced in UAT and communicated accordingly.
* Worked with the users during **Pilot** and obtained **Sign-off** after regressions.
* Worked with the technical team to prepare a detailed **Root Cause Analysis** (RCA) and incorporated changes in the process to improve turnaround time.
* Mentored offshore teams located in 3 development centers about the standards and process flow to keep the outcome uniform across teams.
* Created extensive Knowledge artifacts after project closure and created Lessons Learnt document for future OS migration projects.

**Environment and Tools:**Waterfall, WISE Packaging Studio, FlexeraAdmin Studio, VB Script, WISE Script, Windows XP, Windows 7, MS SQL Server 2008 R2, MS Office Suite, MS Visio

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| Infosys Technologies (Client: Firmenich), Bangalore, India | March 2008 – Dec 2009 |

**Description:**Firmenich is a Switzerland based perfumery company. The project was to build a Document management intranet system which provided a one stop solution to the employees to search and find the required documents. The legacy system used, Jahia CMS which was fragmented and was unable to meet the needs of the organization. The project also wanted to integrate the document management system to the organization’s primary intranet website for information dissemination, which was built on MOSS 2007.

* **Role:** SharePoint Developer / Business Analyst

**Responsibilities:**

* Participated in all the phases of the SDLC.
* Created **Feasibility Analysis Report** and Migration plans with Technical Architect and created **UML Class diagrams** using MS Visio.
* Worked on creating backups to the live databases to have a smooth transition during migration.
* Created Site Collection, Content types and Content Database specific for different modules.
* Developed various **Out of the Box** (OOTB) web parts including Data View Web part, List View Web part and Custom Web part to embed onto web pages.
* Worked to setup MOSS environment to use multiple authentication model to include authentication through ADFS.
* Utilized InfoPath 2007 form services to allow users to fill the information and attach the work flow with Document list.
* Created and configured content review/approval for all content types.
* Customized **Master Pages, Page layouts** and **custom navigation menus** to follow uniform branding of the company.
* Handled user/group accounts in ADFS and granted permissions accordingly.

**Environment and Tools:**Waterfall, .Net Framework 3.0, MOSS 2007, SharePoint Designer 2007, InfoPath 2007, Visual Studio 2008, SQL Server 2008.

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| Infosys Technologies (Client: Apollo Computing Laboratories), Bangalore, India | June 2006 – Feb 2008 |

**Description:**Apollo Information Systems is a user-friendly windows based client server application to handle efficient storage of Electrical, Electronic and Mechanical components. The various modules implemented, provided a one window view of the present stock of any item and its location of storage across stock-depots.

* **Role:** .Net Developer

**Responsibilities:**

* Involved in Requirement Gathering, Design, Development and Testing of the different modules.
* Designed and developed **Class Diagrams** using UML methodology.
* Used ASP.Net for the front end and C# in the Data Access Layer to write validation objects.
* Used JavaScript to perform client side validations.
* Designed and developed database. Created **Stored Procedures** and **Triggers** using SQL Server 2005.
* Used ADO.net objects like Data Reader, Data Adapter and Data Set for accessing data from the Database.
* Performed unit testing and documented the results. Involved in the maintenance phase for error identification and bug fixing.

**Environment and Tools:**Waterfall, .Net Framework 3.0, ASP.Net 2.0, ADO.Net, C#, JavaScript, HTML, SQL Server 2005, Windows XP, Visual Studio 2005.

EDUCATION

DayanandaSagar College of Engineering

Bachelor of Engineering, Electronics and Communication

CERTIFICATION

Scrum Master Accredited Certification

International Scrum Institute