**PARUL NODHA**

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Number: (309) 808-0890

**PROJECT MANAGER/ CERTIFIED SCRUM MASTER**

**Profile summary:**

* **Accomplished professional** with over **9 years of experience**in project management and implementation of transformational engagements for top tier technology firms in **Insurance,Finance & Telecom** sectors, serving in various roles as **Project Manager, AGILE Project Manager, Agile Coach, Certified Scrum Master, Business Analyst,** and **Quality Analyst**
* 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 conductingRequirement 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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| ***TECHNICAL SKILLS*** |

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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 |

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| ***PROFESSIONAL EXPERIENCE*** |

**Client: State Farm Insurance May 14 – Present**

**Location: Bloomington, Illinois**

**Role: Project Manager**

**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 managementstrategies** 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 July 13 – March 14**

**Location: Montgomery, Alabama**

**Role: Agile Project Manager/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 ofvarious 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 enablesupdating/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 **MoSCoWAnalysis**
* 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**
* Incorporatednew processes like **Test-Driven Development (TDD)**to improve quality ofcode
* Managed **Technical debt list** and ensuredthat 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 Aug 11 – June 13**

**Location: Warren, New Jersey**

**Role: Senior 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** anddesigned**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 estimationusingtechniques like **Planning Poker**
* Worked with Scrum team and Product Owner to **prioritize** user stories using **MoSCoWAnalysis**
* 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 implementWeb Servicesand** transcribe **XML** documents using **XMLSpy** for the **WSLA** (Web Service Level Agreement)
* **Worked with technical team to develop UI interface with AJAX, JavaScript,AngularJS andJQuery**
* **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 Nov 10 – July 11**

**Location: Mechanicsburg, Philadelphia**

**Role: Sr. 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:**

* Led **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 andSequencediagrams**
* Developed **Data dictionary** and **conceptual relationship diagrams**
* Generated **wireframes** using **Mockup Screensfor 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** andexperienced 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 likeJava 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

**Client: Tech Mahindra March 10 – Oct 10**

**Location: Pune, India**

**Role: Test Lead/ Business Analyst**

**Project: Unified Data Warehouse (UDW):** The primary objective of the UDW implementation was to consolidate the functionality of the existing data marts into a centralized data warehouse. Information from various source systems was to be integrated and consolidated in the CDW, which was then used by business user groups to generate various analytical processing reports.

**Key Responsibilities:**

* **Led testing team** throughout SDLC; managed **end to end test cycles**, coordinated with client and development team and to ensure **timeliness**&**quality of deliverables**
* Contributed substantially to **requirements gathering** and upfront **review**, resulting in vital reduction in requirements churn and requirements related defects in later phases
* Involved in performing detailed **AS-IS state analysis** of legacy systems including **data flow mapping** between various interfacing applications
* Contributed substantially to development of **test plan, test cases,** and **peer reviews**
* Performed **test execution** and collaborated with interfacing application for test data generation
* Leveraged **HP Quality Center** for **defect tracking**
* Created **Requirement Traceability Matrix** to map requirements with test cases
* **Recorded** and **tracked defects** uncovered during the execution of tests accurately and in timely manner, debugging to find root cause, validation of the resolved ones and closing them
* Built **SQL queries** to retrieve data from **data warehouse** to verify the integrity of data and identified dimensions and fact tables for the schema as outlined in the requirements
* Led**User Acceptance Testing** (UAT) activities and supported in resolution of post-production issue

**Environment:** Waterfall, MS Visio 2010, HP Quality Center V8, Informatica V9, SAP, MySQL, Oracle CRM, Business Object

**Client: IBM Feb 08 - Jan10**

**Location: Pune, India**

**Role: Sr. Quality Analyst**

**Project: Customer Decision Making:** This project was implemented as part of strategic focus on customer relationship management. It offered an end-to-end process for development, deployment, and monitoring of decision logic for the purpose of optimizing each and every customer contact. It worked by combining predictive models, rules and strategies into decision logic. The objective was to treat the customer in multiple dimensions, balancing customer interests and corporate objectives to deliver significantly increased customer satisfaction and Average Revenue per unit (ARPU).

**Key Responsibilities**

* Contributed substantially to **verification** of system requirements and specification
* Worked closely with senior business analyst/clients to develop **process flow**
* Responsible for test case writing, test case execution, peer reviewing and bug report creation using **Clear quest** and tracking till its closure
* Responsible for **System testing**, **Integration testing**, **Regression testing**, **and support for User Acceptance Testing** for MD, DM, and RA modules
* **Automatedregression** testing of RA module using **Rational Functional Tester** thereby **reducing** the testing effort by **30%**
* Designed the test plan for **performance testing** of RA module using **Rational Performance Tester**, which helped the development team to identify and resolve major configuration issues in app server
* Tested and verified the **Business Reports** generated through the **Business Objects**
* Analyzed**test reports** and reported the results to senior management
* Ensured all applications were tested for functionality and were adequately controlled in production
* Supported **User Acceptance Testing** (UAT) efforts, and opened/closed defects using **ClearQuest**
* Mentored and developed training materials to help new joiners

**Environment:** Waterfall, Rational ClearQuest, Rational Performance Tester, Rational Functional Tester, Business Objects, Oracle 10g, Java, JavaScript, PegaSystem Tools – Recommendation Advisor, Marketing Director, Decision Management, Toad

**Client: IBM Oct 07 - Jan 08**

**Location: Bangalore, India**

**Role: Sr. Quality Analyst**

**Project: Service Provisioning System:** This project was undertaken for Service Provisioning of a leading mobile service provider. It was responsible for provisioning features for all Voice and Enhanced services. It also offered service activation and network infrastructure provisioning for VoIP networks.

**Key Responsibilities**:

* Involved in **verification** of system requirements and specification
* Responsible for preparing **test scenario**, **test cases,** andconducting **peer review**
* Responsible for**test data creation** and**test case execution**
* Used **Rational ClearQuest** for bug reporting and tracking
* Played a key role in performing**System Testing, Regression Testing,** and **Integration Testing**
* Analyzed the **test results** and reported the results to the senior management
* Initiated and **developed training material** for knowledge transfer

**Environment:** Waterfall, MS Office 2010, RationalClearQuest, Rational ClearCase, Unix, Java, Eclipse, Quick Test Professional, Oracle CRM, Rational Functional Tester

**Client: IBM Aug 06 - Sept 07**

**Location: Bangalore, India**

**Role: Quality Analyst**

**Project: Order Management System:** This project was undertaken to provide an integrated platform for all processes at service provider for order entry for Broadband & Fixed Line. This system would be available to all the CSR’s for the Order Entry and Customer Service management.

**Key Responsibilities**:

* Involved in **verification** of system requirements and specification
* Involved in **test case writing** and **test case execution**
* Performed **backend testing** in **Unix** Environment
* Responsible for creating **test data** using **XML**
* **Automated** the **regression testing** of UI using **Rational Functional Tester**
* Conducted **peer reviews** for test cases
* Responsible for **bug report** creation using Excel and tracking till its closure
* Created **Requirement Traceability Matrix** to track requirement coverage
* Involved in **System Testing, Regression Testing,** and **Integration Testing**

**Environment:** Waterfall, MS Office 2010, Rational ClearQuest, Rational ClearCase, Unix, Java, Eclipse, Quick Test Professional, Oracle CRM

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| ***EDUCATION*** |

**B.E. Computer Science, Mody Institute of Technology & Science, Rajasthan, India**