**Santhi A close up of a light

Description generated with high confidence  
Sr.Scrum Master**

**Professional Summary:**

Innovative and competent business professional with experience and a strong background in Insurance, Healthcare IT, Biotechnology and Bioinformatics. Consistently demonstrated the ability to acquire a diverse range of new skills and techniques, with strengths in analysis, presentation and project implementation. Efficient in product delivery on schedule dates while reducing operating costs. Invasive analytical experience which includes data gathering, data testing, and simplifying data for user friendly approaches.

* About 8 years of experience in healthcare and insurance domain with strong knowledge of **Software Development Life Cycle SDLC** methodologies such as**waterfall, Agile(Scrum), Hybrid(Water-Scrum-Fall),** Rational Unified Process (RUP**), Extreme Programming, SAFE-Scaled Agile Framework, and Kanban.**
* Experienced in **Property and Causality Insurance (Auto, Home, Umbrella, Commercial lines, Personal and Business, Health**), Health Care domains.
* **Certified Scrum Master** and facilitated Scrum ceremonies like **Sprint Planning, Daily Stand-ups, Sprint Reviews, Sprint Retrospective and Backlog Refinement.**
* **Lean Six Sigma white belt and Project Management Essentials Certified.**
* Proponent of adopting **Test Driven development (TDD)**, **Accept Test Driven Development (ATDD),Continuous Integration, Pair programming, refactoring, Automated Testing**.
* Excellent understanding of software development life cycle models as well as proficient knowledge of both Agile and traditional project management principles and practices.
* Collaborated with project stakeholders to negotiate scope boundaries, approaches to mitigate risk, priorities of specification elements, and adjustments as indicated to alleviate conflicting requirements.
* Assisted project manager and product owner to track and improve efficiency and Team Velocity **using Sprint Burn-Down Chart and Product Burn-Down Chart, Work Breakdown Structure, Milestones List**.
* Prepared **Release Planning** for different quarters of the project considering **Feature-Driven or Date-DrivenRelease Planning** and to give expectation charts to stakeholders in fixed date or fixed scope delivery of product.
* Performed **Velocity-Driven and Capacity-Driven sprint planning** meetings for the scrum development team and assisted in **estimating the user stories** to track the historical and empirical velocity of the team.
* Worked closely with RTE and possess excellent management skills to manage multi-function project teams including development, Business Analysts, Quality Assurance and Support teams.
* Used **Horizontal and vertical Slicing techniques** to split the vague requirements to satisfy **(INVEST)** Criteria.
* Efficient in performing prioritizing techniques like **Moscow, KANO, Technical Risk and Business Value Based**.
* Experience in Using **Estimation techniques** like **Planning Poker, T-shirt sizing and Relative mass evaluation**.
* Used different **Retrospective Techniques** according the teams **Silent Writing, Mad Sad Glad, Sail Boat and Safety Check** to inspect the Sprint procedure and adapt to the procedure that would increase the productivity.
* Conducted **Sprint Review Meetings** to validate the **PSPI** meets the **Acceptance Criteria** and **Definition of Done** as predetermined by users in the respective requirements (User stories).
* Experience on **Guidewire software suite (Policy center, Billing center and Claims Center).**
* Experienced in creating different types reports like graphs, pie charts, dashboard etc. based on requirement using different tools like **Tableau, Power BI, Crystal Reports, SSRS(SQL server reporting services)**.
* Adept at using tools like **Rally, Jira and MS Office Suite which includes MS Project, MS Word, MS Excel, MS PowerPoint, MS Outlook** for project management, documentation and communication.
* A self-starter with a positive attitude, willingness to learn new concepts and acceptance of challenges.
* Diverse expertise in analytical, conflict resolution and problem-solving skills. Effective in **executing multiple tasks** and assignments ahead of schedule.Quick learner with excellent communication and interpersonal skills with the ability to communicate effectively with business stakeholders as well as the technical team.

**Technical skills:**

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| --- | --- |
| Methodologies | Waterfall, Agile(Scrum), Hybrid, SAFe, SCRUMBAN, RUP. |
| Business modeling tools | MS Visio, Balsamiq, Lucid Chart, Mock UP screens, Rational Rose. |
| Languages | XML, JSON, HTML, CSS, SQL. |
| Project Management tools | SharePoint, MS Project, HP ALM, Rally, JIRA, Confluence, MS Office. |
| Defect tracking | Rational Clear Quest, JIRA, HP ALM. |
| Testing tools | Load Runner, HP Win Runner, HP QTP, HP Quality Center. |
| Reporting tools | Tableau, Crystal Reports, Power BI, SSRS. |
| API documenting & Testing | Postman, Swagger. |
| Data warehouse tools | Informatica Power center, SSIS, SSAS. |
| Databases & tools | MS Access, SQL server, Oracle, IBM DB2, TOAD. |
| Operating systems | Windows 7,8,10 and Mac. |

**Professional Experience:**

**Sr. Scrum Master**

**Mercury Insurance, Brea, California. Feb 2017- Present**

The main goal of the project was to build an Internet based application by using the Guidewire Policy Center and Billing Center which are product platforms provided by Guidewire Software Inc. The application would let customers submit information regarding the policy and pay the premium online for **their Property and Casualty insurance products like Car, Home Condo, Renters etc.**

**Responsibilities:**

* Interacted with Business Analysts, Product Owner, Development team and other stakeholders to define the scope and set the expectations.
* Coached multiple teams on **SAFe program activities**, events, various roles and responsibilities.
* Participated in the **SAFe PI Planning** and **managed dependencies** with other teams.
* Attended and actively participated in **Scrum of Scrum meetings**.
* Facilitated and time-boxed **Scrum ceremonies such as Sprint planning, daily scrum, Sprint review, Sprint retrospective and backlog refinement meeting.**
* Educated and reinforced both **offshore and onshore teams in Agile and Scrum methodology**. Facilitated cross-team coordination and collaboration.
* Led **daily scrums and scrum of scrums** to communicate current day's goals, previous day's achievements, and any impediments or concerns in an Agile Scrum environment.
* Helped **the team in self-management** by assisting them in creating artifacts **like team task board, Sprint Burn-down charts, Impediments list** etc.
* Ensured cross-functional coordination between product owners, analysts, developers and QA occurred early and often, and **removed barriers and blockers for the team**.
* Helped the product owner in writing user-stories that meet the **INVEST** criteria and in prioritizing the product backlog using **MOSCOW** technique.
* Calculated and updated team velocity and capacity in the version one tool.
* Improved team velocity by incorporating **capacity planning** into sprint planning sessions.
* Ensured that **the user stories in the backlog are prioritized and estimated**, which **includes scheduling and facilitating the planning poker sessions.**
* Worked on decomposing **EPICs** into smaller user stories for effective utilization by considering and identifying **SMART** tasks with the help of the team.
* Helped the team understand **SMART** tasks and helped them in task breakdown for user-stories in sprints.
* Maintained product backlog, sprint backlog, Task boards, impediment boards in the version one tool.
* **Facilitated and time-boxed the daily stand up meeting** with both off-shore and on-shore resources.
* Conducted **Physical and Virtual Retrospective meetings** using techniques like **silent writing, happiness histogram** etc. every sprint to improve the upcoming sprints and also team's productivity.
* Monitored the development progress throughout each sprint to ensure project was within scope and budget.Provided all the required support to the team using a **servant leadership style** whenever possible by **escalating and resolve impediments to the team's progress.**
* Reported sprints progress through metrics **like Burndown, Burnup**, and **velocity** to the upper management and the team and **maintain dashboards.**
* Tracked **stories using JIRA** software and maintained the entire project related **documents and decisions in Confluence.**

**Environment:** SAFe, Microsoft Office Suite, Microsoft Visio, Windows, SQL, Version One, SharePoint, Tableau, REST Web services, JSON, Lucid Chart, Balsamiq, HP Quality Center.

**Scrum Master**

**Germania Insurance, Graham, TX July 2015 – Feb 2017**

Organization is a leading insurance firm providing wide range of **Property and Casualty insurance products and services** that include **auto, home and life insurance**. Involved in development of **claim management data warehouse** to assist claim professionals to analyses and administer the claims in an efficient manner. The operational data came from multiple sources and was then loaded into claim management data warehouse.

**Responsibilities**:

* As a Scrum Master, lead my team of developers on Agile / Scrum framework and deployed scrum practices. I worked very closely with the **product owner and helped him in building and prioritizing product backlog items**.
* Ensured team was on track for each **bi-weekly delivery and ensured deliveries met the criteria of "Done".**
* Facilitated the team **in removing impediments**, which enhanced the ability of the team to **deliver the sprint goals.**Was the enforcer of the **rules of scrum, chaired key meetings,** and challenged the team to improve its process.Document **team hours and commitments prior to sprint executions**.
* Participated and **conducted Product backlog prioritization, refinement and sizing using sprint planning, daily scrum, sprint review and retrospective, definition of "Done**", **determining velocity, Burn-down chart, TDD, refactoring, release plan.**
* **Guiding Scrum team in performing Prioritizing Techniques, Slicing Techniques and Estimation Techniques on User Stories to broken down from larger EPICS using INVEST Criteria and SMART Criteria for Tasks**
* Worked with **product management and QA to clarify requirements into plannable units of work.**
* **Promoted continuous improvement** and help teams increase productivity and foster innovation.
* Consulted with other application teams on applying scrum and using **Jira and Confluenc**e effectively.
* Provided support for customers and solutions team.Ensuring Scrum teams follow JIRA workflows and processes in order to complete stories committed.
* Attending various management levels meeting such as **Scrum of Scrums** to provide the status of the scrum team. Tracked and communicate team velocity and sprint/release progress.
* Utilized various retrospective techniques during **Sprint retrospective meetings** like **Silent Writing, Happiness Histogram, Sail Boat and Dot Voting** to monitor the development team’s issues and resolving them.
* Knowledge **on Project management background - ability to manage timelines, people, cost, and risks for projects in Web development/SOA**. Knowledge and hands on experience on agile tools like **Jira**.

**Environment**: Scrum, MS office suite, MS Visio, JIRA, MS PowerPoint, SQL, SQL Server, Oracle, HP Quality CenterTableau, SSIS (SQL server Integration services).

**Scrum Master**

**Emblem Health, New York City. Jan 2014 – June 2015**

The project was to develop a web-based claims management application to manage health insurance claims electronically and reduce errors while processing and keep a check on fraudulent claims.

**Responsibilities:**

* Organize and **facilitate Scrum ceremonies like planning, daily stand-up meetings, reviews, retrospectives and release planning.**
* Guiding the team and organization on how to use Agile/Scrum practices and values to help customers achieve higher ROI.
* **Coaching the team** to higher levels of maturity, at a pace that is sustainable and comfortable for the team and organization. Oversaw day-to- day tracking of **project issues, risk, dependencies and next steps**.
* **Removing impediments or guiding the team to remove impediments** by finding the right personnel to remove them. Tracking **team velocity and reducing technical debt**.
* **Building a trusting and safe environment** where problems can be raised without fear of blame, retribution, or being judged, with an emphasis of healing and problem solving.
* Motivate the team and create conducive environment.Promote courage and empowerment. Protect team from negative influences.Organize the planning/kick-off meeting and define the Strategy
* **Prepares the metrics dashboard** at the weekly/end of a phase or at the completion of Iteration.
* Work in an **Onsite-Offshore Model and managed teams** spread across different geographical locations (China, India and US).
* Work **with Coach and Scrum teams to achieve Agile certification for the teams**. Facilitating getting the work done without coercion, assigning, or dictating the work.
* **Facilitating discussion, decision making, and conflict resolution**. Guiding the team on how to get the most out of self-organization.Work with Change Management team and Create Service Now change request for the teams and coordinate releases.
* Assisting with **internal and external communication, improving transparency, and radiating information.**
* **Supporting and educating the Product Owner**, especially with respect **to refining and maintaining the product backlog**.
* Participated in the bi-weekly Production checkouts and releases along with the team and helped in UAT testing as required.
* Providing all support to the team using a servant leadership style whenever possible, and leading by example.Good skills and knowledge of servant leadership, facilitation, situational awareness, conflict resolution, continual improvement, empowerment, and increasing transparency.

**Environment:** Hybrid, MS word, MS Excel, MS Project, MS Visio, Balsamiq, MS SharePoint, JIRA, Windows, HP QC, Service Oriented Architecture(SOA), REST, XML, JSON, HTTP, ASP.Net, Java Script, SQL server 2014, Crystal reports.

**Business Process Analyst:**

**United Health group, Minneapolis, Minnesota. Nov 2012 – Dec 2013**

The goal of the project was to implement the regulatory changes from HIPAA 4010- 5010 which involved enhancements to the EDI transactions and ICD 9- ICD10 conversion.

**Responsibilities:**

* Assisted Project Manager in conducting the **GAP Analysis of the transition from HIPAA 4010 to 5010(EDI 835 and 837)** focusing on how current transactions and system was going to be affected by the new **compliances.**
* Elicited, documented and managed Business requirements for **HIPAA 5010 version 837, 834, 835, 270, 271, 276, 277** transactions through requirements gathering sessions with stakeholders.
* Created business process workflow diagrams using **Business Process Modeling Notation**(**BPMN**). Created Data Flow Diagrams, use cases and activity diagram using **MS Visio**.
* Assisted project manager on drafting **Project plan, Scope, Work breakdown structure(WBS).**
* Assisted Product owner in grooming the **Product Backlog**. Also assisted in drafting **user stories**.
* Developed **crosswalk** between **ICD-10 and ICD-9** to assist with transitioning to ICD-10 and identify the differences between the two versions.
* Conducted meetings to gather the **REST** **API Requirements** for both the **source and target system** using Swagger.Managed the project documentation using the **Confluence document management system**.
* Facilitated sessions with agency staff to identify the business flows and determined whether any current or proposed systems are impacted by the **EDI X12** Transaction Code Sets and Identifier aspects of HIPAA.
* Assisted project manager in developing **detailing the tasks and efforts required** to achieve HIPAA compliance.
* Co-ordinated work plans between project manager and stakeholders using **MS Project**.
* Support and consult product owner in developing, maintaining and **grooming product backlog**.
* Maintained **Requirement Traceability matrix** throughout the project using Microsoft Excel.
* **Executed SQL queries to test the database** for records that detect and submit functional acknowledgement and remittance advice in the claims application. Worked on **ODBC** compliant databases for **HL7 data transfer**.
* Worked on **test data manipulation** of X12 format using **EDIFECS tool.**
* Helped in conducting **User Acceptance Testing (UAT),** and **System Integration testing (SIT)**.
* Reviewed **test plans and test scripts** developed by development team and QA team to make sure all requirements have been covered in scripts and tested properly.
* Tested the patient documentation being transmitted and received was in compliance with **HIPAA X12 5010 standards** with relevant ICD codes by validating it with **Claredi**.
* Created different types reports like graphs, pie charts etc. based on user requirement by using **SSRS**.

**Environment**: Agile, Windows 2000/XP, Toad, ODBC, Rally, MS Access, Lucid Chart, MS Visio, Confluence, SQL Server,SSRS, HP Quality Center, MS Office, HL7, SOA, JAVA, EDIFECS, Claredi.

**Business Analyst**

**AurobindoPharma**, **India. Oct 2011 to Nov 2012**

**Responsibilities:**

* Performed **Feasibility, Adaptability and Risk Analysis** to identify the business critical and high-risk areas of the application. Implemented different elicitation techniques like **Interviews, JAD sessions and Brain Storming** to gather requirements.
* **Gathered Business Requirements**, interacted with the Users, Designers and Developers, Project Manager and SMEs to get a better understanding of **the Business Processes**.
* Involved in **gathering clinical data** and supported application development.
* Analyzed and optimized the process, **prepared Business Requirement Document (BRD)** and then converted the business requirements into **Functional Requirements Specification** and **Technical Specification** using **Rational Requisite pro.**
* Used **Rational ClearQuest** to track the Stakeholders requested enhancements and changes.
* Used **Rational Clear Case**, a Configuration Management tool to maintain different builds of the application with description about all changes and Versions.
* Used **MS Project** to manage schedules, deadlines and resources and collaborate on the project.
* Assisted in **UAT testing** and interacted with developers to resolve the issues.

**Environment:** Rational Clear Case, Rational ClearQuest, MS Visio, MS Project, SQL Server 2000, Waterfall

**Jr. Business Analyst**

**Genpact, Hyderabad, India. April 2010 to Sep 2011**

This project was involved in data migration and functional process transition to offshore, data migration from Walgreens payroll system to the Genpact's new system. The project also involved optimizing the operations to generate different types of reports for further analysis using **SAP Business Objects**. Associated in system enhancement and changes of **PBM (Pharmacy Benefit Managers)**.

**Responsibilities**:

* Understood the existing processes and created process flow diagrams for the new system.
* Conducted JAD sessions and acted as the lead facilitator for project meetings to gather the business and technical requirements from the business users and SME's
* Created **Standard Operating Procedures (SOP)**for the various activities with help of functional team
* Created **wireframes** for the claim forms that would be used in the new system
* Translated the business requirements to technical requirements and created the Technical requirements document TRD.Interacted with Development and processing team to discuss about Test issues.
* Created and executed **Test cases / Test Scripts** according to the Business and Functional requirements.
* Knowledge of**Pharmacy Benefit Managers (PBM)**. Involved in the creation of Technical Specification documents and Customer reports.
* Assisted with maintenance and communication of project status reports and tracking.
* Responsible for Integration Testing, System Integration Testing and Performance testing during various phases of testing.Developed SQL Queries to test the **Data Integrity.**
* Assisted the Quality Assurance team with their **Test Plan, Test Scripts** and conducted Usability study.
* Responsible for **User Acceptance Testing** and created Client Data using Excel sheets.

**Environment:**Waterfall**,** Visual Studio 2005, SQL Server 2008, MS Access, Windows XP, MS-Office, Balsamiq, SAP Business Objects.

**Jr. SQL Developer**

**DNA Labs of India, Hyderabad, India August 2009 to April 2010**

Supported the Informatics Systems Department within the Department of Medical Biotechnology and the Division of Genetics Engineering Biotechnology. Core contributor to the implementation and deployment of a bioinformatics and drug discovery application.

**Responsibilities**:

* Created tables, views, indexes based on the requirements.
* Wrote complex SQL queries to retrieve information from the databases depending on the requirement.
* Involved in all phases of SDLC and gathered business requirements from business people.
* Created complex T-SQL Stored Procedures, Functions, Triggers, Tables, Indexes and Views and other SQL joins and statements for applications.
* Worked extensively on DTS Package designs for Import/Export from various Data Sources.
* Involved in performance tuning of T-SQL queries and PL-SQL blocks.
* Involved in Physical and Logical design of the databases.
* Developed SQL Queries to fetch complex data from different tables in remote databases using joins, database links, formatted the results into reports, and kept logs.
* Used SQL Profiler and Query Analyzer to optimize DTS package queries and stored procedures
* Maintained Client relationship by communicating daily statuses and weekly reports.  
    
  **Environment**: MS SQL Server 2000/2005, Windows Server 2003, T-SQL, PL-SQL, DTS, MS-Office, Microsoft Visual Source Safe, SQL Profiler and Query Analyzer.

**Education details:**Bachelor’s from Andhra University with Bio Technology in 2008.