**Shakti Shah Panta**

**SUMMARY**

* **Certified Scrum Master** with over 5 years of hand-on experience working as a Scrum Master in a scrum team by facilitating the Agile approach within the team.
* As a **Business Analyst** and **Business Development Manager**, experienced with developing and implementing business strategies and plans, team management, customer relationship management (CRM), project management and communication.
* Excellent understanding of various SDLC methodologies such as **RUP**, **Waterfall** and **Agil**e and hand on experience working on various projects.
* Experience in Agile project management methodology with scrum to manage the software development life cycle (SDLC).
* Better understanding of Business Context Diagrams, Work Flow Diagrams, Activity Diagram and Work Breakdown Structures (WBS), Project Charter, and Project schedules.
* Experience in conducting **GAP** analysis, **SWOT** analysis, PESTLE Analysis, Cost benefit analysis **(CBA)**, **ROI** analysis, Profitability index calculation, PERT, Top-Down Estimation and Analogous estimation.
* Excellent project and innovation management skills with ability to coordinate multiple projects simultaneously with little or no supervision.
* Experience with **JIRA**, **VersionOne** and **CA-Agile Central (RALLY)** tools for project management and team collaboration.
* Strong understanding in Business Requirements and flow in Business Process.
* Experienced with various digital marketing tools like SEO, SEM, CRM and Google Ad worlds.
* Strong communication skills with the ability to communicate appropriately in business and technical situations at all levels.

**SKILLS**

**Soft skills:** Strong work ethics and focus, team player and leadership skills, quick learner

**Business Skills:** Business Process Analysis and Design, GAP Analysis, Change Management, Use Case Modeling, Market Analysis and Research, Situation Analysis, SWOT Analysis, Financial Analysis

**SDLC Methodologies:** Waterfall, Agile-Scrum, XP, JAD, RAD

**Microsoft Office:** MS Office Suite (Word, PowerPoint, Excel, Outlook, VISIO), MS Project

**Web Technologies skills:** HTML, PHP, CSS, JavaScript, jQuery

**Operating System:** Windows XP and Mac operating system

**WORK EXPERIENCE**

**Bank of America, Houston Texas July 2017- April 2019**

**Scrum Master (Contract)**

**Responsibilities:**

* Responsible for managing the scrum process with the coordination of scrum team in Agile methodology.
* Facilitating daily scrum, sprint planning, sprint demo and retrospective meetings.
* Facilitate scrum events as requested or needed by the product Owner (PO), Development Team and organization to enhance transparency and opportunity to inspect and adapt.
* Ensure daily stand-up meetings, facilitate meetings, schedule meetings, demo and decision-making processes to ensure quick inspection and proper use of adaption process.
* Help product owner to arrange the product backlogs, maintain the backlog and release plan, publish reports to ensure the team’s progress.
* Used tools like **JIRA and CA-Agile Central (RALLY)** for managing project, team collaboration and communication.
* Responsible for promoting and supporting scrum by helping scrum team and organization to understand scrum theory, practices, rules and values.
* Coaching the development team in self-organization and cross-functionality and empower team member to make important decisions, estimate work done and improve the collaboration on the project.
* Enable the team collaboration and communication through sprint planning, sprint review and demo sessions to gain feedback and deliver a high-value product to the client.
* Facilitates the team’s progress towards team goal through continuous engagement in improving the team performance in areas of quality, predictability, flow and velocity.
* Communicate with management and outside stakeholders to help and protect team from uncontrolled expansion of work.

**SouthWest Airlines, Houston Texas April 2016- May 2017**

**Agile Business Analyst/ Scrum Master (Contract)**

**Responsibilities:**

* As a **SCRUM Master**, I worked with product owner to facilitate preparation and prioritization of the product backlog and worked with the team to finalize Sprint backlog.
* Participated in Sprints Planning, daily scrum, Sprint Reviews, Product demo and Retrospective meetings.
* As a **Business Analyst**, responsible for project initiation, analysis and documentation, cost estimation and validation, and continuous interaction with the Product Owner and Development Team.
* Gathered business or user, system, and functional requirements by establishing project goal and objective, interviewing stakeholders and conducting **JAD session**.
* Identified and developed use cases, process diagrams, context diagrams, etc. using **MS Visio** from detail analysis of the business and systems requirements.
* Documented high level and detailed Use Cases to include all the functionalities of the new web application.
* Created wireframes for the web application to enable client feedback and change management.
* Implemented Agile/Scrum as a project management methodology.
* Coaching development team and upper management and championed about the use of Agile/Scrum as a project management methodology.
* Served as liaison between the functional and technical team.
* Executed project using waterfall model and practiced Agile Project Management & performed the Scrum Master role for specific projects/requirements as appropriate.
* Used **Jira and VersionOne** as Agile project management tools and maintaining backlog.
* Generated use cases, context diagrams, activity diagram, product roadmaps, report requirements/templates, scope documents, issue tracking and project plans.
* Developed various change management and Risk Management strategies using techniques like **SWOT analysis,** **PESTLE analysis**, **Document review**, **information gathering**, etc.
* Tracked project progress generating Burndown Chart, Sprint report, Release Burndown, task board and report it to the Product Owner and other stake holders.

**Education Planet Pty. Ltd, South Australia February 2014- January 2016**

**Business Analyst/ Scrum Master (In-House)**

**Description:**

Education Planet Pvt. Ltd, South Australia provides assistant and guidelines to the current and future students who like to study, live and immigrate to Australia.

**Responsibilities:**

* As a Business Analyst, responsible for gathering business requirements, analyze the system, handle business process and sales, within a SCRUM environment.
* Gathering and analyzing business, system and functional requirements by establishing the project goal and objectives, communicating with stakeholders and documentation.
* Understand the scope and objective of the project and develop an appropriate communication channel between different stakeholders and development team.
* Deeply analyze and evaluate the project and prepare Software Requirement Specifications (SRS ) document which contain user stories, acceptance criteria, scope, system requirement and other non-functional requirements (Safety, Security, Quality, Performance).
* As a Scrum Master, coach teams about the use of Agile-scrum methodology and how scrum can help in delivering valuable product to the client.
* Facilitate in sprint coordination, from iteration planning through daily scrum and iteration reviews and retrospectives.
* Used tools like **Jira** and **MS Project** for project management and team collaboration.
* Created and prioritized the Backlog in **Jira**, participated in sprint planning, release planning and report generation.
* Contributed aggressively in detailed project planning, budget analysis and estimation, market analysis, SWOT analysis, PESTLE analysis.
* Created various metrics based on the analysis results, as needed by the higher management for various strategic decisions.

**Education Planet Pvt. Ltd, Kathmandu Nepal** **March 2011 – January 2014**

**Business Development Manager (Permanent)**

**Description:**

Education Planet Pvt. Ltd Nepal is the Head office which provides career Counselling and assistance to the current and future students who like to study, live and immigrate to Australia, USA, UK and New Zealand along with English Language and Test Preparation Classes (IELTS, TOEFL, SAT, GRE, GMAT).

**Responsibilities:**

* Analyze business requirement, cost/benefit analysis, requirement management and communication, and develop strategies to meet the business goal.
* Review new technologies, developing technical solutions to the business problem and keep the company at the forefront of developments in the competitive business environment.
* Plan and evaluate digital marketing campaigns, including web, SEO/SEM, email, social media and display advertising.
* Responsible for cost/benefit analysis and budgeting by using various methods like ROI, ROA, Ratio Analysis and Balance Sheet.
* Measure and report performance of all digital marketing campaigns and assess against goal using ROI, Digital Marketing Metrics and KPIs.
* Develop Search Engine Optimization (SEO) strategies using online tools like Google Keyword Planner, HitTail, Wordtracker.
* Collaborate with vendor to create landing pages which are easy to navigate and helps to optimize user experience.
* Responsible for conducting daily meeting with the team, weekly meeting with other stakeholders and meeting with CEO as required.
* Oversee and manage all contests, giveaways and other digital projects.
* Planning and maintaining work system, procedures and policies to enable and encourage the optimum team performance and other resources within the business.

**EDUCATION**

**Master of Business and Technology**  **March 2014-Febuary 2016**

*Flinders University, South Australia*

**Bachelor of Information ManagementFebruary 2009- January 2012**

*Tribhuvan University, Nepal*

**CERTIFICATION:** Certified Scrum Master