**Shakti Shah**

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**SUMMARY**

* **Overall** 7+ years of experience working in various projects with outstanding qualification and track record in delivering and managing various ITC and Business projects.
* **Certified Scrum Master** with over 5 years of hand-on experience working as a Business Analyst/Scrum Master in a scrum team by facilitating the Agile approach within the team.
* As a **Business Analyst** and **Business Development Manager** experienced with team management, resource management, conflict management, customer relationship management (CRM), project management and communication.
* Excellent understanding of various SDLC methodologies such as **Agile**, **RUP**, **Waterfall** and hand on experience working on some of the methodologies.
* Experience in both traditional (**Waterfall**) and modern (**Agile-Scrum)** project management methodology 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, Top-Down Estimation and Analogous estimation.
* Excellent project and innovation management skills with ability to coordinate multiple projects simultaneously with little or no supervision.
* Experienced with requirement analysis, capturing stories, running scrum events, issue tracking and solving.
* Excellent mentoring and coaching skills developed through working with diverse scrum team.
* Experience with **JIRA**, **VersionOne, CA-Agile Central (RALLY), MS Project** for project management and team collaboration.
* 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, Risk Management, Market Analysis and Research, SWOT Analysis, Cost-Benefit Analysis, Financial Analysis

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

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

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

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

**WORK EXPERIENCE**

**Bank of America, Houston Texas January 2018- July 2019**

**Scrum Master**

**Responsibilities:**

* Responsible for coaching and mentoring team in Agile-scrum adaptation and implementing by helping them to understand scrum values and agile principles.
* Facilitating daily scrum meeting, backlog refinement session, sprint planning, sprint review and product demo, and retrospective.
* 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.
* Help product owner in managing the product backlogs, writing user story, release plan and publish reports to ensure the team’s progress.
* Was responsible to ensure that scrum team understand the goals, scope, product domain and product backlog items in a clear and concise manner.
* Used tools like **JIRA** for managing project, team collaboration, capturing epic and user story, issue tracking and generating various reports.
* 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.

**United Airlines, Houston Texas May 2016- Nov 2017**

**Agile Business Analyst/ Scrum Master**

**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.
* Also worked together with Product owner in Planning Product Release strategies and organizing various User Story writing event for the development team.
* 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, conducting **JAD session**, S**cope Management** and creating **Test Cases.**
* I was also working together with **Product Owner** and was involved in capturing **Epic**, breaking Epics into deliverable **User Stories**, writing and modify **User Stories**, breaking User Stories into small deliverable tasks in order to achieve sprint goal.
* 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 and mentoring development team and upper management and championed about the use of Agile/Scrum as a project management methodology.
* Used tools like **VersionOne and JIRA** 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.
* Generated burndown and burnup chart, sprint report, release burndown, issue report, time tracking report, user workload report, etc. for managing team progress as well as to report it to stakeholder and management.

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

**Business Analyst/ Scrum Master**

**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 GAP analysis, gathering business requirements, scope management, writing stories, and Test Case Creation.
* 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 and mentor development teams in implementing Agile-scrum methodologies and Agile-Scrum adaptation.
* Facilitate in sprint coordination, from iteration planning through daily scrum and iteration reviews and retrospectives.
* Used tools like **Jira** and **RALLY** for project management and team collaboration.
* Helped in created and prioritized the backlog, 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** **August 2011 – January 2014**

**Business Development Manager**

**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.
* Used Microsoft Office products like Word, Excel and PowerPoint for generating various documents and **MS Project** as project management tools.

**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