**Shantanu Chandra**

Sr. Business Analyst/Project Coordinator

Proactive, self-motivated, result-oriented **Product Manager / Business Analyst / Project Coordinator/Scrum Master** with 7 years of experience skilled at achieving process optimization and operational efficiency in **Heath Care, Insurance, Automobile/ Manufactures, FinTech, Risk management, and Retail industries**. Expert in Client interfacing, requirements elicitation, data analysis, process modeling and process improvements with extensive experience in **SDLC, business analysis, business processes & project methodologies.**

* **Product Management:** Success providing results-oriented product management in a local and distributed development model. Excel at propelling product development and delivering profit-driven revenue models. Experience developing business / functional product requirements.
* **Business Development:** Proven business development leader, performing cost analyses, and evaluating market segments to create effective business and marketing plans. Experienced sales and communication strategist.
* **Project Coordination:** Record of project implementation to include managing product development and marketing. Software Development Life Cycle (SDLC) including Agile expertise, leading cross-functional business teams to drive projects from pre-development through post-implementation cycle.
* **Strengths & Accomplishments:** Dynamic leadership and team-building abilities. Exceptional interpersonal, communication, and networking skills. Skilled in software engineering, digital marketing, Conversational AI, Machine Learning, data analytics, Tableau, SQL, VBA, Python, creative problem solving, design thinking, and prototyping.
* An Expert in using software like – MS Office Suite (O365/Traditional), Visio, Project.
* Advanced user of **MS Office products** (Word, Excel, PowerPoint, Cloud Storage and Visio).
* Experienced in applying principals of SDLC using Agile (Scrum), Waterfall and RUP methodologies.
* Experienced in Highly Organized Business Case documents such as BRD (Business Requirement Document), FRD (Functional Requirement Document), JAD Sessions (Gathering Business Requirements), GAP analysis, Wireframes, Use Cases/User Stories, UML diagrams and UAT (User Acceptance Testing) and Black Box Testing etc.
* Experience in the **ETL** (Extract, Transform and Load) of data into a data warehouse/data mart, Business Intelligence (BI) tools and **OLTP/OLAP** systems and sound Knowledge of documenting various **API’s** such as **SOAP, REST by utilizing Swagger**, and utilizing the Postman tool to perform regression, security testing etc.
* Skilled with Data warehousing concepts such as Data Modeling, Data Dictionary, Data Mapping and Normalization.

**Certifications:** Executive Data Science, Google Ads Video, Google Ads Digital Sales, Python, IBM Applied AI

**CORE COMPETENCIES**

|  |  |  |
| --- | --- | --- |
| Program & Project Management | Strategic & Tactical Planning | Customer Relationship Management |
| Business Process Optimization | Leadership & Team Building (CRM) | Business Process Modeling / Re-Design |
| Consulting Engagement Management | Change Management | Design Thinking / Prototyping |
| Data Analysis, ER Modeling & Design | Business Transformation | Team Building / Leadership |
| Project Management Methodologies Agile (Scrum, Kanban, Lean), Waterfall, RUP | GAP & Risk Analysis/Control Management/ SWOT Analysis | Reverse Engineering / Vendor Management / Conflict Management |
| Technology Implementations (Application Design/Development) | Proposals (RFP)/Statement of Work (SOW)/Project charter | User Acceptance Testing (UAT)/  Business Requirement Document (BRD) |

**WORK EXPERIENCE:**

**Pantheon, Arlington, VA Project Coordinator/Project Analyst** **Apr 2019 - Till date**

**Description:** Pantheon is a healthcare IT solution consulting firm. The vendors include companies which perform diagnostic imaging maintenance, managed services in radiology, cardiology, endoscopy, and biomed, clinical consumable management, and other related services. My team worked specifically with the Agency for Healthcare Research and Quality (AHRQ) which has four different Quality Indicators for patient’s safety. Lead a cross-functional team of testers and analysts to identify patient care quality metrics by leveraging hospital administrative data. Track, forecast, and report on project progress, including metrics and challenges. Develop project strategy plans based on logical framework approaches for patient care quality metrics. Maintain project timeframes, objectives, and communication. Conduct project meetings and assist in resolution of issues related to their project responsibilities.

**Responsibilities:**

* Communicate with internal stakeholders to keep the projects running seamlessly across various modules.
* Lead fortnightly sprint meetings to understand business requirements and track schedule.
* Conducted Scrum Daily standup, Product backlog, Sprint Planning, Sprint Review & Sprint Retrospective meetings.
* Monthly presentations with management to update them with what is lagging vs leading in the sprints,
* Facilitated Scrum ceremonies such as backlog grooming, sprint planning, and retrospectives.
* Lead stand-ups and collaborate with other teams to reduce friction between the modules and improve efficiency.
* Monitored the project progress and radiated the information to stake holders. Identified and mitigated team risks and impediments (Blocking Issues, Critical Defects) on daily basis with the testing team.
* Highly Organized in gathering information to create and record documents regarding Office versions using SharePoint KB (Knowledge Base) webpages, articles, documents and maintain a library for Support teams to resolve technical issues.
* Assist with proper Resource scheduling and leveling at times using MS Project for proper resource utilization.
* Collaborate with multi-tier cross functional teams like Windows, SCCM and Networking to test distribution of Office products are smooth using UAT (User Acceptance Testing) in various environments.
* Create Project and program dashboards for Senior Leadership using Agile/project tools.
* Perform case reviews as a Team Player helping teams resolve highly complex cases using RCA (Root Cause Analysis).
* Coordinate with stakeholders to help choose correct Office channels (monthly, semi-annual and semi-annual targeted) based on their Business case needs.
* Communicated and maintained project accomplishments and issues on regular Status Review Meetings.
* Managed a highly experienced team of Scrum Masters, Business Analysts, Developers and QA.
* Drafted documented and revised Project Charter after initiating Kick-off meetings, ensured follow-up and sign-off.
* Managed all UAT (User Acceptance Testing) activities prior to the implementation.
* Analyze risk, cost and other requirements for changes in the sprint velocity.
* Defined and reported performance KPIs to measure product outcomes.
* Build dashboards for internal stakeholders, and present to the management using Tableau.
* Identified the stakeholders and elicited requirements in sync with the data validation of the project.
* Conducted workflow, process diagram and gap analysis to derive requirements.
* Data Validate and revalidate the requirements and align, design them with the specific business processes and business needs. Prepared Business Requirement Documents (BRD) and System requirements specifications document along with Use cases.
* Developed the requirements further in the form of use case diagrams, activity diagrams and sequence diagrams using UML and Maintained Requirements Traceability matrix.
* Developed Data Models and generated Database Schema Structures and developed data flow diagrams.
* Used MS Visio for Process Modeling and Business Process flow diagrams.
* Developed test plans to verify the migration of the database to the cloud using SQL, Excel, and VBA.
* Researched the use cases of conversational Artificial Intelligence in healthcare and suggested to use chatbots to feed into customer-driven experience.

**Environment: JIRA, Excel, Visual Basic for Applications, SQL, Tableau, SharePoint, Artificial Intelligence, Machine Learning, Agile, MS Project, MS Visio.**

**MiraDry Inc, Santa Clara, CA** **Business Analyst**/**Project Coordinator** **Dec 2018 - Mar 2019**

**Description**: MiraDry was a healthcare startup recently been acquired by Sientra. The product I worked on helps one remove sweat by killing the sweat glands. The device is installed at designated locations and uses a liquid to help facilitate the process. I managed key product line lifecycles by understanding and interpreting market and industry trends to predict user’s product expectations. The execution is estimated to increase the growth rate of sales of the consumables by 50%. Drove product development by creating revenue models, performing market analysis, and determining project priorities. Managed cross-functional sales, creative, product development, and marketing communications teams through project life cycles. Research and analyze market segments and business opportunities. Develop business requirements for products. Leveraged data and other information regarding product functionality gaps to further process and product enhancements.

**Responsibilities:**

* Developed pricing strategy based on various KPIs using an A/B campaign. Used the structured historical data and Artificial Intelligence machine learning tools to optimize volume and price leading to dynamic pricing.
* Developed crucial functional requirement specifications, creating detailed use cases and process flow diagrams to support functional specifications.
* Gathered functional, business and technical requirements using individual and group meetings with business team.
* Worked closely with Product Owners, coordinating product backlog grooming and story estimation
* Facilitated Monthly Reviews meetings. Conducted sprint retrospective and followed up on action items for continuous improvement
* Developed marketing content and brand growth plans for the sale team in California and Virginia
* Motivated sales representatives by providing insights through graphical representation of sales activities
* Predicted the cyclicity and defined the underlying factors using sales data and customer data
* Prepared scenarios (in B2B2C environment) to maximize profits by analyzing web metrics
* Forecasted product demand by evaluating existing usage patterns based on customer segmentation
* Curated dashboards of geographic and demographic user-data across North America using Tableau
* Published real-time infographics to the sales department to promote new and existing products using sales data
* Documented user stories, risks, issues, and defects to improve the operations.
* Coached team members on Agile processes and facilitated planning meetings and retrospectives. Maintained task board and produced daily burndown charts.
* Responsible to maintain the defect log that traces back to the test cases and also to the requirements, involving Agile and Scrum methodology.
* Expertise in using Jira to document epics, user stories, risks, issues, defects.
* Removed impediments and protected team members from interruptions and distractions to maximize productivity. Encouraged and implemented process improvements. Created team-building opportunities.
* Worked closely with Product Owners, coordinating product backlog grooming and story estimation

**Environment:** **Agile, SCRUM, UAT, MS Visio, SharePoint, JIRA, Tableau, MS Office, MS Project, JIRA**

**Virginia Institute of Marine Sciences, Gloucester, VA** **Business Consultant** **Oct 2018 - Dec 2018**

**Description:** The Virginia Institute of Marine Science (VIMS) has a three-part mission to conduct research in coastal ocean and estuarine science, educate students and citizens, and provide advisory service to policy makers, industry, and the public. VIMS provides these services to Virginia, the nation, and the world. Demonstrated high-level proficiency in planning, project management, efficiency improvement, and team building for strategic diversification of environmental consulting business. Conceptualized processes for implementing company policies, standards, changes in operation, and system optimization based on areas of prior weaknesses and strengths.

**Responsibilities:**

* Structure once necessary business case requirements were gathered. Created full business strategy to sell technology-product in an existing market, which led to long-term partnership with consulting firm for the business.
* Create a Project Charter using Project Management principals to help find proper Resource requirements as per the project and conduct meetings using SLACK.
* Performed Risk Analysis to make sure all the potential recognizable risks are strategized for mitigation on time using
* principals of Expected Monetary Value.
* Create Business case using all requirements gathered from JAD sessions and one-on-one interviews with various SMEs.
* Did GAP and SWOT analysis to access the performance to determine whether Business requirements are being met.
* Manage successful end to end deployments using SaaS (Software as a Service) delivery models.
* Actively Involved in the Meetings with Scrum Master and Product owner to review the team progress.
* Worked with Program Managers performing Feasibility and Complexity Analysis to identify technically feasible functionalities and determining the level of effort (LOE) needed to build those functionalities.
* Acted as a Liaison with program management and cross functional team to ensure that work is neither overlooked nor duplicated.
* Supervised the project progress and use of resources and initiated corrective action whenever required.
* Effectively applied change control and configuration management processes. Reporting through agreed lines on project
* progress through highlight reports and end-stage assessments.
* Assisted with internal and external communication, improving transparency, and radiating information.
* Monitored the potential interdependencies with other projects and their probability and impact.
* Ensured detailed project documentation including meeting of the minutes, action items, issues list, feasibility analysis,
* Requirement traceability matrix (RTM), cost benefit analysis, risk management plans.

**Environment**: **Scrum-Waterfall Hybrid Methodology, JAD, Tableau, MY SQL, Informatica, MS Office, MS Visio.**

**Cummins Inc, New Hudson, MI** **Business Analyst/ Project Coordinator Sep 2017 - Sep 2018**

**Description:** Cummins Inc. designs, manufactures, distributes, and services diesel and natural gas engines. The Company also manufactures electric power generation systems and engine-related component products, including filtration and exhaust aftertreatment, fuel systems, controls, and air handling systems. Mapped business challenges across 4 different verticals, conceptualizing efficient process to scale-up upcoming and existing businesses and increase revenue. Partnered with internal business units to provide technology solutions to geo-map nearest service branch. Researched top hospital conglomerates to evaluate the business potential of preemptive maintenance leading to diversification of the portfolio.

**Responsibilities:**

* Implementation of IT solutions and IT infrastructure via well managed planning, coordination and reporting structure within framework of Agile Project Management Methodology.
* Conceptualized a process to scale-up upcoming and existing businesses to increase revenue.
* Developed growth strategy for a $14M business into a $50M business by working closely with cross-functional teams to understand competitive dynamics, positioning, sales and margin impact.
* Co-ordinated with multi-functional, cross matrix teams (Infrastructure, application, Security, Database), analyst and business liaison to manage the project
* Assign appropriate resources to ensure the completion of projects on time and on budget.
* Creates and execute project work plans and revises as appropriate to meet changing needs and requirements.
* Identify, analyze and resolve project issues, effectively escalate decisions and issues, and establish quality measures and standards that ensure milestones are met, projects are successfully executed.
* Manage complex situations requiring knowledge and application of policies and procedures.
* Interprets and explains complex information to internal and external team.
* Skilled managing projects on time, on budget results to meet the project requirements.
* Log problems in tracking system and use appropriate escalation methods to ensure a timely resolution.
* Evaluated market trend to scale 4 businesses across North America via analytics and voice of the customer.
* Estimated project cost using shortest path concept between customer sites and local branches - visualized using Tableau.

**Environment: Agile Scrum Methodology, HP QC, Cognos, RUP, MY Excel, VBA, ASP.Net, MS SQL Server.**

**Covalent Software, Delhi, India**  **Product Manager** **Oct 2016 - Aug 2017**

**Description**: Covalent Software is a digital marketing consulting startup which has big clients in the retail, ecommerce, advertising, banking, education, automobile and other industries. The firm provides product and service including smart messaging, search engine optimization, social media marketing, website production, building customer engagement channels, sales funnels, wireframing, prototyping, and design thinking leading to streamlining businesses on the path to success. Led sprint team to build web experiences for many small-medium enterprises (SME). Captured business needs, gathered product requirements, and worked closely with stakeholders to deliver customer-driven experience. Broke-down Product Features into User Stories, defines acceptance criteria, and ensures the test plan will result in a high-quality product. Establishing the product’s goals and reviewing success metrics to achieve commercial success.

**Responsibilities:**

* Established the product’s goals and reviewing success metrics to achieve commercial success.
* Created as is process workflow and to be process workflow and conducted GAP analysis.
* Studied entire systems of the organization and was part of the planning team in creating road map for the implementation of a series of enhancements.
* Conducted interviews with key users to collect requirement and business process information.
* Effectively conducted JAD sessions to gather cross function information and different opinions. Lead the product functional design process based on an intimate knowledge of the customer and technology.
* Verified the functional aspect as per the Business Process and validated the interfaces with the other systems and data conversion from the legacy systems, enabling analytics-driven decision making to evolve products and usage.
* Modeled the business process and documented it by creating Business Process Flows and Data Flows.
* Created Software Requirement Specifications containing all solution requirements including functional, non-functional, data and report specs in co-ordination with the Business area and development team.
* Coordinates the effort of a scrum team within a SAFE train (stakeholders, developers and analytics) to deploy the new features/stories across markets and products.
* Collaborated with cross-functional teams to break down Product Features into User Stories, defines acceptance criteria, and ensures the test plan will result in a high-quality product.
* Acted as a liaison between the IT group and the Management team. Worked with IT to debug and resolve all code issues.
* Conducted interviews with Process Owners, Administrators and Functional Heads to gather audit-related information and facilitated meetings to explain the impacts and effects of compliance.
* Defined and executed the deployment plan, to ensure that marketing and sales have what they need to be successful.
* Involved in regular reports, feedback and communication with the management, coordinating the team members and maintaining the project log Presentation, delivery and documentation of project.

**Environment: Agile Scrum Methodology, QC, MS SharePoint, My SQL, MY Excel, MS SQL Server, SSIS, SSRS, SSAS**.

**Toshiba Software, Bengaluru, India Software Engineer** **Aug 2013 – Sep 2016**

**Description**: Toshiba Corporation manufactures and markets electrical and electronic products. The Company's products include digital products such as PCs and televisions, NAND flash memories, and system LSIs (large-scale integrated), as well as social infrastructures such as power generators, medical equipment, and home appliances. Supported engineering team efforts in building several applications to maintain and enhance current services. Contributed to efficient, adaptable, and scalable software architecture and UI efforts.

**Responsibilities:**

* Wrote design documents for Graphical User Interface and format converters for Toshiba weather radars. Analyzed raw data to plot various weather statistics on topographical maps using SQL. Successful implementation led to the installation of the software in India and other countries. Experienced first-hand sprints and agile processes
* Coordinated within a cross-functional and cross-cultural team supporting project management
* Crafted Graphical User Interface to visualize data captured from weather radar. Analyzed masses of raw data to plot various weather statistics on maps of Japan and India
* Shared responsibility of user design, user interface and unit testing
* Ideated and led a team to develop and pilot Smart-Parking-System to ease the parking process in the office. This was selected for international representation at the Global Innovation Day

**Environment: Agile Scrum Methodology, MS SharePoint, My SQL, MY Excel, TFS, MS SQL Server, JAVA, C/C++, Git, SVN, Java Script, jQuery, Web Services**

**EDUCATION:  
Master of Business Administration, GPA (3.69/4),** William & Mary, Raymond A. Mason School of Business

**Bachelor of Engineering in Computer Science,** Manipal Institute of Technology