**Suraj KC**

**Certified Scrum Master**

**Profile summary:**

* **Accomplished professional** with over **6+ years of experience** in project management and implementation of transformational engagements for top tier technology firms in **Insurance** sector, serving in various roles as **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**

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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, Bloomington, Illinois May 14 – Present**

**Role: Sr. Business Analyst/ Scrum master**

**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

**Client: Alfa Insurance July 13 – March 14**

**Location: Montgomery, Alabama**

**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

**Client: e-Data Experts, Mechanicsburg, Philadelphia Nov 10 – July 11**

**Role: Sr. Business Analyst**

**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