**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 15 – 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 management strategies** 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 – Apr 15**

**Location: Montgomery, Alabama**

**Scrum master**

**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 **MoSCoW Analysis**
* 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 Apr 11 – July 13**

**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 and Sequence diagrams**
* Developed **Data dictionary** and **conceptual relationship diagrams**
* Generated **wireframes** using **Mockup Screens for 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** and experienced working on server side validation
* Assisted Project Manager in tracking project **velocity** using **Version One**
* Presented **meeting agendas** and **project status report** to the senior management
* Supported testing of **Web Services** using **SOAP UI**
* **Developed knowledge of technical skills like Java and JavaScript**
* Involved in **User Acceptance Testing(UAT)** for successful implementation of requirements and generation of reports