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**Summary**   
Certified Scrum Master with experience of managing collaborative SAFe Agile (LeSS) cross-functional teams. Coach the scrum teams to become self-organized and collaborative to deliver quality product. Enjoy problem solving by active listening, root cause analysis and setting-up clear expectations. Collaborate with product owner to groom the product backlog and remove impediments. Execute daily standup meeting, facilitate decision making, resolve conflicts and sprint retrospectives. Expertise in managing teams between implementation partners and PMO oriented environments. Effective communicator by reducing assumptions and engaging team with regards to accountability. Business System Analysis and Product Ownership experience with eliciting, analyzing and validating, requirements. Expert in modeling business scenarios, developing user stories, creating wireframes, presenting burndown charts and managing sprint plans within an Agile Scrum iterative, collaborative and test-driven software development environment. Creative in managing scope traceability, conducting sprint retrospectives and overall leading GAP analysis to propose new solutions and workarounds to enhance product features. Expert in Triage for defect analysis, supporting UI enhancements with functionality and business logic, incorporating impact to IVB feature /software release plans between staging, CIT, UAT, and production environments

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| **Business System Analysis / Product Ownership for SDLC, Agile Scrum & Waterfall** | | | | |
| Elicitation | Critical Thinking | SIS with Jenzabar CX | BABOK & PMI | IDEF, UML, DFD |
| Data Analysis | **Technical** Artifacts | Azure, AWS for IBM Cognos | Scrum - SAFe | GAP Analysis |
| Process Modeling | **Conflict Management** | Salesforce (SAAS), O365 | SDLC Waterfall | JIRA, TFS |

**Education / Certification:**

* MSC. Harrisburg University. Pennsylvania
* Business Analysis (Entrepreneurship Boot Camp) MIT, Boston, Massachusetts
* Certified Scrum Master, License 02298626920673
* Certified ITSM, License GR750127373AS

**Technology / Platform:**

Azure DevOps, Microsoft Team Foundation Server, JIRA Confluence, Oracle ADF Framework, SQL / PLSQL/ NoSQL, Enterprise Architect, Eclipse, GitHub, Jenkins, Scala, Kafka, Hive, Tableau, Salesforce (SAAS) – Cloud Dashboard, Amazon Web Services (AWS), Salesforce Cloud, Microsoft Project / Visio, Mind Mapper, (SAAS) 0365, Atlassian, Scaled Agile (SAFe), Large-Scale Scrum (LeSS)

**Scrum Master** Jan 19 - Present

**Project: Pennsylvania State Employees' Retirement System, Harrisburg, Pennsylvania**

* Facilitate Agile Scrum by enabling teams to self-organize, cross function and better collaborate
* Collaborate with product owner to groom the product backlog and remove impediments
* Utilize velocity and burndown charts to evaluate team performance and analyze where can we improve
* Always keep a customer centric approach for iteration planning as it’s vital to prioritize responsiveness
* Maintain product backlog, including all user stories and planned features with clear acceptance criteria
* Use daily standups for daily progress, setting the tone for ongoing work and help teams lacking behind
* Utilize sprint retrospective as an opportunity to recognize team effort and create improvement
* Elicit, analyze and validate business and functional artifacts using modeling techniques and swim lanes
* Create data flow models, UML drawings for visualization of the wireframes and requirement validation

**Scrum Master** Apr 2018 - Jan 2019

**(1) Project: Blue Cross Blue Shield of IL, Chicago, Illinois**

* Managed 2 agile teams, executed parallel sprints with quick sprint reviews to match deadlines
* Prioritize and maintain backlog for SPRINT progress, and analyzing the impact of Scope creep (extension, enhancements, and change) over planed project schedule and deliverables and engage stakeholders for GAP analysis and JAD session for prioritizing any and all change requests and scope creep.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Planned sprints with user story points as unit to estimate the complexity of work over available capacity
* Ensured bug tracking and issue tracking are aligned with user stories and JIRA dashboard is up-to-date
* Utilized the requirement traceability matrix as a scale for scope creep and bugs that initiate triage
* Created objects in prod and QA environment in salesforce.com (SFDC) for Informatica cloud transformations.
* Conducted daily standup, removed impediments, facilitated decision making for conflict resolution
* Effectively communicated with product owner keeping a customer centric approach on development

**Senior Business System Analyst** Feb 2017 - Apr 2018 **(2) Project: Pennsylvania Common Wealth Education E-Grant Application, Princeton, New Jersey**

* Elicit user requirements, validate with wireframe Workflow, Simulation scenarios and Business Process Modeling
* Identified gaps between as-is and to-be scenarios; to support senior managers overall service transition strategy
* Worked closely with product owner to maximize productivity by maintaining the product backlog
* Helped product owner by organizing product backlog items into appropriate releases & priority groups
* Collaborated with senior manager on team re-organization to reduce impediments for better productivity
* Established pre-scrum expectations, by working closely with product owner using product backlog

**HU. Penn State State College, Pennsylvania  
Business System Analyst** Oct 2016 - Feb 2017 **Project: SIS Data Accelerator**

* Gathered requirements and validated with process modeling to re-engineer the business process for State-College Budget Office, the Registrar's Office, the Office of Student Financial Aid, and billing units in Harrisburg.
* Provided continuous functional support for tuition assessment/rate processes in the Student Information System (SIS) as a part of Jenzabar EX integration.
* Established assessment technical and functional processes via collaboration with technical and functional staff to test the implemented improvements workflows through generated reports from PeopleSoft and Tableau
* Maintained documentation of system configurations for SIS/Supporting Ancillary Systems for re-engineering of existing state-college enterprise systems (ERP) including: Jenzabar CX, JICS 9 and Cognos
* Requirement gathering and analysis for SIS re-integration with new workflows and process modeling with specific focused on; Registration, Advising (Degree Audit) and Student Life (housing, medical records), Admissions and Financial Aid - Alumni Development and Human Resources.
* Assisted the QA team with automation of Selenium scripts, manual test case execution using SOAP UI & Load Runner with VB Script and XML.

**FE. TEKNOTCH Doha, Qatar  
Business Integration Analyst** Mar 2015 - Sep 2016 **Project: Arizona State University: SelTeck Monitoring**

* Worked in a client facing team to elicit, validate, analyze requirements and document workflows
* Collaborated with developers on design discussions, requirements analysis and problem solving
* Produced BRD, user stories, FRD, user guides & presentations for users, technical manuals
* Documented all possible project dependencies so granular items can be managed for better progress
* Documented detailed design of system changes along with application design and functional artifacts

**Cornell University Doha, Qatar  
Manager, LMS Development** Jan 2012 – Feb 2015

* Managed 6 technical resources to provide operational support with AV/IT instructional technology
* Directly collaborated with ITS Director and CIO to connect projects between operational and strategic initiatives
* Served as a member of core PMO team for projects between Cornell, Sloan Kettering & QF – MEEZA.
* Established overall development and support of E-Learning at Cornell in collaboration with QF & HMC.
* Elicited, analyzed complex design requirements for multiple project and with multiple stakeholders
* Defined business logic, developed process flow & communicated expectation into project documentation
* Developed SRS documents, logical process flows for MVP (IOS, Android) and supported with wireframes
* Utilized Quality Center (ALM) for overall requirements management build around requirements traceability matrix
* Collaborated with project manager on prioritizing Jenzabar SIS tasks, timelines & creating project status (Sprints)
* Developed Business Use Cases, Business Rules, logical analysis and change variation requirements
* Monitored testing sessions (performance, regression, UAT) to obtain sign-off after each layer of defect finding
* Worked with DevOps teams to develop list of Open-APi for Creston panel programing for Xio Cloud integration
* Organized stakeholders focus groups to elicit segregation of duty matrix (SOD) for identifying toxic combinations
* Facilitated as Agile Coach to develop operational KPI’s to adapt Scaled Agile Framework (SAFe

**Projects:**

* RRS – Data Collection: Hardware programing using Open-API over Xio Cloud with integrated CRESTRON panels
* FACS Analysis: utilized R-Modeling & Python over Hadoop distribution (HDFS) to analyze data characteristics
* DCN Programming: Developed Creston dashboard for digital bridge to translate multi-interpretation for DCN node
* Clinical Skills (EMS / IBM Watson Integration): To compute interaction between physicians, data and EDI

**ABB, Enterprise Software. Frankfurt, Germany**

**Product Manager** Mar 2009- Jan 2011

* Ensured the product backlog is prioritized and up to date, incorporating all stakeholder requirements
* Maintained an optimized product backlog by independent, valuable, precise and testable user stories
* Documented the technical debt concept for ABB, as a pre-requisite to log framework dependent issues
* Kept release plan close to reality by sharing product release burndown charts when items completed
* Provided immediate feedbacks (both in recognitions and productive critiques), so team is motivated
* Coached business analyst on how to articulate clear requirements and develop artifacts (BRD, UML)
* Facilitated business analysts to create workflows so they can obtain sign-off from stakeholders

**Ansari Holdings Dubai, United Arab Emirates**

**Project Engineer** Feb 2005- July 2007

* Created system documentation including functional and detail level design deliverables
* Developed detailed project plans as roadmap (design, installation & commissioning)
* Supervised CMS deployment with sequence of activity utilizing release plan
* Provided clarifications and wireframes to the application team on use-case development
* Helped created acceptance criteria to support application after and end-user production operations

**Ansari Holdings Dubai, United Arab Emirates**

**Service Analyst** Feb 2005- March 2006

* Closely collaborated with product support specialists to identify scope, and develop delivery milestone
* Collaborate with stakeholders for elicitation, analyze requirements and validate with wireframes for documentation
* Organize GAP sessions for analyzing document design specifications (in scope/out of scope items, as-is/to-be)
* Develop artifacts (BRD and FRD) by gathering requirements through discussions with SME and stakeholders
* Identify project objective, define project scope, analyze available solution options and build-update project plans
* Facilitate as a proxy for product owner on post Go-Live release and support teams as Scrum Master for Sprints
* Presented solution demo to develop a test / mock-up solution for implementation teams
* Collaborated with SME, PMO & Clients throughout PLC to ensure integration per scope

**Social:**

* Lifelong learner, friendly, collaborative, approachable, persuasive communicator for conflict resolution
* Strong believer in the CAN-DO mindset, unshakably optimistic team player