**Experience Summary:**

* Excellent experience as a Scrum Master, Agile Business Analyst with solid understanding of Business Requirements, Functional Specifications, Business Process Flows, Business Process Mapping and Modeling.
* A highly motivated individual who is organized, efficient and skilled in a multitude of tasks including Client Interactions, Project Planning, Offshore & Onshore Team Collaboration and UAT Planning.
* Experienced in Modeling Workflows, Data Flow Diagrams, Entity-Relationship (ER) Diagrams, Process Flow Diagram, User Interface wireframes, Use Case Diagrams, Activity Diagrams and Sequence Diagrams.
* Experienced in Project Management i.e. Project Scoping, Planning, Estimating, Scheduling, Organizing, Directing, Controlling, Budgeting and Drafting Remedy Procedures.
* Actively participated in various phases of System Development Life Cycle (SDLC) by implementing methodologies such as Agile (Scrum), Waterfall, Rational Unified Process (RUP) and Tailored Software Processes.
* Familiarity with different Agile frameworks like Scrum, Kanban VersionOne, XP, Crystal, FDD and SAFe.
* Strong experience in conducting brain storming sessions, one-on-one interviews, group interviews, facilitated sessions and JAD sessions.
* Efficiently participated in requirement gathering and designing phases, producing innovative ideas that met needs of the end users.
* Expert in creating project artifacts such as Business Requirements Documentation (BRD), Requirements Traceability Matrix (RTM), Functional Requirements Documentation (FRD), Business Cases and re-engineering business process.
* Strong experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.
* Expert in leading & coordinating with offshore and onshore teams in the right direction to achieve client objectives.
* Researched customer defect tickets, and conducted testing to pinpoint the issue, provided next steps to developers for resolution.
* Experienced in Data Lineage using Excel and Collibra.
* Performed the configuration of Collibra for reference and master data domains.
* Experienced in implementing Collibra to automate Data Management processes.
* Efficiently used JIRA in raising the defects, tracking the defects for closure and executing the test cases.
* Expertise in writing DML, DDL, DCL and TCL statements.
* Performed Integration Testing and Smoke Testing of the developed objects.
* Test data preparation for testing and have experience in data validation using SQL.
* IIBA Member and Scrum Master Certified.

**Technical Skills:**

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| --- | --- |
| **Business Process Modeling** | Enterprise Architect, MS Visio, Smart Draw |
| **User Interface Modeling** | Balsamiq, iPlotz, Pencil, SnagIt |
| **Program Management** | Business Stakeholder Management, Client Expectation Management, Task Planning and Control, Workshop Facilitation/ Knowledge Transition |
| **Requirement Management** | JIRA, Rational DOORS, RALLY, Confluence |
| **Testing Management Tools** | Bugzilla, JIRA, Quality Center, QTP, SOAP, Test Director |
| **Methodologies** | Agile, Waterfall, Tailored SDLC |
| **Programming Languages** | C/ C++, Python, Java, SQL |
| **Scripting Languages** | JavaScript, HTML, CSS, XML |
| **Databases** | Oracle 11g, MS Access, MySQL, SQL Server 2012 |
| **Version Controlling** | Microsoft SharePoint |
| **Operating Systems** | Mac OS, Window 8/7/Vista/XP/2000, Linux, Unix |
| **Rapid Prototyping Toll** | Axure RP |

**Professional Experience:**

**TransUnion, Chicago, IL Sept 2017–Dec 2017**

**Agile Business Analyst/Project Management Consultant**

Consumer Online Self Service (COSS) is the working title for a consumer support section on transunion.com. COSS will help consumers become credit savvy by learning about the benefits of credit monitoring and by better understanding the importance of staying credit active.

**Responsibilities:**

* Modeled the as-is system with complete Gap Analysis for the existing system in order to map it to the To-Be system.
* Worked closely with Product owners, developers, quality assurance and application support teams to implement software requirements and communicate system enhancements.
* Interacted with the TransUnion business to elicit the enhancements for the COSS.
* Identified Use Cases from the requirements and wrote Use Case Specifications.
* Conducted extensive JAD sessions for gathering the requirements.
* Created business process workflow diagrams.
* Managed all the requirements in JIRA, making requirements available to all team members.
* Assured that all Artifacts are in compliance with department's SDLC policies and guidelines.
* Created test cases, tested the application and uploaded the defects on JIRA.

**JPMorgan Chase & Co, Boston, MA April 2016 - April 2017**

**Scrum Master**

Worked as a part of DataBook, a data governance project at JPMorgan Chase & Co. The mission is to enable better data governance and decisions through data that is accessible, trusted and understood.

**Responsibilities:**

* Worked as a Scrum Master, coordinated Product Backlog grooming and story estimation sessions.
* Collaborated with business owners and stakeholders to identify and prioritize their needs to achieve improvements in profitability, compliance, productivity and data quality.
* Collaborated with technical program managers, product managers, software architects, and UX/UI designers to document detailed user stories.
* Performed translation of high-level requirements and wrote system/functional specifications into epics and user stories during backlog grooming sessions.
* Developed product strategies and continually refine it for optimal product/market fit.
* Performed Quality Assurance on the corporate trust clients in order to assure all requirements are met.
* Maintained Sprint schedules and associated product releases.
* Implemented Capability Maturity Model Integrated (CMMI) Level 5 by continually improving process performance.
* Lead the effective and efficient delivery of large complex cross-functional projects.
* Organized and facilitated Sprint Planning, Daily Stand-Up Meetings, Reviews, Retrospectives, Release Planning, Demos and other Scrum-related meetings.
* Maintained Task Board and produced Daily Burn-Down Charts.
* Deployed Project Release using JIRA, TFS and Coordinated with Final Test Team for Pre-Approval.
* Removed impediments and protected team members from interruptions and distractions to maximize productivity.
* Encouraged and implemented process improvements, created team-building opportunities.
* Trained the team to create clear and concise epics/stories.
* Instructed and modeled core Agile principles of collaboration, prioritization, team accountability and visibility; ensured consistent application of scrum methodologies across the enterprise
* Assisted team with making appropriate commitments through story selection, sizing and task definition and participated proactively in developing and maintaining team standards, tools and best practices reducing development time by 30%

**Colt Telecommunications, Gurgaon, India Sept 2013 - Aug 2015 Scrum Master/ Agile Business Analyst**

Implemented Data Governance underScrum Framework. Collibra’s Data Governance Centre supports the process of data management through a web-based, collaborative Data Governance platform.Involved in gathering the requirements from the business and doing the Impact Analysis for various systems.

**Responsibilities:**

* Worked with Product Owner in finding ways to effectively maintain and prioritize the Product Backlog and Release Plan.
* Facilitated Daily ScrumMeetings, enforced time boxes and responded to the impediments, tracking baseline, sprint planning and sprint retrospective.
* Made sure complacency doesn't set in team, at same time avoided overcommitting to stakeholders.
* Ensured Product Backlog is of manageable size, prepared Product Release and Burn-down Charts.
* Helped team in self-management by creating artifacts like team Task Board, Sprint Burn-Down Chart, impediments list etc.
* Facilitated Mid-Sprint checkup to re-review the acceptance criteria of committed Product Backlog items.
* Ensured task completion to specification, on time and within budget.
* Tracked Milestones and published team's progress and successes to make sure they are highly visible to product owner/ stakeholders.
* Resolved internal team conflicts and kept the team motivated to ensure successful sprints.
* Trained new team members in Agile principles, Scrum processes and helping them transition from Waterfall Methodology to Agile practice.
* Worked on different Agile frameworks like Scrum, Kanban VersionOne, and XP.
* Analyzed new and complex project-related problems and created innovative solutions involving finance, scheduling, technology, methodology, tools and solution components.

**Wipro Limited, Gurgaon, India Sept 2012 - June 2013**

**Business Analysis Intern**

Worked on a project called “Customized Web Portal for Corporate Affairs”, a Content Management System (CMS) application using Drupal 7. The project was to develop a web portal that would allow members of Corporate Affairs to access and manage their own digital content. The application allowedthe client to see a comprehensive view as well maintain media rich contents like Meeting Minutes, Document Repository, Blogs, and Discussion Forums.

**Responsibilities:**

* Solicited requirements from each member of corporate affairs, organized and conducted analysis to identify customer needs, created system definition, evaluated system feasibility and established schedule and constraints.
* Prepared Project Plan including Project Initiation document and Milestones Calendar.
* Developed wireframes and mockups using Mockingbird tool for every module and got the required approvals for the design.
* Organized walkthrough sessions with all key members of the Corporate Affairs to review and validate all the deliverables and screen mockups.
* Maintained relevant metrics that help the Agile Team see how they are doing.
* Performed UAT checkouts and validations to ensure smooth deployment in UAT lifecycle.

**Education Credentials:**

* Master of Science (MS) in Computer Science,University of Massachusetts, USA
* BE in Computer Science and Engineering, Manipal University, India

**Corporate Trainings and Certifications:**

* ITIL V3 Certified
* Scrum Master Certified
* IIBA Member
* Visio 2013 and SharePoint 2013 Trained