**Ashish KC**

Scrum Master

**Summary:**

IT Project Manager, Scrum Master, Business Analyst and QA analyst offering 6+ years of total experience with an impressive record of delivering and implementing the project as per scheduled deadlines; extending post-implementation and maintenance support to the technical support team and client. Highly skilled and successful in coaching, mentoring, and leading technical, project management, and leadership teams in adopting Agile / Scrum, Kanban, and Agile best practices with strong business results

**Highlights**

* Highly motivated, passionate and detailed oriented Scrum Master Business Analyst with comprehensive knowledge in agile project management with over six years of experience in agile methodology like Scrum, Kanban and Agile tools such as Jira, Confluence.
* End to End project management experience for varying technologies.
* Keen planner, strategist and implementer with demonstrated success in end-to-end project management and ensuring effective management of various resources to meet project specifications
* Used Team Site Content Management Tool to deploy and manage the content managed files.
* Strong problem solving & technical skills coupled with confident decision making for enabling effective solutions leading to high customer satisfaction and low operational costs
* Educated and reinforced Scrum methodology and agile framework to team members and key stakeholders.
* Good knowledge of Lean Six Sigma
* Tracking and managing product backlog, burn-down metrics, velocity and task break- down.
* Good functional knowledge of CRM created and maintained all deliverables related to Salesforce, Siebel, MS Dynamics.
* Hands on with Agile Project Management (Scrum), SAFe implementation, E2E Project Management, Agile Development, Test Management, Business Analysis, Third party Coordination, Risk
* Management, Finance and Budget Management and Release Management
* Exceptional skills in interviewing senior level management and drafting Requirement specifications, eliciting functional and non-functional requirements.
* Lead team member to train end-users on changes to system functionalities.
* Extensive knowledge in Retail domain for applications such as Ecommerce applications, Retail web-based testing, RPM (Retail Pricing Management), SIM (System Inventory Management), RMS (Retail Merchandising System) applications.
* Expert at driving the adoption and enforcement of scrum rules, removing impediments and fostering self-management.
* Proactive in sensing a risk and working on a mitigation plan, track and communicate update on the sprint/release progress to the project stakeholders and raise a flag in SOS (scrum-of Scrum) as warranted.
* Extensive experience in project planning, executing and implementing projects, and managing project resources and taking ownership on timely delivery of products in every sprint.
* Domain expertise includes Banking & Financial services, E-commerce, cards and Payments.
* Prepared high-level logical data models and Business Required Document (BRD) and supporting document containing essential business elements, detailed definition and description of the relationship between the actors.
* Highly organized, with experience working as business analysis and scrum master with responsibilities spawning (requirement elicitation, requirement analysis, project risk analysis, offshore team management, stakeholder management, scrum process implementation agile coaching and conflict resolution and converting user requirements into functional requirements, Developing Business Process Flows.)
* Worked on the areas of omni-channel, E-commerce, order Management system, Point of sale (POS), Kiosks, Online management system, job search site, Digital Platforms, websites, mobile apps and supply chain. Experience in various fields of IT, finance, Banking, credit Cards, E-commerce, Application support and process improvement.
* Proficient in user training and on boarding, conducting User acceptance testing (UAT) wit business user and project stakeholders
* Adept in project planning, resource planning and financial plans, consistently leading to meet the project deadline on time
* Experience in business requirement elicitation and converting user requirements into functional requirements, writing the user stories and acceptance criteria and Developing business process flows.
* Providing insights and taking part in Business Development activities like responding to proposals, cost-benefit analysis etc.
* Conduct system study and coordinating with team members for requirements mapping, system design & integration, implementation etc.
* Proficient in conduction Gap analysis using AS-IS and TO-BE business, impact analysis and Risk Analysis.
* Skilled in writing SQL queries to perform the back-end testing of the Oracle using PL/SQL and UNIX shell commands
* Proficient in writing SRS documents and technical document based on JAD season with SME, business and client and can convert the SRS document to the user stories based on client required functionality.
* Designed Logical data flow diagrams, work flow diagrams and worked on user interface design tools.
* Serve as the development team representative during UAT for the purpose of clarifying the intended functional behavior of the software.
* Prepared high-level logical data models and Business Required Document (BRD) and supporting document containing essential business elements, detailed definition and description of the relationship between the actors.
* Performed extensive data analysis by developing SQL queries using multiple tables, joins, outer joins
* Ability to track and remove impediments
* Adapted UML standards to define modularized Data Process Models.
* Excellent Analytical skills to understand the business process and Functionality, Requirements and to translate them to system requirement specifications. Developing functional specifications for business process refinement and automation, data modeling, system Architecture, conducting feasibility studies, scope.
* User Training and on boarding on new program features and conducting user Acceptance Testing (UAT) with business user and project stakeholders.

**Key Accomplishments:**

* Organized and facilitated overall Release and Sprint planning -including daily stand-ups, reviews/demos, and retrospectives.
* Brought in Agile best practices such as continuous integration, code/design reviews, transparency, accountability, Jira tracking, product visioning, self-management, empowerment and role training resulting in realized velocity improvement of more than 100%.
* Mentored teams, leading them to be self-directed with strong accountability, decision making, conflict resolution, and transparency
* Bagged Shared Service Awards for continuous defect free delivery and excellent team work.
* Trained Scrum Master for another department.
* Enforced Kanban usage, cutting cycle time by 25 percentage.
* Ability to track and remove impediments
* Performed Requirement analysis & estimation, prepared project and resource plan, monitored & controlled project as per plan.
* Contributed in resource management, status reporting, onsite-offshore liaison, customer expectation management and managing cost & schedule etc.
* Received several client accolades for successful project management.
* Performed an active coaching role for a program wide Agile implementation

**Technical Skills:**

**Project Methodologies** – Agile, Scrum, TBB, SAFe, Waterfall, XP

**Business Modeling Tools** – Rational Rose, MS Visio

**Project Management Tools**- JIRS, Confluence, Trello, VersionOne, SharePoint, ProofHub.

**Requirement Management** Tools- JIRA, Confluence, Trello, VersionOne, IBM Rational, RaQuest

Testing/Defect Tracking Tools- HP Quality Center, JIRA, ALM, Selenium Webdriver

**RDBMS**- MS SQL Server2008R2, IBM DB2, Oracel11g, 11c, MySQL, MSAccess, SQLite, PostgreSQL

**Language**- HTML5, CSS3, JavaScript, Python3, Nodejs, GIT, Jenkins

**Web Technologies** – HTML5, CSS3, Mobile First RWD, Invision, JavaScript, Bootstrap, Shopify, shopifyPlus, Django2.7, Django3.3, ASP.NET, Laravel, Express, Spring

Version-control CI/CD Tools - GIT, Jenkins, Bamboo. GitLab

**PROFESSIONAL EXPERIENCE:**

**EBpearls, March 2019 to November 2019**

**Project Manager/scrum Master - Sydney, Australia**

EB Pearls is a full- service digital agency with a team of experts in different platform. Where it helps different organization to connect with customer and grow business with creative, result-driven websites, web-application and mobile applications. As a project manager I was involved in managing eight plus of projects in agile mythology. Whereas a PM I was able to complete all the project with in a given project deadlines and successfully deployed those project and hand over those projects to the end client as promised before insisting the project. All the project was on e-commerce, job search site, finance and health care.

**Responsibilities**

* Worked as an Agile transformation coach/consultant where Scrum, Kanban techniques were applied along with some SAFe principles.
* Organized and facilitated overall Release and Sprint planning -including daily stand-ups, reviews/demos, and retrospectives.
* Trained 5 Scrum Master for another department.
* Worked as an evangelist for Salesforce in an effort to expand and improve adoption of Salesforce.
* Enforced Kanban usage, cutting cycle time by 30 percentage.
* Saved $ 300,000 through a company- wide automation drive
* Coordinated efforts of a 7-9-person team for 10 projects.
* Focused primarily on training the teams to write good user stories, prioritize the work based on business value and handling of the tasks by the team.
* Placed substantial efforts on team member role training, time-boxing and providing strong metrics for all players.
* Brought in Agile best practices such as continuous integration, code/design reviews, transparency, accountability, Jira tracking, product visioning, self-management, empowerment and role training.
* Created new user accounts and configure Salesforce.com to fit security needs at the user and Organization levels
* As a Scrum Master for three separate teams (20+ people), identified process changes required to accelerate development and remove major impediments. Facilitated Scrum of Scrum calls following Agile process.
* Protected team from over-commitment, managed backlog, prioritized resolution of defects/bugs.
* Expert in Sprint planning, Agile Planning, Estimation, Story pointing using scrum poker.
* Responsible to remove impediments, as these projects relies on the data from multiple departments, hence requiring constant, effective communication to unblock the team and make sure the team remains on task at hand.
* Worked on Salesforce.com application to setup activities and customized it to match the functional needs of the organization.
* Worked on Both the fresh salesforce implementations, and support projects.
* Mentored teams, leading them to be self-directed with strong accountability, decision making, conflict resolution, and transparency.
* Facilitated meetings to iron out blockers, conducted JAD sessions with the Product owner and other stakeholders on regular basis and helped the team to make better use of these time and estimate more effectively, thus ensuring a healthy sprint progress.
* Kept the teams focused on the sprint’s priorities, business values, and protecting team from over-committing
* Communicated team status/progress via Release/Sprint Burndown charts, Story Acceptance rate and defects and make sure the stakeholders are aware of what is going on.
* Defined and implemented Agile framework for the distributed (onsite & offshore) environment.
* Worked with Salesforce Accounts, Opportunities, Quotes, Products, and many other Std. objects.
* Created/Delivered various Agile training at team and program level to promote Agile and end to end Agile transformation Facilitated Scrum ceremonies; Iteration planning, Daily scrum, Iteration review, Iteration retrospective.
* Conducted JAD sessions with Subject Matter Experts (SME’s) to obtain domain level information, interviewing and asking detailed questions and carefully recording the requirements in a format that can be reviewed an understood by both business and technical team.
* Built the team's agile knowledge and empower the team to make process improvements captured in sprint retrospective meetings.
* JIRA tool is used for Agile Scrum and Agile Kanban to track the team activities.
* Frequent follow up and friendly reminders to the team on updating JIRA tasks on daily basis for more accurate reporting.
* Responsible for managing projects involved in the Salesforce application development, deployment and support of various Salesforce products and solutions.
* Worked with product owner during the Sprint review sessions to make sure all stories met the Definition of Done and get the stories accepted within the sprint.
* Performed an active coaching role for organization wide Agile implementation and embracement

**Environment:** JIRA, Trello, Confluence, Shopify, Magento, Shopify Plus, Word Press, HTML, CSS, Java script, jQuery, swift, Java, MS SQL server, My SQL, Python2.7, Zoom, NodeJS, ReactJS, salesforce, Tradegecko, SAFe, ATDD, TDD, Cassandra.

**Cognizant Softvision, July 2018 – January 2019**

**Scrum Master/Business Analyst**

Cognizant Softvision is multinational organization which has its presence all over the content. It provides end to end digital product and solution that result in relevant, memorable and rewarding interactions between clients and consumers. As a Scrum Master/ Business Analyst I have worked on inventory management system which has different functionalities like inventory count, inventory forecasting based on historical data, product trend, sales and revenue forecast for the upcoming seasons or years based on historical data, RTM and many other functionalities. Where our team was working on agile methodology.

**Responsibilities:**

* Facilitate project planning, daily stand-up meetings, reviews, retrospectives, sprint and release planning, demos, and other activities as needed.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Activities, Dashboards and Reports.
* Experienced in analyzing business requirements, and implementing them to Salesforce custom objects, Junction objects, master-detail relationships, lookup relationships.
* Involved in Salesforce.com Application Setup activities - Configured and customized the apps to match the functional needs of the organization.
* Enforced Kanban and scrum principles as a scrum master that resulted in reduction of Cycle time by 20% thus increasing team's throughput in less than 8 weeks.
* Enabled improvement in team delivery commitments and capacity planning for sprints by identifying & tracking hidden tasks that increased customer satisfaction.
* Facilitated Agile adoption Retrospective for the organization with the leadership and guided teams with outcome resulting in enhanced performance.
* Worked on data migration from legacy systems to Salesforce.com.
* Removed obstacle for the team by escalating an issue to leadership resulting in early delivery of customer issue solution. Customer provided positive feedback.
* Coached new SM and trained global teams, which resulted in early delivery of project and reduced process waste caused by lack of common understanding.
* Track and communicate team velocity and sprint/release progress.
* Help the development team to reach consensus for what can be achieved during each sprint on time.
* Keep the team focused and following the agreed-upon rules for daily scrums.
* Assisted with testing and updating test cases in JIRA in corresponded with the applicable user stories.
* Guide team on how to use Agile/Scrum practices and values.
* Manage team capacity, address any roadblocks/challenges to a successful delivery of project(s).
* Involved in identifying, planning and implementing new Salesforce.com features and functions (new screens, workflow, force.com objects, and reports, apex code) to meet business requirements.
* Identify and resolve issues and conflicts within the project team.
* Participate proactively in developing and maintaining team standards, tools, and best practices.
* Conducted JAD sessions with Subject Matter Experts (SME’s) to obtain domain level information, interviewing and asking detailed questions and carefully recording the requirements in a format that can be reviewed an understood by both business and technical team.
* Empower the team to self-organize.
* Assist and provide expertise in the organizational change required for the Agile Transformation.
* Utilized VersionOne for Agile development.
* Lead a cross functional team of developers, QAs and designers to develop features and fix production defects
* Gathering, analyzing and creating functional and non-functional requirements for two technical teams.
* Write user stories, acceptance criteria, use cases and functional specifications to support product development.
* Facilitating the backlog grooming and sprint planning sessions for the developers and QAs.
* Forecast consumer demand using statistic and collaborative forecasting techniques.
* Long term quarterly forecasting of products and responsible for the accuracy of those forecasts and taking and framing any differences.
* Leverage in-depth understanding of end to end customer experience to identify pain points and latent customer needs.
* Act as a liaison between client and development team for Cognizant Softvision technical team.
* Business Requirement elicitation and converting user requirements info functional requirement.
* Extracted data from various sources like Oracle, flat files and DB2 server
* Work directly with the business, developers and QA to create and verify that the acceptance criteria are met and the user stories can be marked as completed.
* Running two-week sprints as the scrum master for two development teams.
* Lead demos bi-weekly to present completed work to the SME and client and higher management.
* Responsible for conducting the JAD session with the business, stakeholders and clients in-order to gather the business and system requirement and to analyze if the feature or functionality can be built or not.
* Revised and wrote user stories based on missing or new requirements established by project stakeholders utilizing the JAD seasons or weekly meeting.
* Wrote the SQL script in-order to find the quantity and category of items that is available on the database and to verify if quantity and categories match with sales record and current inventory in the system by combining the different tables and using various conditions on SQL script.
* Involved in Troubleshooting, resolving and escalating data related issues and validating data to improve data quality.

**Environment:** JIRA, Trello, Confluence, HTML, CSS, Java script, JQuery, Java, MS SQL server, SQL, MongoDB, OracelATG, salesforce, TDD, ATDD, Oracle.

**David’s Bridal, July 2017 – April 2018**

**Business Analyst/Scrum Master – Conshohocken, PA**

David’s Bridal is the largest retailer in the country specializing in bridal gowns, prom dresses, and other formal wear, David's Bridal continues to grow with new locations opening across the U.S. regularly. With over 300 stores in nearly every state. As Business Analyst/Scrum Master I was involve in various e-commerce modules like PLP, PDP, Returns, Inventories, payments, shipping, taxes and converting the webpage from legacy to more model outlook style. All the project was on Agile methodology.

**Responsibilities:**

* Prepared the Functional Documents with Use cases and Activity diagram covering all the business needs. Assists the project manager to define project milestones, schedules, monitoring progress and updating project plan on JIRA.
* Responsible for conducting the Joint Application Development (JAD) sessions with the scrum master.
* Lead 2 Scrum teams, working with cross-functional teams to increase revenue from last year and slashing time to delivery by 20 percentage.
* Responsible for managing planning, backlog refinement and TDD implementation.
* Trained 2 Scrum Master for another department.
* Enforced Kanban usage, cutting cycle time by 25 percentage.
* Coached team members on Agile processes and facilitated planning meetings and retrospectives. Maintained task board and produced daily burndown charts.
* 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.
* Wrote the SQL quires for getting the information on the number of orders that has been returned, number of order than has been placed and what is the lead time on the individual product on that order and what is the shipping rate and has the order been processed or not.
* Extracted data from various sources like Oracle, flat files and DB2 server
* Worked with Product Owner, IT and business SME’s and Architectures to document all the requirements of new functionality to be implemented on new process of shipping, customer login, handling customers returns, PLP, PDP and redesigning of the website and analyzed the requirement and separated the functional and non-functional requirement and wrote the user stories for functional requirements and created the backlog.
* Performed the Gap analysis to list benefit of implementing the new functionality (To be developed) to the existing functionality.
* Regular co-ordinate with inshore-offshore team to Communicate time lines, to identify issues, track, report and co-ordinate to get issue resolved in a timely manner.
* Conduct the User Acceptance Testing with stakeholders and business users.
* Perform system testing, Functional testing, Regression, End-to-End and User Acceptance Testing (UAT)
* Conducted JAD sessions with Subject Matter Experts (SME’s) to obtain domain level information, interviewing and asking detailed questions and carefully recording the requirements in a format that can be reviewed an understood by both business and technical team.
* Responsible for creating test cases/ scenarios from User Stories and executing test script for various projects.
* Facilitated user interview and workshops to gather and analyze user stories.
* Responsible for Logs, tracks, and verifying resolution of software and specification defects.
* Responsible for giving direction to less experience analysts.
* Responsible for providing specific guidance on defects to developers.
* Performed back end data base testing for end to end order processing.
* Performed back end testing using SQL Quires on SQL server to pull data from different table and validated against data UI

**Environment**: JIRA, MS SQL server, My SQL, HTML, CSS, Java script, Java, Bootstrap3.0, Confluence, Microsoft office, windows 8, Mac OS, Share Point, IBM sterling OMS,ATDD,TDD, Oracle.

**Wells Fargo & Co – September 2015 to May 2017**

**Business Systems Analyst/Scrum Master - Des Moines, IA**

Wells Fargo is a diversified financial service holding company, headquartered in San Francisco with branches all over United States. As a leader in mortgage Origination Wells Fargo seeks continuous improvement on the Mortgage loan origination application called CORE. The project includes quarterly release on the application with changes in various business functions and Process for Consultation, Preapproval, Sales and Fulfillment, Underwriting, Processing and closing/Funding. As a member of a Pricing and Fees team my responsibility was to perform UAT/Functional/Regression testing on various capabilities for pricing Threshold, exception, fees, Invalidation rules, AIP, Reno validation, Extension Maintenance, Temporary Buy down, Home Equity, Various Programs, Rate Management, Non Delivery Fee, Construct ruction to Perm Financing Pricing related tasks etc,

**Responsibilities:**

* Worked as an Agile transformation coach/consultant where Scrum, Kanban techniques were applied along with some SAFe principles.
* Organized and facilitated overall Release and Sprint planning -including daily stand-ups, reviews/demos, and retrospectives.
* Served as a liaison between mortgage specialists and the project team.
* Worked with Business Owners/End-user to create Subject Areas, Folder/Sub-folders, Presentation/Business columns; Understand Chart & Tables in pane; Query, Filter, Drill-downs, User / User group level Security requirements.
* Experience and understanding of backlog tracking, burn-down metrics, velocity and task definition
* Focused primarily on training the teams to write good user stories, prioritize the work based on business value and handling of the tasks by the team.
* Placed substantial efforts on team member role training, time-boxing and providing strong metrics for all players.
* Experience and understanding of backlog tracking, burn-down metrics, velocity and task definition
* Brought in Agile best practices such as continuous integration, code/design reviews, transparency, accountability, Jira tracking, product visioning, self-management, empowerment and role training.
* Perform system testing, Functional testing, Regression, End-to-End and User Acceptance Testing (UAT)
* Facilitated JAD sessions to collect requirements from system users and prepared business requirement that provided appropriate scope of work for technical team to develop prototype and overall system.
* Responsible to communicate with business and technology partners to understand and solve mortgage requirements
* Responsible to plan and prepare the test data to support testing.
* Responsible for creating UAT test cases/ scenarios from BRD and executing test script for various demands
* Participate in a daily Standing meeting and provide status on ongoing activities, progress, roadblocks.
* Extracted data from various sources like Oracle, flat files and DB2 server
* Responsible for Logs, tracks, and verifying resolution of software and specification defects.
* Responsible for giving direction to less experience analysts.
* Responsible for providing specific guidance on defects to developers.
* Responsible for performing moderately complex to complex test data conditioning, regression testing and testing and test validation.
* Experience in managing multiple projects and meeting deadlines amid shifting priorities, working both independently and in a team environment.
* Responsible for reviewing test script written by QA analyst.
* Responsible performing complex analysis of business requirements and system specifications.
* Responsible for project Plan and delivery strategies of the projects.
* Responsible for writing user stories, Acceptance criteria and creating the mock up.
* Extensive testing experience in Pricing generation model for mortgage loan including AIP, Prices, discount point, origination percent, pricing violation, pricing exception
* Perform end to end testing from origination of mortgage loan to underwriting, closing and funds disbursement for both RDP and RCP lines of business
* Performed various exception testing with various combinations of LTV, Pricing threshold, Exception and violation errors and various loan type like VA, FHA, Agency, Non-Agency including various Bonds and DAP
* Perform UAT testing and communicate with Business Partners on various issues found in production.
* Assist informational needs in mapping of Test Cases. Wrote Test Scenarios, Test cases in ALM.
* Involve in all phase of testing in Home mortgage project.
* Performed back end data base testing for loan origination process.
* Performed back end testing using SQL Quires on SQL server to pull data from different table and validated against data UI.
* Created test scenario and test script for Home Equity Standalone and SIMO project.
* Defect filing, analysis, tracking and closure of defects using JIRA.
* Worked closely with the application development and design and testing team to resolve technical issues to ensure overall quality of the software.
* Created test scenarios and test steps from various User stories based on Acceptance Criteria and UI spreadsheet for TDD.
* Experience in planning and executing post- production validation testing (dry run).
* Experience in quantities regression testing and building regression test.
* Responsible to conduct reviews or audits of peers or less experience analyst.
* Responsible for reviewing and providing feedback for user stories or acceptance criteria for upcoming sprint.
* Perform Negative Testing on different testing environment.
* Created RTM to match requirements and design specifications, also to show coverage of each testable requirement Performed Regression testing, Smoke Testing, Functional Testing, Integration Testing.
* Wrote SQL queries and extracted data.
* Experience in writing complex SQL queries for back end testing.
* Involved in testing production defect.
* Involved in requirement gathering session.
* Responsible for writing complex SQL queries to do data validation and data integration
* Involved in validating XML Request and Response Files.
* Extracted data from various sources like Oracle, flat files and DB2 server
* Executed Test Cases with respect to Source and Target database tables.
* Written SQL queries to validate reports against the database.
* Extensive SQL querying on Staging, Datawarehouse and DataMart

**Environment:** JIRA, MS SQL Server, Scrum, ALM11, SharePoint, WARP, HULA, YODA, Java, HTML, CSS, Java Script, Bootstrap.

**Cognosante – November 2014 to August 2015**

**Scrum Master/Business system Analyst, Remote**

Its project is called CCIIO ER&R Project – “1095- A Initiative”. It is also known as 1095A Corrections Project; federal project. As 1095A, Health Insurance Marketplace Statement is used to obtain information needed to complete Form 8962(Premium Tax Credit (PTC)) and file it to claim the premium tax credit or premium assistance through advance credit payments. (Note: [www.irs.gov/form1095a](http://www.irs.gov/form1095a) to see 1095A form online

**Responsibilities**

* Manage QA onshore-Offshore team model having more than 8 testers to support comprehensive communication between onshore business and development team, and offshore QA team.
* Facilitate project planning, daily stand-up meetings, reviews, retrospectives, sprint and release planning, demos, and other activities as needed.
* Track and communicate team velocity and sprint/release progress.
* Guide team on how to use Agile/Scrum practices and values.
* Manage team capacity, address any roadblocks/challenges to a successful delivery of project(s).
* Identify and resolve issues and conflicts within the project team.
* Participate proactively in developing and maintaining team standards, tools, and best practices.
* Experience and understanding of backlog tracking, burn-down metrics, velocity and task definition
* Empower the team to self-organize.
* Assist and provide expertise in the organizational change required for the Agile Transformation.
* Utilized JIRA for Agile development.
* Lead a cross functional team of developers, QAs and designers to develop features and fix production defects
* Gathering, analyzing and creating functional and non-functional requirements for two technical teams.
* Write user stories, acceptance criteria, use cases and functional specifications to support product development.
* Facilitating the backlog grooming and sprint planning sessions for the developers and QAs.
* Conducted JAD Sessions and discuss the UAT with developers on regular basis and also updated daily status report to the PM.
* Prepared test Data sets and performed data testing using the PL/SQL scripts. Also used MS excel for data mining, data cleansing, data mapping, and data dictionary and data analysis
* Co-coordinating with the Business and the development team for the product delivery, also working with the testing team for writing test cases and test scenarios for testing UAT.
* Tested and validated the database tables using SQL queries and Stored Procedures and performed Data Validation and Data Integration.
* Worked on different disputes related to policy start date/end date, APTC amount and different correlated cases.
* Always work on the project from start to completion.
* Analyze and Research the project according to the validity of the consumer’s stated issue.
* Check every day daily priorities and perform according to its priorities.
* Shadow and give presentation on new analyst on solving the cases according to CMS guidance.
* Keep up with changing policies and directives of management.
* Part of Data Integrity team and work on the anomalies’ or road blockers those are affecting to resolve the cases.
* Generated workbook to analyze the consumers complains.
* Coordinate with different EDI Analysts of various teams on the project in resolving the backlog cases.
* Recommended changes to benefit whole project while evaluate the consumer claims.
* Actively worked on finding the root causes and solutions to identified anomalies.
* Update/ work on those anomalies’ that have been updated, resolve or closed by CMS.
* Make sure correct status goes with a correct disposition in a share portal so that cases can be solved.
* Aware EDI analyst, outreach agent about the errors or mistakes they do while working on cases.
* Also, worked in a team as a “Watch Dogs” for repeat offenders.
* Extensive use of HICS website regarding complains lodge on the website and also used to update 1095A cases in HICS.
* As a special team, besides working on a regular case, also worked on HICS update project.
* Participate in creating the SOP (Standard Operating Procedure) of a team.
* I was also involved on training and mentoring other new team mates to bring them up to the speed for 1095A project.
* Developed ETL test scripts based on technical specifications/Data design documents and Source to Target mappings.
* Extensively interacted with developers, business& management teams to understand the OPM project business requirements and ETL design document specifications.
* Extensively used and developed SQL scripts/queries in backend testing of Databases.
* Prepared daily status reports with details of executed, passed, and failed test cases and defect status.
* Tested a number of complex ETL mappings, mapplets and reusable transformations for daily data loads.
* Involved in extensive DATA validation using SQL queries and back-end testing

**Environment:** JIRA, MS SQL Server, Scrum, ALM11, SharePoint, WARP, HULA, YODA, Java, HTML, CSS, Java Script, Bootstrap.

**Walt Disney World, FL Nov 2013- Sept 2014**

**Quality Analyst**

My project was about the replacement and enhancement of middleware software CPOSI with the POS vendor product called Solution Center. At Walt Disney World, I worked as QA and involved in different testing like: Integration, Unit, FIT and other testing of their enhancement of their preexisting system.

**Responsibilities:**

* Responsible for staying in contact with the Business Analyst and developer to ensure Test
* Plan covers complete requirement.
* Created the detailed test plan and test cases from the business requirements documents.
* Involved in implementation of Agile SDLC methodology.
* Sound Knowledge of ecommerce and POS tools.
* Create different scenarios-based use cases, activity diagrams and sequence diagrams.
* Organize and participate in the meetings of the line of business, financial partners, vendors.
* Developed complex SQL queries for querying data against different data bases for data verification process.
* Also, work as note taker and send notes with all the attendees.
* Worked with the project management team to set up test lab and gather system requirements
* Extracted data from various sources like Oracle, flat files and DB2 server

**Environment:** JIRA, MS SQL Server, Scrum, ALM11, SharePoint, WARP, HULA, YODA, Java, HTML, CSS, Java Script, Bootstrap, Oracle 10g/11g, informatica Power Center 8.1(Power Center Designer, workflow manager, workflow monitor), SQL developer, TOAD, SQL and PL/SQL, Web Services

**Education**

Masters of Business Administration

Mississippi College, May 2013