# **David Rai**

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* Seasoned and versatile Certified Scrum Master and business Analyst armed with extensive experience in agile project management.
* Display strong experience in overcoming organizational challenges of transitioning to agile methodology from traditional project management and development.
* Accomplished servant-leader capable of delivering large-scale software and Web development projects on time and on budget by effectively collaborating, facilitating, leading and coaching multiple Scrum teams.
* Expert at driving the adoption and enforcement of Scrum rules, removing impediments and fostering self-management, Lead the discussions in Planning, Designing, Developing and Executing Test Plans and Test Strategy for the web applications.
* Organize reviews, retrospectives, and sprint planning meetings regularly. Remove any impediments faced by the teams while making sure the teams are focusing on the right priorities. Act as a servant leader helping the rest of the scrum team to work together.
* Work closely with product owner in backlog grooming & management along with continuous delivery of features.
* Protect development team from outside distractions, impediments or team conflicts, and maintain focus on product backlog and project timeline.
* Strong experience in all phases of Software Development Life Cycle (SDLC) including Requirement Gathering, Analysis & Design, Development, Testing and Deployment.
* Worked in most of the software development methodologies - Waterfall, Rational Unified Process (RUP) and Agile (Scrum).
* Extensive practice on creating/managing artifacts, writing graphical depictions including Process Flow, Use Case Diagrams and Activity Diagrams using Unified Modeling Language (UML) Methodology in MS Visio and Rational Rose.
* Experience in facilitating Joint Application Design (JAD) session for eliciting design and development phase of the process.
* Worked on projects that included process improvement, claim management for auto and life insurance. Experienced with mortgage (Loan Origination System) and online banking.
* Extreme understanding on Agile-Scrum methodology, product backlog, sprint back log, burn down chart, sprint planning meeting, daily scrum meeting, sprint review session.
* Knowledge on analyzing bugs/defects, interacting with QA and Development Team Leads in fixing bugs/errors.
* Strong ability to coordinate and facilitate with User Acceptance Team (UAT).
* Working knowledge in MS Office Suite like MS Project, MS Access and MS SharePoint.
* Excellent communication, presentation, problem-solving, interpersonal, organizational and documentation skills. Experience in working well independently as well as in a team.
* Experience in Scrum Process and thorough understanding of Extreme Programming (XP), Agile Software Development Methodology and Object Oriented Analysis (OOA).
* Experience designing and developing SQL statements and queries for Oracle Sybase and SQL Server database.

##### TECHNICAL SKILLS

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| **Databases** | MS Access, SQL server, Oracle |
| **Languages** | C, C++, Java, PHP, HTML, XML |
| **Operating Systems** | MS Windows 2000/XP/Vista/7, Sun Solaris2.8, Mac OS X, Unix |
| **Requirement Mgmt Tools** | IBM-Rational RequisitePro, Rational ClearCase, HP Quality Center, Clarity |
| **Project Mgmt Tools** | MS Excel, MS Word, MS Project, MS Outlook, MS SharePoint, Lotus Notes |
| **Business Modeling Tools** | OOAD, MS Visio, Rational Rose |
| **Defect Reporting Tools** | Rational ClearQuest, Bugzilla, HP Quality Center |
| **Banking Protocols**: | FIX, SWIFT |

# **Certifications**

Certified Scrum Master, Scrum Alliance - February 2016

Certified Scrum Product Owner, Scrum Alliance - December 2015

Microsoft Office Specialist, Microsoft - February 2014

# Professional Experience

Fidelity Investments; WESTLAKE, TX 07/2015 – Present

Scrum Master

**Responsibilities:**

* Assisted team with development of service desk application that reduced call handle time by 35%.
* Facilitated sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations.
* Protected development team from team conflicts or impediments, and maintained focus on product backlog and project timeline.
* Built relationship with Product owner and other stake holders to facilitate team's interaction with them
* Work closely with project owner in backlog management and continuous delivery of features.
* Educate and reinforce scrum methodology and agile framework to team members and key stakeholders.
* Direct and lead development team from project initiation through delivery of final product.
* Tracked and managed product backlog, burn-down metrics, velocity, and task break-down.
* Continuously learned Agile/Scrum techniques and shared findings with the team Coached team members on Agile principles and providing general guidance on the methodology.
* Engaged with other scrum masters to increase the effectiveness of the application of scrum in the organization.
* Facilitated getting the work done without coercion, assigning, or dictating the work Facilitated sprint planning, retrospective and sprint demos.
* Helped team to solve problems rather than provide solutions.
* Interfaced with Program Management Office to ensure project goals and requirements are being met.
* Organized and facilitated project planning, daily stand-up meetings, reviews, retrospectives, sprint, release planning, demos, and other scrum related meetings.
* Provided all support to the team using a servant leadership style, and led by example.
* Took responsibility of delivery and management of the tasks.
* Tracked and effectively communicated team velocity and sprint/release progress to all affected teams and management.
* Updated Agile tracking systems to provide transparency on product and sprint backlogs.
* Worked with the scrum Team and the Product Owner to negotiate the minimum viable product for delivery.
* Leading the Daily Stand-ups, sprint planning, spring review, retrospectives, stakeholder meetings, and software demonstrations. Conducting strategic Scrum Calls & Meetings.
* Demonstrated methodical, detail-oriented and thorough approach to all assignments while adhering to compressed timelines. Completed all assignments on or ahead of schedule.

**Environment:** Microsoft Test Manger, SQL Server 2012, HTML, Visual Studio 2013, TFS 2013/2015

Fidelity Investments; Westlake, TX 01/2015 - 07/2015

Scrum Master

**Responsibilities:**

* Performed research to assist in development of project scope, define requirements, and propose changes.
* Ensured on-time software delivery by monitoring Scrum team progress using tools such as burn down charts.
* Worked with the Scrum procedure over the executing functionalities and gathered technical requirements and participated in design sessions.
* Ensured compliance with established internal control procedures by examining records, reports, operating practices, and documentation.
* Acted on behalf of the Product Owner to write user stories with the assisted approach of Scrum Team and refine the product backlog
* Collected data, analyzed trends, and created reports as requested.
* Successfully facilitated vendor selection process (identifying business needs vs. software features) involving 6 major departments within the Creative Production for a Digital Asset Management Tool.
* Conducted Asset Management, Risk Analysis of the Requirements and Traceability focus areas of the various projects and worked with the project team to help them identify the high-risk areas.
* Wrote SQL statements to extract data from the Tables
* Developed the Wire Frames, User Interfaces, AS-IS and TO-BE flows and the Use Cases to encapsulate the information with ease. Continued call Center reporting enhancements with CTI integration from CCE to Microsoft Dynamics CRM for screen pop and to insert calling/called party information into customer record. Experience from Front to back office, worked with fund managers, financial advisors and technical team members.
* Assisted with project team in the whole project lifecycle phases including scope analyzing, requirements gatherings, developments and quality assurance.
* Conducted interviews with various business users to collect requirement and business process information using MS Visio, Requisite pro.
* Worked with project management to analyze change requests to determine what is being requested and programming required.
* Conducted Functional Walkthroughs, User Acceptance Testing (UAT), and supervised the development of User Manuals for customers.
* Documented existing and proposed process flow, analyzed current and target system, and conducted GAP analysis.
* Used the different types of views in Requisite Pro Attribute matrix, to display requirements of a specified type.
* Identified, researched, realized, investigated, analyzed, defined and documented business processes and Use Case Scenarios
* Designed and developed all Use Cases and UML models using Rational and Visio
* Assisted project team in preparing Functional Specification Document (FSD), developed non-functional requirements, and documented Business Requirements Document (BRD).
* Prepared detailed design documents to translate business process effectively for developers and product managers using MS Visio.
* Participated in the logical and physical design sessions and developed design documents.
* Played a key role in the planning, testing, and implementation of system enhancements and conversions
* Extracted data from Oracle database with MS Access, and performed SQL query, data analysis and verification.
* Assisted in system and User Acceptance Testing, performed client presentations.
* Participated in entering and tracking system defects in Rational Clear Quest.
* Worked with developers and designers of BPMSystem to make sure development understands business process and detailed technical requirements.
* Collaborated with the QA team to ensure adequate testing of software both before and after completion, maintained quality procedures, and ensured that appropriate documentation is in place.

**Environment:** Windows XP Professional, TOAD, PL/SQL, SQL, MS Access 2000, MS Excel, MS Project, Agile, Oracle, UML, Rational Rose, Requisite Pro, Crystal Report, Rational Clear Quest VBA, MS Office suite, MS Visio

Hewlett Packard; Plano, TX 07/2012 - 12/2014

Scrum Master

**Responsibilities:**

* Worked closely with Product Owner to analyze& understand Business requirements; gathered User, Functional and Non- Functional requirements & translated the requirements into User Stories for Scrum process using Rally.
* Generated Business Requirement documents (BRD), Functional Specification design documents (FSD) and Functional Requirement Documents (FRD).
* Led various Scrum meetings with development team to review Functional specification & design the system.
* Developed Process Flow Diagram/Activity Diagrams, Test cases, Use Cases and performed Functionality testing & Regression testing.
* Interfaced with the client as part of the Requirements Engineering team to finalize the project scope.
* Assisted the PM in developing Use Cases and project plans and also managed changes to the scope of the project.
* Developed business requirement specification documents as well as high-level project plan
* Developed business process models in Agile Methodology to document existing and future business processes.
* Conducted user interviews to collect requirement and business process information, created Epic Stories and decomposed them into User Stories.
* Facilitated Sprint Planning sessions for each sprint and helped the Scrum Master with facilitating daily Scrum Meetings
* Worked with the Product Owner and Scrum Master to discuss user stories and burn down charts for each sprint.
* Performed extensive Requirement Analysis including data analysis. Designed and developed project document templates based on Agile Methodology.
* Participated in various stages of data mapping and requirement analysis for project needs.
* Identified internal and external system requirements, design and configuration set-up, created User Documentation and conducted training classes.
* Designed and developed Use Cases, Activity and data flow Diagrams.
* Assumed ownership of Use Case Diagrams, Use Case narratives and other various artifacts.
* Documented and delivered Functional and Non Functional Specification Document to the project team.
* Assisted the Project Manager to develop both high-level and detailed application architecture to meet user requests and business needs.
* Participated in the logical and physical design sessions, assisted and developed high and low level design documents. .
* Assisted with user testing of systems, developing and maintaining quality procedures, and ensuring that appropriate documentation is in place.
* Development new process that shortened the testing process without sacrificing quality by using some automated forms of regression testing.
* Conducted Unit Testing, System Integration Testing and User Acceptance Testing (UAT).

**Environment**: Version One, Strong Mail System, Consumer Data Warehouse, Omniture, MS-Office 2007(Word, Excel, PowerPoint, Project, Visio), Tealium

##### Munder Capital Management, Birmingham, MI 02/2011 - 06/2012

##### Business System Analyst

**Responsibilities:**

* Responsible for gathering requirements, creating artifacts for Rational Unified Process (RUP) - use cases, system architecture document, supplemental requirements document, architecture diagrams; verifying technical production infrastructure; designing and executing performance tests; and documentation.
* Formulated functional specifications based on business requirements, inclusive of a logical data dictionary, future-state use case documentation, wire-frames, and data conversion/mapping specifications
* Extensively used the UML methodology to create various use case diagrams for the system.
* Authored Use cases, Business Requirement Documentation, and System Requirement Change Request.
* Analyzed, Evaluated and assessed gaps in the current processes.
* Extensively used Rational Rose to create use case diagrams, state diagrams and collaboration diagrams
* Documented the existing process, performed analysis, identified gaps and provided remediation plan for the processes.Gathered requirements from business users and by going through COBOL programs, legacy use cases, and program specs.
* Facilitated JAD sessions to expedite the processes of data mapping
* Negotiated with vendors in the required areas in terms of tasks performed
* Gathered requirements from business users and tracked them using Rational Requisite Pro.
* Used MS Access and Excel to cleanse and assemble accounting data and develop reports.
* Created test scripts for all the test cases in PL/SQL
* Converted various SQL statements into stored procedures thereby reducing the Number of database accesses.
* Used Query Analyzer, Execution Plan to optimize SQL Queries.
* Worked on Client/Server tools like SQL Server Enterprise Manager and Query Analyzer to Administer SQL Server. Involved in testing the conversion of the application into web application using XML web services.
* Created Database Maintenance Planner for the Performance of SQL Server which covers Database Integrity Checks, Update Database Statistics and Re-indexing.
* Identified and clearly defined functional issues and supported IT development staff throughout the design, development and testing efforts.
* Worked with technical teams to research and advice on alternative technical solutions to address critical/major business issues and opportunities
* Facilitated the User Acceptance Testing (UAT) of the application by working with users and documenting gaps in the beta version of the application.

**Environment**: Business Objects, TOAD, VBA, PowerPoint, Oracle 10g, Cobol, PL/SQL, SQL Server, XML, Windows, UNIX, Rational Req. pro, clear case, Mainframe, Rational Rose, Crystal Report XI, Lotus Notes, Clear

# Education

Bachelor of Business Administration: Business Management

Texas Wesleyan University, Fort Worth, TX