**John Niranjan**

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A Certified Scrum Master, AGILE Coach, Agile Trainer and a veteran Business Systems Analyst with extensive experience in the Mortgage, Digital Channel Marketing, Financials, Healthcare and Media industry having superior record of delivery from small tactical releases to large strategic projects in a timely manner. Experienced with Business Architecture, BCP/DRP, Lean Six Sigma & Process improvements processes.

**Areas of Expertise**

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| AGILE Coaching & Enterprise Training | Business Architecture & Process Modeling - Current & Future State Flow Diagrams | Scaled Agile, SAFe Implementation, LeSS, Lean Kanban, SCRUM |
| Business & Systems Analysis | Project Management & Data Analytics | Technical & Functional Requirements Mgmt |
| Process Improvement, Kaizen, Six Sigma | Risk Analysis & Mitigation Stratergy | BCP/DRP planning and implementation |
| Project Strategy, KPI Identification | Metrics Reporting | Customer Journey Mapping & Empathy Maps |
| Enterprise Business Agility Model, Agility Health Radar | UAT Strategy, Test Planning, Execution, Reporting & Training | Managing Clients interactions, meetings and approval processes |

**Technical Experience**

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| UXPressia, Smaply, IBM DOORS, Requisite Pro | IBM Rose, IBM Clearquest | IBM Blue Works, BPMN 2.0 , Visio, Ms.Project, Balsamiq, Sharepoint |
| Oracle Identity Governance, Avaya Breeze & Verbio, Cisco finesse | Ms.Access, Oracle, SQL Server, DB2, GreenPlum, Netezza,OBIEE | JIRA, VersionOne, Rally, HP ALM, TFS |
| Autosys, EFT’s, Synchrony, WINSCP, Putty | Remedy, Clarify, Eclipse , Oxygen | DevOps experience with teams using Jenkins, Ansible, Selenium testing |
| Notepad++, Edit Plus, Excel | AVAYA Call Manager, IEX, Blue Pumpkin | Edifecs - XEngine, SpecBuilder, Transaction Manager |

**Professional Certifications**

Scrum Alliance : Scrum Master and Product Owner (CSM, CSPO)

Large Scale Scrum (LeSS) - Certified LeSS Practitioner (CLP)

### ICAgile Certified Professional - Agile Coaching Workshop (ICP-ACC)

ICAgile Certified Professional - Business Agility Foundations (ICP-BAF)

AgilityHealth : Enterprise Business Agility Strategist (EBAS)

### LeanKanban University : Kanban Coaching Professionals (KCP)

SAFe® 4 Program Consultant (SPC4)

### Certified Management 3.0 Consultant

Certified Trainer for Training from the Back of the Room (TBR-TCC)

PRINCE2 Foundation & Practitioner – Project Management

### Six Sigma - Green Belt (CSSGB)

ISTQB Certified Tester Foundation Level (CTFL)

ITIL v3 Foundation

Microsoft Certified Systems Engineer – Networking Essentials (MCSE)

Microsoft Certified Desktop Support Technician (MCDST)

Customer Management & Helpdesk Operations Manager Certification – from Hewlett Packard

**Work Experience**

### Agile Coach and Agile Training CoE Lead, Navy Federal Credit Union, Dec 2016 – Present

As a part of the Program Strategy team, took lead in designing the vision to relaunch various digital content and banking platforms. Coached and supported 8 Scrum Teams and facilitated the needs for 2 data migration projects, 1 infrastructure project – in the capacity of Agile Coach and a Trainer between Pensacola, FL and the Vienna, VA centers.

* Spear headed multiple Scrum teams, which had their own Scrum masters and dev teams to support enterprise wide projects
* Conducted minute clinics for Scrum Masters, Product managers, Product Owners, Business Analysts, Tech leads, and Dev Team.
* Captured feedback from various Scrum teams constantly to make changes to the daily operational model.
* Coached and facilitated in Release Planning, Sprint Planning, Story Writing/Splitting, CI Operations and Process Development, Portfolio Management, and Agile Metrics
* Implemented transformation drivers, goals, priorities, and metrics with internal stakeholders and the Enterprise Agile Coaching Team.
* Worked with the executive team to educate them and help them learn how the resource planning, estimation and delivery timelines are differently forecasted in Agile environment
* Established standard ceremonies formats and processes with input / outputs criteria’s.
* Explored the possibilities for scaling agile for the new Program using SAFe and worked with RTE’s to come up with high level roadmap.
* Developed transition roadmap to manage Agile maturity and full Agile adoption model.
* Facilitated the transition of a 250+ program team, focused on Digital Experience for the Digital Banking Program
* As a part of the Agile CoE supported a team of scrum masters, project managers to transition from waterfall to Agile.
* Established relationships at all levels of the organization to evangelize a paradigm shift representing a welcomed change and removal of barriers to Agile implementation.
* Mapped current roles and functions to Agile best practices.
* Built decision mind mapping plans to simplify story creation that offers optimal content needed for minimizing development defects or missed expectations.
* Conducted trainings for various Scrum teams and ensured that the whole portfolio was Scrum trained via 1 and 2 day workshops.
* Attended the Global Scrum Gathering at Minneapolis 2018 and presented topics in the Open Space sessions.
* Created training roadmap for PMs who expressed the interest in becoming scrum masters.
* Delivered training on optimizing output from scrum teams through the utilization of the burndown and burnup charts.
* Facilitated Daily standup meetings, refinement sessions, Sprint retrospectives with other Scrum Teams and used that as training opportunities.
* Helped the Production support team to streamline their workload by optimizing the WIP limits using some core values from Kanban method
* Ensured synergy and coordination tactics were implemented across distributed teams between Florida and Virgina centers.

### Agile Team Coach, Fannie Mae, Jul 2014 – Nov 2016

Coached and guided all the Scrum Teams working on the IBM BPM platform rewrite program, and improved the efficiency of product delivery cycles for the legacy applications like – DCC, Counterparty Over limit, QAS, Waiver Tracking Tool.

* Worked with teams and program to overcome non-colocation challenges.
* Advised on tooling to support the agile lifecycle
* Contributed to the Agile Coaches Corner every week , to consult and solve challenges in other Scrum Teams
* Primary contributor for Scrum Master CoP and regularly updated Enterprise templates, strategies and metrics
* Contributed to program level meetings and provide updates on impediments, risks and dependency information in Scrum of Scrums (SoS)
* Facilitated the quarterly Agile Health Reviews (AHR) for both teams and assisted in creating an improvement plan
* Tracked and captured Agile Maturity Model (AMM) data and provided to numbers to the program office regularly.
* Worked closely with Product owner/business team’s to during the refinement phase to ensure blockers were removed
* Continuous Process Improvement by review, analyze, prioritize, identify and implement specific activities, and by making recommendations on improvement opportunities.
* As a Leader and Coach, champion and introduce effective planning, risk identification, mitigation and technical analysis to identify the scope and schedule for upcoming projects and individual work items as necessary
* Conducted Customer Journey Mapping exercises, by conducting extensive interviews and surveys. Identified the Personas, Timelines, Emotions, Touchpoints, moments of truth and Channels.
* Performed extensive analytical and anecdotal research and created empathy maps and channel brainstorming, and built the touchpoint inventory and pain points in Mural.
* Coached internal stakeholders in approaches for handling transformation blockers and opportunities.
* Coached the team members on agile practices and enabled them to meet their Sprint commitments
* Participated in streamlining the DevOps practice, to cross functionally apply across projects
* Optimised the CI CD process across the teams to make the testing and deployment process more quicker and efficient.

### Scrum Master, Virginia Premier Health Plan Inc, Aug 2013 – Jun 2014

Worked on a Program which had multiple projects like ID card issuance, Reconciliation and Claims Processing. Implemented a lot of changes on the Contact Center and Helpdesk processes.

* Worked with the Contact Center COE , which managed high call volumes and helped them improve their CSAT scores and their response time.
* Various contact center applications were updated based on the new business vision and I was managing a few application development teams.
* Based on the market research and current trends designed and proposed new business processes , both in business and technology for – Lead Management, New Membership enrollment processes across the enterprise.
* Organize and facilitate all scrum related meetings (stand-ups, retrospectives, reviews, demos, etc.)
* Develop project plan, release schedules, roadmaps and manage backlog. Communicate team plans, report impediments for escalation, and identify risks/concerns to relevant stakeholders to help resolve issues or concerns in timely manner.
* Monitor team backlog daily to ensure it accurately reflects the current state of the sprint. Track and communicate team velocity and sprint progress to all affected teams and management

### Product Owner, CNSI, Jun 2012 – Jul 2013

Worked for the CMS project, as one of the SME’s for the enrollment process. Designed the release plan and had builds released every 2 week.

* Worked with the CMS business teams and executives to design some of the processes for loading the new insurance, designed the roadmaps, planned the releases and managed the relevant user stories on JIRA.
* Facilitated the Planning Poker sessions, assigned the Story points, LOE’s, came up with the acceptance Criteria’s and priority level and updated the user stories on JIRA and the project roadmap on SharePoint.
* Along with the business users, executed a few test cases to verify the services that the team built by using SOAP UI to test the various data elements and verified the requests and responses.
* Developed product benchmarking, emerging trend research, value propositions and acquisitions research
* Worked with the strategy team to design and relaunch various digital content and processing platforms, and coordinated with various other business analysts to drive the program.
* Facilitated the calls with business and technical teams to make sure that the data files were in right layout
* Validated 834 files using Spec Builder from Edifecs to anaylze and generate them per Guidelines .
* Used Edifecs Transaction Manager for tracking each stage of the Inbound 834 files and creating 999 Outbound files
* Created test data: Multiple locations, group hierarchy levels, reviewing /editing EDI files (834)
* Created the Product Backlog with Features, Epics, themes, stories based on the Health care pricing code crosswalk workshops and updated the knowledge base for both 837 professional and institutional claims.
* Updated the companion guide with usage comments and tested the 837 files for the following loop changes - billing Provider info, Subscriber information, Pricing and repricing information, COB Amount scenarios
* Was a part of the product demos for business logic testing on EDI transactions 837, 835
* Coordinated for the Trading Partner Acceptance Testing scenarios, and managed reports on Excel and SharePoint
* Created Use cases for claims Check Receipt, Auto Recovery, Write Off overpayment recovery methods

### Business Systems Analyst, Fannie Mae, Oct 2010 – May 2012

Worked as a Business systems Analyst for RDW/ADW systems. Was the SME for all the releases and the SPOC for all customer enquiries.

* Update the ICD documents and Technical specifications based on the new file layout’s and table layouts those were changed due to the new business process.
* Managed the generic email box and responded to all the customer enquiries, performing data analysis.
* Created SQL queries to validate the data on schemas to support the business rules using Oracle and Toad .
* Created data mapping and source to target documents for new reports and views that were created, based on the changes that were made from the current state architecture.
* Was a part of the data migration from the legacy systems to the new Table structures, and performed Data Testing
* Performed data profiling and did a few dry runs for the source to Target data transfers along with the developers
* Was a part of creating the design doc & solution specs (along with the dev team) & was a part of the Test Strategy, Test Plan, Test case walkthrough conducted by System Testers.
* Created Business process flows, Rollout and Go Live presentations and regular weekly reports to the business users.
* Collaborated with modelers in conceptual and logical data modeling efforts, and created data mapping sheets
* Added the missing data dictionary elements and updated the data lineage process
* Created wireframes and workflows for the new applications that had to be redesigned.
* Conducted UAT testing, created Test scenarios, prepared the test data, and coordinated with the end user to capture results.
* Created Test data for the UAT environment and loaded it into the necessary tables for various positive and negative testing, across various upstream and downstream E2E integration testing.
* Performed a lot of Backend Data Testing, based on the flat files those were loaded into the systems using Autosys, confirming the results by checking UNIX logs verifying that the business process flows were working as expected.

### Project Coordinator / Business Analyst, Fannie Mae, Mar 2010 – Sep 2010

Worked as an Integration Project Coordinator for the Multi Family PFP project. The scope of the project was to identify the source of the data issue and recommend a cost-effective solution to the business group and optimize the daily operations

* Was one of the leads for the core PMO team, who coordinated all the Integration tasks for the complete Multifamily PFP Integration efforts which involved 40+ applications
* Good business knowledge on Loan Acquisition, Pooling, Processing, eServicing , Disclosure , ADW, Tax systems
* Tracked, maintained, and communicated project risk and issues throughout the lifecycle of the project.
* Added all the business process requirements into IBM DOORs, managed and tracked the changes on the requirements from various systems, and managed the test cases and RTM in HP AM , also ran the RMSYNC to sync the requirements.

### Product Engineer, AOL, Oct 2008 – Jan 2010

Worked on AOL’s web applications and music player WINAMP. I was one of the core engineers to test and release the Android version of the WINAMP player into Google play.

* Created and Product tested the main components of mp3 music player
* Worked with the SCRUM team in the daily stand up meetings to update the Acceptance criteria’s and tasks.
* Tested the ANDROID mobile WINAMP application on various hand held devices globally.
* Was a part of the successful launch of the product via google play.

**Project Manager, Hewlett Packard, Jul 2005 – Sep 2008**

* Worked on various projects as an Operations and Transition Manager – Server and IT Infrastructure Support, HR Operations and Corporate loans.
* As an expert in BCP/DRP process, I worked on setting up failover sites within India and other countries for HP Global.
* Played a role of a Transition Manager for several niche projects , laid out the Transition plan and I migrated various projects from US to India and created many business opportunities for HP, ensuring the SLA’s and Quality were met.
* Travelled to China and setup a BCP site in Dalian and trained various analysts on critical businesses.

**Business Analyst (Process Reengineering Team), GE IT Services, Jul 2001 – Jun 2005**

* Worked on various Process improvements and Six Sigma Projects across portfolios
* Worked for GE Card Services in setting up the SLA’s , Compliance policies and other financial metrics
* Clarify CRM was used to setup the GE’s Helpdesk to manage their call center
* Created BCP/DRP (disaster recovery models) to have the business calls/emails routed to alternative centers in case of disruption, and also performed cold tests to ensure that the systems were in place and procedures were followed.
* Worked as a Process Trainer to cross train the critical Business processes and implemented Operations with new teams.

# **Education**

# Bachelors of Computer Science,Madras University, India 2001

Master’s in Business Administration, Madhurai Kamaraj University, India 2004