**Milon Jaysukbhai Patel**

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**PROFESSIONAL SUMMARY: -**

* 8 years of experience in IT Project Management, Agile Scrum Master, Product Management, Planning, Monitoring, Operations Manager, Quality Management, Team Management.
* Experienced Scrum Master with expertise in effectively facilitating, leading, coaching multiple Scrum teams with expertise in Agile Sprint Planning, Spring retrospection, Story based development and Story point estimation.
* In-depth knowledge of Software Development Life Cycle (SDLC) from gathering requirements, design using UML to development and project delivery.
* Experienced in SDLC methodologies including Waterfall, RUP and Agile.
* Excellent analytical, problem solving, interpersonal skills, highly self-motivated, committed towards tasks handled, process oriented, strong learner and intense achiever with excellent documentation skills.
* Extensive knowledge of functional set-ups, business process analysis, gap analysis and creating functional specifications.
* Comprehensive understanding of design using unified modeling language (UML) and Visio.
* Experience in transforming business requirements into functional requirements, using UML diagrams-Use case.
* Extensive experience in documenting AS-IS and TO-BE process models, by creating Use Cases, Multi-user perspective diagrams, Traceability Matrices and other artifacts using Visio/MS-Office.
* Well versed in Gap Analysis.
* Holds strong entrepreneurial mindset with innovation at the center of execution based on customer surveys/interviews, competitive, market and pricing analysis
* Implemented CMMI L5, highest SDLC standards, in Waterfall and Scrum framework in Agile software development environments
* Analytical problem solving: evaluated many data driven business cases while leading teams, presenting diplomatic people & project management skills
* Thrived on BRD/FRDS/Test Cases/Use Cases/User Stories/Story Points/Product Backlog/Business Requirement Gathering & Analysis/ UML/ Deployment/ QA - UAT/ Production Release/User Signoff and ongoing Enhancement and Bugfixes
* Proficient in using proprietary and commercial SaaS tools: BI, MS Project, JIRA
* Well versed in System, User and Prod Acceptance Testing (SIT/UAT/PROD)
* **Working knowledge of SOAP, Web Services and WSDL**
* **Working knowledge with AJAX, JavaScript, Java, JQuery, and Angular JS**
* Proven project management skills, tracking KPIs, performance metrics, and deadlines
* Experience with ERP Oracle E-Business Suite Financial modules, Information Technology (IT), Finance (FIN).
* Participated in requirement workshops along with business stakeholders to verify and confirm the business requirements in User Interface (UI) designs.
* Excellent facilitation of project-related meetings, status meetings, preparing and presenting projects status reports, and conducting walk-through for end-users.
* Wide knowledge in conducting User Acceptance Testing (UAT), and documentation of test cases.
* Excellent communication skills, presentation skills, and interpersonal skills.
* Requirement gathering & analysis, solution design, module configurations, testing, conversions, post production support and extensive experience on Oracle financial modules with strong and in-depth techno-functional skills.
* Proven ability to multi-task and prioritize while managing multiple projects
* Comprehensive understanding of solution delivery life cycle of enterprise solutions, business process analysis, requirement elicitation and analysis, software and vendor selection, custom development and/or package implementation, testing and vendor management.
* Knowledge of Accounts Receivable, Accounts Payable, and Billing Collection procedures.
* Extensive experience in working and managing multiple projects simultaneously.

**AREA OF EXPERTISE**

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| --- | --- | --- |
| * Delivery & Project Management * Business Analysis * Cross Functional Coordination * Risk Analysis & Mitigation | * Project Scoping & Planning * Client Relationship Management * Waterfall & Agile Methodology * Budget Management | * Project Scheduling & Monitoring * Stakeholder & Vendor Management * Project Lifecycle Management (SDLC) * Training & People Management |

**Certification:**

* Scrum Certified

**TECHNICAL SKILLS**

* **Business Skills:** Business Process Analysis & Design, Gap Analysis, Impact Analysis, JAD/JRP Sessions Requirement Gathering, and Use Case Modeling, MPS
* **Scrum Master** / Agile Project Manager, UML, Visio, RUP, Waterfall
* **Languages:** HTML, JAVA, .NET, XML, AJAX
* **Management Tools:** Clear Quest, Clear Case, MS Visio, Rational Rose, and Requisite Pro
* **Testing Tools:** HP ALM, Win Runner**,** Clear Quest Rally, SSIS
* **Database:** DB2, MS SQL Server, My SQL, MS-Access, ETL & Data Warehousing
* **Operating Systems:** Windows Vista, Windows 95/2000/XP/7, and MS-DOS
* **Microsoft tools:** MS Office Suite (Word, Excel, Power Point, Outlook), MS SharePoint, MS Visio, MS Project, and MS FrontPage

**PROFESSIONAL PROFILE**

**CAREFIRST BCBS, Owings Mills, VA Nov-2016-Mar 2018  
 Sr. Agile Scrum Master**

**Responsibilities:**

* Created sprint backlogs, organizing and conducting sprint planning meetings, daily scrum meetings. Created sprint burn down charts and release backlogs for effective Project Management.
* Provide AGILE project management controls, project plans, timeline schedules, facilitate RAD sessions, and review software defects.
* Responsible for providing business requirements within an AGILE software development SCRUM environment.
* Coached teams in their efforts to adopt advanced methods for the effective application of the Scrum framework.
* Contributing to software process-reengineering efforts aimed at evolving current software development practices to adopt Lean/Agile and Scrum practices.
* Coordinated Sprints, from Iteration Planning thru daily scrum, and Iteration Reviews and Retrospectives.
* I wrote the high-level design of how MSP letters could be requested from custom interfaces.
* Responsible of the UAT process and global users support for the Multifactor Authentication application.
* Created project plans and resource plans across all activities and milestones.
* Performed Gap Analysis to identify the deficiencies of the current system and to identify the requirements for the proposed system and followed Agile SCRUM methodology.
* Worked on client side validation using JavaScript and experienced working on server side validation
* Conducted Gap Analysis to identify potential opportunities of improvement and recommended them to the Product Manager.
* Expressed the requirements through user stories, use cases, HTML models, ER diagrams and Process Flow Diagrams.
* Made rapid deployment and continuous process improvement using Open Text Business Process Management
* Setting direction for the project team on Technology Improvement, case study preparation.
* Worked with technical team to develop UI interface with AJAX, JavaScript, AngularJS and JQuery.
* Collaborated with technical experts and business units to determine best possible reporting mechanisms for competitive analysis of the current system to the proposed New Claim Processing System.
* Created and prioritized the Back Log in Rally, coordinated Planning Sessions
* Transfer projects from Waterfall to Scrum are major responsibility.

**State of Idaho (Health &Welfare), Boise, ID Jan-2015-Oct-2016  
Scrum Master**

**Responsibilities:**

* Handled two different scrum teams working on a common set of requirements.
* Performed the duties of an Agile coach in educating and helping the team in adhering Agile framework.
* Implemented the DOR criteria to ensure the story is sufficiently vetted to commit to.
* As a process improvement initiative Created a simplified JIRA work flow and a DOR schema to track the root cause for the release fixes and hot fixes.
* Conducted all the Sprint ceremonies made sure the ceremonies are Time boxed.
* Used JIRA for issue tracking, user story management, requirement traceability, and velocity of the team.
* Worked in Agile environment and was involved in Scrum of Scrums in enhancing the effectiveness of application.
* Collaborated with cross-functional teams to gather business requirements using Agile Estimating and Applied User Stories and Ensured that team is adhering the rules of agile manifesto
* Worked closely with the business to reduce the number of requirement changes within the sprint which negatively affect the ability of the team to meet their sprint commitments.
* Made sure the team is free and clear from any impediments or blockers which may hinder team’s performance.
* Provided Servant leadership support to the team to increase their competencies.
* Created ensuing use cases, report requirements/templates, scope documents, issue tracking and project plans in an Agile environment
* Used Agile’s scrum framework, for managing the software application development project.
* Mentored project managers, focusing on delivery, quality and customer focus.

**Mayo-Clinic, Rochester, Minnesota Aug-2013-Dec-2014  
Scrum Master /Sr. Business Analyst**

**Responsibilities:**

* Actively developed the project with agile methodology using Scrum and Extreme Programming.
* Created and managed Product and Sprint backlog.
* Provided AGILE project management controls, project plans, timeline schedules, facilitated RAD sessions, and reviewed software defects
* Communicated program/project status to business owners, product owners through PowerPoint presentations and reports.
* Responsible for providing business requirements within an AGILE software development SCRUM environment.
* Provided coaching on Agile values and practice to other teams within the company.
* Maintained logs and resolved weekly program level issues with SMEs and Change approval board members through review meetings on requirements, Impact analysis and mock up presentations from respective teams
* Reviewed necessary technical specifications, requirements and work breakdown structure documents using Visio.
* Prepare Functional requirement specification documents which includes flow charts, formulas, definitions, sample tables with real data, well designed color Graphs including drilldown views and mockup screens.
* Strictly followed the change control methodologies while deploying the code from development, Quality Assurance and Production.
* Analyzed business requirements and segregated them into high level and low level Use Cases, Activity and State diagrams using MS Visio, suggested and managed improvements in the process.
* Provided administrative and operational support for the PMO in regards to making sure project data is easily accessible, tracking project metrics and distributing project information as needed.

**Broward Health Fort Lauderdale, Florida Jun-2012-July-2013  
Scrum Master /Sr. Business Analyst**To developer a physician’s support system for real-time retrieval of patients data, with the sole purpose of patients paperless record. Electronic Health Record System is used to capture the out-patient clinical data in this system.

**Responsibilities:**

* Served as Communication Bridge between non-technical users and technical solution developers.
* Performed GAP analysis and prepared workflow diagrams, designed new process flows and documented the business process and various business scenarios.
* Performed duties of scrum master and led the team to produce potentially shippable products at the end of the sprint, using agile principles and practices.
* Created and maintained Sprint burn down chart and release/product burn down charts.
* Performed duties of an Agile coach by educating the team on prioritization and estimation techniques.
* Resolved team issues, and encouraged more self-organization among team members.
* Helped team to maintain optimal Velocity, and complete story points in each sprint consistently.
* Conducted Requirement Workshop to gather requirements from various departments. Conducted Focus Groups and Interviews with physicians to understand additional functionalities deemed critical and in line with mandated functionalities in a Hospital's physician support system.
* Segregated business requirements, by analyzing them into low level and high level requirements.
* Converted Business Requirements into Functional Requirements Document.
* Worked with UI team to create the User Interface screenshots, and presented to the product owner/stakeholders for their approval.
* Developed wireframes to fully define the customer needs and requirements in brainstorming and review sessions.
* Used MS VISIO to create Use Case diagrams and Sequence diagrams so that the development team and other stake holders can understand the business process.
* Managed Requirement Churn carefully to minimize the influence on the current/next sprints that developers would implement.
* Managed Product Backlog through effective collaboration between product owner and the Scrum development team
* Generated reports, tracked performance and bugs on JIRA.
* Worked with the Business Team to review and execute the User Acceptance Test validation.
* Assisted in creating training materials for hospital employees to get them familiarized with the new technological advancements to be incorporated by the hospital.

**Health plus, New York, NY Sep-2011-May-2012**

**Business Analyst**

**Responsibilities:**

* Used different elicitation techniques to interact with business users and SMEs
* Translated business requirements into functional specifications: HIPAA transactions
* Analyzed trading partner specifications and created 834 transaction mapping guidelines
* Analyzed respective companion guides/sample data files, and referred 834 & 837 EDI implementation guides to understand incoming data elements, segments, and loop structure
* Assisted PM in project plan using MS Project and tracked the progress
* Coordinated work plans between project manager and client
* Acted as a liaison between Project Management and IT groups to create planning, and sizing
* Assisted PM in re-baseline the project plan to execute the approved changes
* Prepared test data to test various scenarios in creating groups, subscribers and dependents
* Used SQL queries to perform sample data and created reports
* Used Requirement Traceability Matrix to manage test cases and requirements relationship
* Participated in daily defect meetings and coordinate the User Acceptance Testing (UAT)
* Reviewed and logged critical defects in HP Quality center and communicate to the related teams.

**Alfa Insurance, Montgomery, Alabama Jan-2010-July-2011**

**Business Analyst/Revenue Cycle Analyst  
  
Responsibilities:**

* Checking Eligibility, Benefits & Analyze EOB, AR follow-up with Insurance.
* Performing different tasks that include posting cash receipts, updating cash flow reports, researching charge backs and making final decision for write off.
* Analyzing Global trends in the given work order and resolving at the earliest for reduction in backlog.
* Making decisions with clear authority to write off balances according to strict guidelines.
* To analyze recoupment's and provide the solutions.
* Calling-up the insurance carrier to check the status of claims filed with them, the payment issued on each claim, the denial reason and if the claims are outstanding, taking appropriate action over the phone if claim is denied incorrectly by insurance carrier. Also document the conversation in the work-order.
* Analyzing the recoupment made by insurance carrier and resolving the same at the earliest for payment. Responsible for resolving the outstanding AR for the process and handing claims denials for both Federal and Commercial Insurance.
* Recovery of purged claims filed after the Timely filling limit or charges entered late. Appealing on the same with proper timely filling proofs.
* Training team on standard operating procedure guidelines and daily updates from client's end.
* Handling Provider denials (Credentialing) and resolving the same as a project.
* Downloading reports from EHR's, Analyzing the data and identifying global trends to resolve bulk AR.
* Preparing monthly reconciliation status reports for management.