** NIKHIL SHAH **

**Scrum Master**

**Professional Summary:**

Highly professional individual working as a certified Scrum Master and expert with a proven track record of working in self-organized, cross-functional teams in delivery of high-quality solutions in IT with domain experience in Financial Sector.

**Experience Highlights:**

* 7 years of IT experience in handling role of Business Analyst using **Agile** and **Traditional Methodology**.
* Worked for different **Software Development Life Cycle (SDLC)** methodologies like **Waterfall**, **Scrum**, **Scrum-waterfall hybrid**, **Scaled-Agile Framework (SAFe)**, **Kanban** **Extreme Programming**, and **Rational Unified Process**.
* Expertise and knowledge in **Risk Management,** **Fixed Income Securities**, **Derivatives**, **Equities**, **Mortgage Backed Securities (MBS), Portfolio Management, Investment Banking**, **Mortgages,** **Foreign Exchange trading.**
* Understanding of **General Ledger** and **Account Reconciliation, SOX, Dodd Frank, SEC, FINRA, BASEL Framework (1,2 and 3) and CCAR** compliances used in the industries with their effects on the project.
* Experienced in performing **SWOT** analysis, **GAP** analysis to understand the **AS-IS** and **TO-BE** state of the software.
* Assisted in developing **Project Management Plan (PMP)**, **Project Charter**, **Cost Benefit Analysis, Feasibility Studies.**
* Worked in **Business Analysis**, **Requirements Elicitation** using **Joint Application Design** (**JAD**), Document Analysis, **Requirement Workshops**, **Interviews**, Brain Storming, Focus Groups, Observation and Interface Analysis.
* Possess intricate documentation skills, ability to create **Business Requirements document (BRD), Functional Specification document (FSD), Software Requirement Specification (SRS), Work Breakdown Structure (WBS), Requirement Traceability Matrix (RTM), Change Process Document, Burn down Charts, etc**.
* Conducted **Workshops** for writing User Stories according to the **INVEST** criteria and **Vertically Slicing Epics** into user stories based on **Business Rules, Workflow Steps, Data Types, Business Roles, Operations** and **Parameters.**
* Participated in **Scrum Ceremonies** like **Release Planning, Backlog grooming, Sprint Planning, Sprint Review** and **Retrospective** and experience in **Prioritizing Techniques** like **MoSCoW, KANO** and **Estimating Techniques** like **Agile Poker, Relative Mass Valuation** with the help of product owner and the development team.
* Helped with writing the **Acceptance Criteria** for the development team with test cases for their **ATDD, BDD & TDD.**
* Knowledgeable in creating **UI/UX diagrams**, **Wireframes** and **Mockups** for presentations to the team and PO.
* Experienced in **Business Process Modeling** using **UML** diagrams like **Activity Diagram, Sequence Diagram, Class Diagram, Use-Case Diagram, Process Flow diagram** which helped developers understand better.
* Experienced in **Data analysis, Data mapping, Data modeling** anddevelopment of **Databases** for**Business Applications** in **Client/Server Applications** and **Web Applications** for internal use of the company**.**
* Worked for **Data Mapping**, **Data migration**, **Data Transformation**, **Data Integration** and on **Hortonworks Data Platform** for various different scenarios using **Virtual Machine, Sandbox** for developing Hadoop Cluster on the fly.
* Knowledge of **Dimension Modeling** using different schemas like **Star Schema**, and **Snowflake Schema** in designing the **Data Warehouse** to define the relationship between the **Fact Tables** and **Dimension Tables**.
* Helped in designing and development of **SCD** (**Slowly Changing Dimension**) of Type1, 2 and 3 mappings.
* Expertise in the **ETL process** using tools such as Informatica and have knowledge in Power Center Client tools including **Designer, Repository Manager, Workflow Manager/ Workflow Monitor**.
* Strong knowledge of **Service Oriented Architecture** **(SOA)**, **3-tier**, **N-tier** architecture systems and **HTTP Protocol.**
* Experience in **Extensible Markup Language (XML)**, **JavaScript Object Notation (JSON)** and **API** technical writing for **API documentation** using **Swagger** tool. Also used **SOAP UI** for **API Testing**.
* Assisted QA team in documenting **Test Plan, Test Cases, Test Scenarios, Test Scripts** to conduct **Functional Testing.**
* Has participated in various activities related to **Integration Testing, System Testing, GUI Testing, Performance Testing, Load Testing, Stress Testing, Smoke Testing, Regression Testing,** and **User Acceptance Testing.**
* Knowledge in the use of **Testing tools** like **HP-ALM/HP-QC, Cucumber, LoadRunner**, and **Bugzilla**
* Experience in working **Business Intelligence tools** like **SAP Business Objects BI, Tableau, IBM Cognos** and **Zeppelin**.

**Skill set/Tools:**

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| --- | --- |
| **SDLC Methodologies** | Agile (SCRUM/ SAFe), Waterfall, Hybrid, Kanban |
| **Project Management Tools** | JIRA, Confluence, MS Project, MS Share Point, MS TFS,Microsoft Office |
| **Modeling & Designing** | MS Visio, CA Erwin, Rational Rose, StarUML, Balsamiq, Lucid Charts |
| **ETL and Reporting** | Informatica Power Center, SSIS, SSRS, Tableau, Power BI,MS Access, Excel |
| **Programming Languages, Scripting & Web Services** | HTML, CSS, JavaScript, JSON, PHP, REST and SOAP Web Services, Apache  Tomcat |
| **Data Modeling** | Entity-Relationship, Conceptual, Logical, Star Schema, Snowflake Schema, Data Dimensions |
| **Databases** | Oracle, MySQL ,DB2, MS SQL Server 2016,2012, MS Access |
| **Big Data** | Hadoop, Apache Spark, Splunk, Pig Latin, HDFS, HIVE, Zeppelin, HBase, Apache Sqoop, Apache Kafka, Apache Storm, Apache Flume |
| **Testing Tools** | HP ALM/QC, Swagger, SOAP UI, HP Load Runner, Cucumber, Postman |
| **Business Skills** | Process Modeling, GAP Analysis, Impact Analysis, Risk Analysis, Cost-Benefit Analysis, SWOT Analysis, JAD Sessions |
| **Operating Systems** | Windows XP/7/8/10, Mac OS X/Sierra/High Sierra/Mojave |

**PROJECT DESCRIPTIONS:**

### *THOMSON REUTERS, BROOKFIELD, WI JUN 2017 to Present*

***Scrum Master***

The project was based on the development of a system for Risk Assessment and alert generation. This included in monitoring, analyzing and responding to risks embedded in processes, transactions and interactions. It was developed to generate alerts including an interface to generate KRIs (Key Risk Indicators) and KPIs (Key Performance Indicators). The aim of this project was to deliver effective and efficient risk management and control for market risk, credit risk and operational risk to keep all applications consistent with the company strategy.

**Responsibilities:**

* Worked in all **Scrum Master Responsibilities** like **Facilitating Scrum Ceremonies** of **Sprint Planning, Sprint Review, Daily Scrum, And Sprint Retrospective.**
* Developed Scrum artifacts like **Burn Down Chart, Burn Up Chart, Impediment List**.
* **Managed multiple responsibilities** simultaneously with **conflicting priorities** without extending deadline.
* Responsible for selecting and guiding the team through forming, storming and performing team stages.
* Create detailed P**roject Status Reports**, **Risk Management plan**, **Charters** and **Issue Logs** for management and project team. Leveraged **JIT principles** by matching the amount of **work in progress (WIP)** to the team's capacity.
* Used **Kanban cards** to feature critical information about particular work item, giving the entire team full visibility into who is responsible for that item of work, a brief description of the job being done, how long that piece of work is estimated to take etc., shortening Cycle Time.
* Facilitated **PI Planning Readiness** via fostering the preparation of **Vision and Backlogs**, and via **Pre- and Post-PI Planning**. Coached teams, and **Scrum Masters in Lean-Agile practices** and mindsets.
* Ensured value flow from **Portfolio to Program** to **Team level** in **Full Safe** environment by working with Product and Solution Management, Product Owners, and other stakeholders to help ensure strategy and execution alignment.
* Worked in **Contract Negotiations, Vendor Management, RFP Evaluation, Contract Administration, & Closure.**
* Responsible for performing **Cost Benefit Analysis**, defining key performance indices, maintaining release milestones, **Brainstorming And Analyzing Ideas, Incorporating Best Ideas** into project roadmap.
* Presented to the board the **Change Management Plans** for improved productivity of the team.
* Responsible for **Facilitating Agile Games** that would bring out team collaboration and improve communication.
* Responsible to foster healthy environment in team by encouraging and ensuring team participation & contribution.
* Involved in **Validating** and **Approving Wireframes, Mock-up screens, Data flow Diagrams, Use Case Diagrams, Sequence Diagrams** and **Activity Diagrams** for **To-Be system** and **web application**.
* Facilitated **Sprint Planning** meeting for selecting the **Sprint Backlog** and creating **Tasks** using **SMART** criteria.
* Facilitated **Daily Scrum meeting** and **Scrum of Scrums**to track team performance and **ART performance** and sprint completion and **Logged impediments** and resolved conflicts at **Team and Program levels**.
* Facilitated **Sprint Review meeting** to incorporate feedback of stakeholders and ensure **PSPI** acceptance by **DOD**.
* Facilitated **Sprint Retrospective meeting** using Sailboat technique and used that to improve team performance.
* Responsible for **Impediment Tracking**, resolution and managing team-conflicts.
* Ensured team followed the best practices of **Continuous integration, Continuous testing, TDD, BDD & ATDD**.
* Responsible for creating **Burn-up Chart, Burn-down Chat, Requirement Churn, Impediment Chart, Expectation Chart** to communicate team performance and project status to stakeholders and teams.
* Facilitated **Grooming meeting** in prioritizing the backlog using **MOSCOW** technique and **KANO** Model. **Decomposed epics** by vertical slicing and created user stories using **INVEST** criteria and tasks through **SMART** Criteria.
* Responsible for **Communication Management, Risk Management, Release Management, Scope The Major Milestones, Timelines** and overall business objectives.

**Environment:**

**Scrum, JIRA 7.3.0, HP Quality Center 10.0, MS Visio 2016, HDFS, Apache Flume 1.3.0, Apache Kafka 0.10.2.0 , Apache Scoop, Apache Spark 2.1.0, Splunk, Map reduce 2.0, HIVE 2.1.1,MS Project 2016, MS Office 2016, Mock-up Screens 4.9.7, Load Runner 12.53, Bugzilla 5.0.3, Tableau 10.0 , Confluence 6.0, Hadoop, Windows 10, Java, Bloomberg.**

## *LINCOLN FINANCIALS, DOVER, NH DEC 2015 to MAY 2017*

***Scrum Master***

The venture was to build up a reporting module for internal risk investigation of the association by dissecting and understanding the financial markets from the information in Hadoop Cluster which included data from corporate securities, credit default swaps and corporate equities for Financial Stability and Macro prudential Analysis through Risk Aggregation and Assessment. The reports were displayed as outlines and representations creating heat maps and advice teams to make enhancements.

**Responsibilities:**

* Performed **Gap Analysis** to identify the deficiencies of the current system and to identify the requirements for the change in the proposed system.
* Facilitated **JAD Sessions, Interview Sessions, Survey/Questionnaire and Focus Groups** to **Elicit Requirements.**
* Facilitated various **Scrum ceremonies** such as **Backlog Grooming Meeting, Daily Standup Meeting, Sprint Planning Meeting, Sprint Review Meeting** and **Sprint Retrospective Meeting.**
* Implemented **SWOT analysis** to short list and fine-tune requirements for the product backlog.
* **Assisted Product Owner** in identifying right prioritization techniques for prioritizing the backlog.
* **Helped Product Owner** to understand the **Technical User Stories** as the user stories are spilt to get into sprint.
* **Prioritized User Stories** using **MoSCoW** and **Kano Models** along with Scrum team and product owner.
* Facilitated the **Estimation** of **Efforts** required using **Planning Poker** along with Scrum team.
* **Used MS TFS (Team Foundation Server)** to keep track of the issues that are logged and in progress along with the person responsible. It helps to generate reports to see the **Current Status** of the issues.
* Empowered team to self-organize and grow cross-functionally and **Encouraged Team** to **Follow Agile Principals**.
* **Protected** team from **Over Commitment**, **Managed Backlog**, **Prioritized** the **Resolution** of **Defects/bugs** as evidenced by the **On-time Delivery**.
* Encouraged the team to **Maintain Optimal Velocity** and work on completing story points with a consistent schedule in each sprint.
* Helped the team overcome a **technical barrier** by **Creating** and **Updating** **Use Case Diagrams, Activity Diagrams, Sequence Diagrams** using **MS Visio**
* Developed **Wireframes** for GUI that helped developers to prepare real time easily accessible screen layout
* Coordinated with the **Hadoop Administrator** in **Monitoring, Provisioning** and **Managing** of **Hadoop cluster**.
* Coordinated with the Data Analyst in creating the **HIVE tables** as per the requirements.
* Involved in importing the data from **MySQL** to **HDFS** on regular basis using **Sqoop**.
* Performed **Data Quality Analysis Procedures**, **Manual Matching Techniques** to **Rectify Data Inaccuracies**.
* Coordinated with the QA team in designing **Test Plans** and **Test Cases** for **User Acceptance Testing** and validated the test cases using **Requirement Traceability Matrix (RTM)**.

**Environment:**

**Scrum, HP Quality Center 10.0, MS Visio 2016, HBase, Apache Flume 1.2.0, Apache Kafka 0.10.0.0, Apache Storm 1.0.1, Map reduce 2.0, MS Project 2016, MS Office 2016, Lucid Charts, StarUML, Load Runner 12.50, Bugzilla, SAP Business Objects BI 4.2 Support Package 3, SharePoint, MS TFS.**

## *POINT72, STAMFORD, CT JAN 2015 to DEC 2015*

***Business Analyst***

The project was to develop software that would allow clients to access and manage their own financial products. The first version of the proposed system will allow the client to see a comprehensive view of the account summary that will show the portfolio value, cash balance, securities held and assess profit and loss in real-time via pricing feeds.

**Responsibilities:**

* Assisted in the development of and **Functional Requirements Document (FRD)** resulting from **JAD sessions** and translated requirements to development teams.
* Authored **Business Requirements Document (BRD)** with the business users and Participated in session with different work streams and technology teams and gathered requirements and verified it.
* Assisted the PM in developing Use Cases and project plans and also managed changes to the scope of the project.
* **Helped** the **Project Manager** in creating the **Work Breakdown Structure (WBS)** for the project.
* Assisted Lead BA/Manager in **scheduling meeting, budgeting, resource allocation, deadlines** and **maintaining a project schedule** using **MS Project**. Involved in reporting the scheduling and writing the plan of the project.
* Interacted with the **Business Owners**, **End Users** and **SMEs** along with **Risk Managers** and **Project Architects,** to gather client specific business requirements and translate them in various artifacts for the technical team.
* Expertise in interaction with the business users to gather requirements based on the **CCAR Regulation** for **Financial Statements, Interest Rate, Credit Ratings** and **Investment Securities.**
* Performed **Risk Analysis** to identify the project critical success factors and prioritize requirements.
* Identified **Financial Performance Trends** and assisted in developing recommendations for improvement.
* **Analyzed reports for Management** regarding day-to-day engagements with clients.
* Assisted in designing and developing Use **Cases, Activity Diagrams** and **Sequence Diagrams** using **StarUML**.
* Created **Mockups** and **Wireframes** for better understanding of the **GUI**.
* Performed Data Validation testing for accuracy of the data by creating/executing the SQL statements against the database table to the **Graphical User Interface (GUI) data.**
* Analyzed the Databases of the various teams by using **SQL Queries** and performed **Data Mapping**.
* Performed **API technical writing** and documented **XML** and **JSON** request and responses using **Postman**.
* Examined, analyzed and modeled **Test Plans, Test Scripts, Test Procedures** and **Use Case Scenarios**.
* Used **Test Director** to coordinate and manage the test plans, test scripts, testing resources, pass vs. fail cases and the entire testing process and assisted QA team in **UAT testing**.

**Environment:**

**Waterfall, SharePoint, Microsoft Project 2013, Microsoft office 2013, SQL Server 2013, SSRS, , Star UML, Test Director.**

## *SBI CAPITAL MARKETS LIMITED, MUMBAI, IN JAN 2013 to NOV 2014*

***Junior Business Analyst***

The project was to develop a global data warehouse for client. The organization wanted to merge the data warehouses. The scope of the project was to deliver a data warehousing solution to migrate the data from Prime Brokerage, Swaps and Stock loans to a global data warehouse which will capture global data, A report delivery module, changes to data sources and data infrastructure changes were included in the project life cycle.

**Responsibilities:**

* Responsible for creating and reviewing **Business Rules,** **Business Requirements, Functional Specifications, Project Schedules, Work Breakdown Structure and Requirements Traceability Matrix** related to the project.
* Designed high level **ETL Architecture** for overall data transfer from the source server to the Enterprise Warehouse which encompasses server name, entity name, direction of data flow, Column Mapping and Data Dictionary.
* Involved in **Data Mapping** specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* **Analyzed various resource files being used to generate the report** and **documented data mapping** and **data source** interface documents to assist the development team during the development phase.
* Created **Master-Child** packages as an **ETL Strategy** to populate **Dimensions** and **Facts**.
* Assisted in developing **OLAP cubes** and performed **Roll up, Drill down, Slice and Dice operations**. Also designed conceptual and **logical data models**. Followed **2NF/3NF** standards to create database.
* Responsible for transforming data from **OLTP to OLAP** data sources and identified the target sources **using SSIS**.
* Assisted with **Product Evaluation, Product Customization** and **System Integration**.
* Performed **DML, DCL** and **DDL SQL** queries for validating the data and constructing the Data Warehouse.
* Used **SOAP** web services to interact with different applications and machines internally and externally.
* Supported testing, Test Cases in **HP Quality Center** that which tested various Test scenarios
* Created **RTM Artifact** to make sure all the requirements are covered with respective test cases & helped UAT team.
* Performed **UAT** on business requirements, technical specifications, and product knowledge.
* Helped in designing **Proof of Concept (POC)** to identify baseline, adverse, and serve scenarios.

**Environment:**

**Waterfall, MS SQL Server 2012, Integration Services SSIS, MS Excel, MS Word, Visual Studio, Microsoft Power Point, Rational Clear Quest, Rational Clear Case, Rational requisite pro, Tableau**

## *HSBC, AHMEDABAD, IN OCT 2011 to NOV 2012*

***SQL Developer***

**Responsibilities:**

* **Installed, Configured, Designed, Created, Managed Security** and **Maintained Customized Database** on SQL server 2005/2008.
* Responsible for **Designing, Implementing** and **Communicating Database Solutions** that meets client requirements.
* Implemented a **SQL purging process** for Old data system as per business requirement for the new migration.
* Involved **Troubleshooting** and **Resolving** database integrity issues, performance issues, blocking and deadlocking issues, Connectivity issues and Security issues etc.
* Responsible for ensuring that production SLAs are met, upgrades are delivered without disruption of business in case of any failures.
* Monitored the **Data Files, Log File Space Issues, Blockings, Tempdb Space Issues** and **Disk Space Issues**.
* Applied **Data Fixing Actions** into production as necessary and completed data-related tickets rose in production.
* Involved in designing, developing, debugging and testing of reports in **SQL** **Server reporting services (SSRS)**
* Provided monthly metrics regarding database usage and Contributed to Technical Documentation.
* Provided 24/7 support by actively monitoring the job history, alerts.

**Environment:**

**SQL Server 2008, Windows XP, Server, SQL Server Reporting Services (SSRS), Profiler, SQL Server Tuning Advisor.**

**Education:**

* **Monroe College, New Rochelle, NY**

Masters in Business Administration (MBA) - Finance

Class of 2018

* **Rajasthan Technical University, Kota, India**

Bachelors in Technology – Mechanical Engineering

Class of 2014

**Certification:**

* **Scrum Master Certification**

The Professional Scrum Master level I (PSM I)