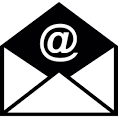
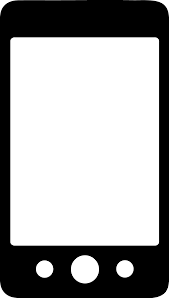
**Suchitra**

:**Sai[suchitra.ba@gmail.com](mailto:suchitra.ba@gmail.com)**: **(513) 472 0269 **

**SUMMARY:**

Pragmatic result oriented Scrum Master with 8+ years of experience working in a cross-functional team environment/different geographical locations teams on multiple projects using Agile Scrum and Waterfall and able to capture stakeholder’s vision through elicitation. Strong analytical skills, commended for a detail oriented eye while remaining focused on the bigger problem, with creativity within quantitative-oriented disciplines to better solve problems.

**SPECIALITIES:**

* Experience with **Agile Scrum, Waterfall, RUP.**
* Expertise in eliciting requirements, analyzing the requirements and simplifying and translating requirements.
* Excellent experience in developing detailed functional specs through **JAD sessions**, **Requirements workshops, Job shadowing, Prototyping, Document Analysis, Interviews, on site meetings** with business users & development team.
* Good experience in **interviewing Business users & subject matter expert** providing recommendations to resolve issues for various business/technical groups & defining strategic solutions to business problems in a multiple project environment.
* Expert in facilitating all levels of management, developers, QAs, stakeholders, business users and off-site teams in **JADs, Brainstorm sessions, White Boarding** by conferences and **WebEx** and having strong project and time management skills.
* Acted as **Scrum Master** to direct and lead development team from project initiation through delivery of final product, Facilitating **Sprint Planning, Backlog Grooming, Sprint Retrospective, and Daily Standup meetings**.
* Expertise in analysis techniques such as **‘AS-IS’ and ‘TO-BE’ System Analysis**, **Business Process Analysis, Gap Analysis** (while successfully reengineering key business processes to increase operational efficiency and alignment of business unit objectives), **impact analysis, Feasibility Analysis and Risk Management Plan**, **Cost Benefit Analysis** and **ROI Analysis**.
* Designing and Analyzing (**Use Case, Sequence and Activity diagrams**) **(UML, SDLC, Test Plans, Test Cases, Project Plans, SRS**).
* Documentation**: BRD** (Business Requirement Document), **FRD** (Functional Requirement Document) and Non-functional Requirement Document, **SRS** (Software Requirements Specification). Expertise in tracing requirements throughout the development process and verifying their adherence to **Requirements Traceability Matrix** and **RACI Matrix**.
* Worked with **Product Backlog, Sprint Backlog** creating artifacts like **Sprint Burn-Down Chart**, **Sprint Burn-Up Chart** and **Product Burn-Down Chart** and managed **Prioritizing** and **User stories,** breaking down an **Epic** understanding business needs. Led daily stand-up meetings and **sprint planning meetings** in an agile scrum project.
* Well versed in translating business requirements and user expectations into detailed specifications employing **Unified Modeling Language** (UML) diagrams using **MS Visio and Rational Rose.** Developed **Use Case diagrams, Swim lane Diagrams, Business flow diagrams, Activity/State diagrams and Sequence diagrams** using Rational Rose so that developers and other stakeholders can understand the business process. Experience with **data analysis, data mapping.**
* Proficient in executing SQL queries using Toad and Oracle SQL Developer. Comfortable in large data analysis using **SQL/Excel/Access** and **GUI navigation design using MS office tools**. Excellent knowledge on working with **INFORMATICA-POWERCENTER, SSIS for ETL development**.
* Experience on working with Database Platforms like **Oracle, SQL SERVER, and Data warehousing** environments and Data modelling tools **like Erwin, MS Visio** and tracking system **Mercury Quality Center, JIRA, Clarity.**
* Strong understanding of the US market for Payments and cash management (**ACH, wires, checks, Faster Payments** etc.) and Trade Finance (**like LC life cycle, supply chain finance and Open Account products**).
* Expertise in creating **Dashboards/KPI’s, Scorecards, Reports, views, pivot tables for analysis using TABLEAUDESKTOP/SERVER** and other **DATA VISUALIZATION** tools like **QLIKVIEW, SAP BO.**
* Created and maintained an Issue log to keep track of the outstanding issues and the requirements that were changing from time to time. Conducted weekly meetings with the client to discuss the same.
* Writing Test Case (**manual/automated test cases**) and Conducting Tests (**Integration testing, Regression testing**), **UAT** (user acceptance tests).
* User training on the changes being released and conducting **post production activities** like getting feedback from users. In case of any issues - doing **root cause analysis, prioritizing tasks with business users**.
* Strong leader and team builder with excellent analytical and communication skills with capability to handle new technologies and situations, dedicated to meet deadlines and provide necessary deliverable and resolve issues creatively by out of the box thinking. Excellent success in building and maintaining relationships at all levels of the organization with strong motivational and team building skills. Working experience in a cross-functional team environment/different geographical locations teams.

**PROFESSIONAL EXPERIENCE**

**Client: The New England Team/Verizon Framingham, Massachusetts**

**Role: Sr.Scrum MasterMarch (2016) – Till Date**

Worked as Scrum Masterfor the implementation of Life on Verizon FIOS, and also in a project that deals with the aberrations caused in the app during the signup phase of customers. Established and managed company specializing in CRM and media broadcasting logistics. Built effective relationships with clients. Supervised staff of 6.

**Responsibilities:**

* Collected client requirements, performed analysis, wrote program specifications and developed designs.
* Expert at driving the adoption and enforcement of Scrum rules, removing impediments and fostering self-management
* Performed technical evaluation of products and developed systems-related standards and procedures.
* Performed project management activities such as planning, sizing, staffing, scheduling as well as implementation of activities.
* Provided business and technical leadership as well as project management to implement companywide IT solutions.
* Analyzed the scope document and the current business processes to gain better understanding of the project.
* Created the data-mapping document, identifying and noting the location of the tables, business rules and the transformation logics. Drafted the service level Agreements for the web services consumed.
* Performed Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data.
* Used Power Designer for Data Modelling to design ER-Diagrams. Assessed the maturity and guided the team on self-organizing to fill in the intentional gaps left in the Agile/Scrum frameworks.
* Created the Data Process Flow Diagram in Visio. Profiled the data quality using Toad for Oracle, SQL server Management studio.
* Used MS Visio to create wire frames and mock up screens to present to the stakeholders and elicit feedback early in the development phase. Groomed product backlog and release backlog when there is a change, feedback or technical debt.
* Facilitated communications between solution architects, developers, QA analysts and business users as required throughout the requirement analysis, design and testing phases to ensure the defined requirements are interpreted correctly.
* Provided iteration and release demos to business users and Product owner. Developed UAT plans and test case scenarios to guide a select group of key end-user in testing the user interface and functionality of the system.
* Created and maintained RTM correlating the system requirements to functional requirements and then to test cases.
* Collaborated with the testing teams for test cases, test scripts planning, review and approval. Assisted testers in developing a variety of possible test scenarios and cases to ensure that the system being built is resilient.
* Defined Inventory Data Migration scripts to migrate data from Legacy Inventory system to Oracle UIM system.
* Environment (Technical Architecture) Design of Oracle OSS Suite Applications
* Implemented modern ALM analysis, hedging, product pricing, and income forecasting.
* Co-ordinate and support business in defining and performing QA / User Acceptance Testing.Worked on SQL queries for testing and report/data validation.

**Environment:** Project management, Business Analysis, Agile, Jira, salesforce, chatter, Windows 360 cloud XL, Microsoft Project.

**Client: JP Morgan Chase -Dallas, TX**

**Role Sr. Scrum MasterJune (2015) – March (2016)**

**Responsibilities:**

* Performed the requirement analysis, impact analysis and documented BRD and FSD using Rational Requisite Pro.
* Prioritized deliverables, identified gaps, tracked defects, defined software requirements, created artifacts for testing and development. Conducted GAP Analysis of “As-Is” ICD 9 and “To-Be” ICD 10 situations and represented the same on MS Visio.
* Involved in implementation and testing of Oracle Applications Financial R12 GL, AP, AR and CM modules, Configured GL, AP modules in R12 Environment. Working on Payables and Cash Management setups and issues.
* Gathered knowledge on HL7, HIPAA rules and regulations. Worked with senior management to create HR policies and procedures; recruit employees; create group benefits databases; and develop orientation, training and incentive programs.
* Keep current with employment law and HR regulations to ensure regulatory compliance.
* Extensive experience in Data Analysis, database modeling and development of Entity Relationship Diagrams (ERD), SQL, [Data migration](http://www.indeed.com/r/79a3543a97aaedc5), Data mapping, ETL, OLTP/OLAP.
* As an Agile coach/Scrum master, guided the transformation of business/IT teams from traditional waterfall model to Scrum and Scaled Agile Framework.
* Analyzed business processes, requirements, and data necessary to provide detailed logic for ETL development.
* Produced detailed source-to-target mappings for data warehouse/data mart objects.
* Created UML diagrams- Use Case Diagrams, Activity Diagrams, Sequence Diagrams and ER Diagrams in MS Visio.
* Functional design and design review of Oracle Applications data conversions, interfaces, custom reports and applications.
* Setup the system to meet the desired business process and requirements based on knowledge about the Oracle Financials applications functionality and oracle Application Implementation methodologies.
* Worked on data conversion in AR, which includes mapping the data from legacy system to Oracle using the Loader and interface programs like Inbound and Outbound Interfaces like Customer.
* Used various SQL commands like create, delete, update, left joins, right joins and full joins to update the database and retrieve data for analysis.
* Documented the Traceability Matrix for tracing the Test Cases and requirements related to them.
* Supported development of UAT cycle test scripts, Review User Acceptance Test Plan (UATP) and attended walkthrough.
* Administered Salesforce CRM applications for Sales, Marketing, and Support Departments.
* Involved in creating multiple analytical reports, with varying degree of complexity.
* Defined Interface design between Oracle COM to Legacy Provisioning, Billing systems.
* Worked directly with multiple teams and other Coaches and Enterprise Scrum Masters to deliver training, coaching, and written documentation on Agile Practices, Tools, and Techniques to support the goal to produce the highest quality software and the most efficient development teams possible.
* Recommended changes for system design, methods, procedures, policies and workflows affecting Medicare/Medicaid claims processing in compliance with government compliant processes like HIPAA/ EDI formats and accredited standards like ANSI.
* Managed the planning / test process for Medicare Part D Pharmacy Claims (PBM).
* Provided end user support on every aspect of SharePoint implementation.
* Analyzed, maintained and updated FAQ knowledge base in SharePoint for better data accuracy and timely data availability.

**Environment:** MS PowerPoint, Requisite Pro, Oracle 8i, Oracle Application R12, Oracle Financial, MS Visio, Adobe Dreamweaver, MS Excel, MS Access, Oracle, Clear Quest, Waterfall SDLC.

**Client: Bank of the West San Francisco, California**

**Role: Sr. Scrum MasterAug (2014) – June (2015)**

Bank of the West is a diversified financial service holding company, headquartered in San Francisco, California. It is a subsidiary of BNP Paribas. It has more than 700 branches in the Midwest and Western United States.

**Responsibilities:**

* Collaborated with client business leaders and end users to understand their business objectives and processes. Conducted sessions with business unit leaders and stakeholders globally to define project scope, gather requirements, to identify the business flows and perform impact analysis on existing systems as well as feasibility studies for the future process.
* Facilitated requirement gathering workshops and interviews to identify, translate and document business and user needs into detailed, testable, and verifiable business, functional and system requirement specifications.
* Developed detailed Technical Requirements Document/User Stories for envisioning the development effort.
* Effectively broke down epics into User stories during the Backlog Grooming Sessions.
* Created the data-mapping document, identifying, and noting the location of the tables, business rules and the transformation logics. Drafted the service level Agreements for the web services consumed.
* Prepared conceptual Data Model and assisted in the preparation of Logical Data Model assuring alignment with BR.
* Used MS Visio to create wire frames and mock up screens to present to the stakeholders the User Interface and elicit feedback early in the development phase.
* Assisted the Agile coach in managing multiple scrum teams in a scaled (SAFe) agile environment. Provided coaching in product vision / roadmap development, estimation games, iteration / increment planning, daily stand-up, scrum of scrum meetings, release planning, product demos, retrospectives, executive reporting, and managing globally distributed scrum teams.
* Represented the system process using various UML diagrams such as Activity diagrams, Sequence diagrams and State-chart diagram. Collaborated with the UX team to meet requirements in terms of the design and layout of the components.
* Created and maintained the Sprint Burn-down/Burn-Up chart to track sprint progress and the Impediments List.
* Facilitated Sprint Planning, Backlog Grooming, Sprint Review, Sprint Retrospective, and the Daily Standup meetings.
* Facilitated the Backlog Grooming as and when needed or requested by the product owner.
* Facilitated communications between solution architects, developers, QA analysts and business users as required throughout the requirement analysis, design and testing phases to ensure the defined requirements are interpreted correctly and Worked with multiple asset classes such as Stocks, Exchange Traded Funds (ETF) and Fixed Income Securities.
* Analyzed and documented existing process flows to capture essential elements of securities trading.
* Designed trade flow diagrams for cash and securities movement between investor, bank, stock exchange and depository participant. Received and analyzed Brokerage statements from prime brokers & step up brokers and determined the correct number of fees, taxes and commissions based upon the market and quantity of shares.
* Created FR and source-to-target mappings including data transformation rules to the development team for implementation.
* Created and maintained RTM correlating the system requirements to functional requirements and then to test cases.
* Collaborated with the testing teams for test cases, test scripts planning, review and approval. Assisted testers in developing a variety of possible test scenarios and cases to ensure that the system being built is resilient.
* Responsible for all ALM analysis, forecasting and planning analysis, and reporting for the bank portfolio of standard bonds, mortgage securities, interest rate swaps and options.
* Co-ordinate and support business in defining and performing QA / User Acceptance Testing.

**Environment:** Business Analysis, Agile Methodology, Technical Project Management, MS Visio, MS Office Suite, MS Excel, JIRA.

**Client: Fruth Pharmacy Point Pleasant, West Virginia**

**Role: Sr. Scrum Master Oct (2013) – Aug (2014)**

Fruth Pharmacy is an innovative Pharmacy company that helps people for better health. This project is about POS ([Point of sale](http://www.indeed.com/r/a5c22d0b8978102a)/service) of Fruth Pharmacy. This point of sale application provides interaction between sale's person and customer.

**Responsibilities:**

* Analyzed the scope document and the current business processes to gain better understanding of the project.
* Interviewed Domain Experts asking appropriate [questions](http://www.indeed.com/r/a5c22d0b8978102a) and carefully documented their requirements thus forming a communication link between the business and technical units.
* Conducted GAP Analysis after analyzing AS-IS business process and the TO-BE business process.
* Experienced in grooming product backlog and release backlog when there is a change, feedback or technical debt.
* Wrote down the requirements in the form of user stories and helped the product owner prioritize them in the product backlog.
* Involved in resolving impediments that affected the performance of the Scrum Development team.
* Updated the sprint burndown chart and product burndown chart to calculate the velocity of the team during the sprint.
* Assisted product owner in re-prioritizing the product backlog during the sprint review meeting and velocity calculation.
* Ensured that the respective scrum artifacts were visible to the product owner and the team.
* Facilitated Scrum planning meeting for effort estimation and prioritization of user stories using Planning Poker, T-shirt sizing as measurement technique and Moscow as prioritizing techniques.
* Worked towards research and business analysis for client services and system enhancement by continuously interacting with the business users.
* Used various SQL commands like create, delete, update, left joins, right joins and full joins to update the database and retrieve data for analysis.
* Engaged in task allocation and issue tracking, user story management/ and requirement traceability using JIRA 6.0.
* Worked with the Project Management Team to track and maintain project plans, budgets, resource usage, forecast and actual, in enterprise tracking system.
* Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance Testing.
* Developed and executed Test scenarios, Test cases and documented bugs and ensuring UAT issues are identified, tracked, reported, and resolved to achieve project timelines.
* Developed and executed Test scenarios, Test cases and documented bugs and ensuring UAT issues are identified, tracked, reported, and resolved to achieve project timelines.

**Environment:** Agile (Scrum), JIRA, RDBMS (MS SQL Server, T-SQL, SSRS), [Microsoft Office](http://www.indeed.com/r/a5c22d0b8978102a) SharePoint 2010, MS Office, Visual Studio Team Foundation Server.

**Client: Key Bank Cleveland, Ohio**

**Role: Scrum Master March (2012) – Oct (2013)**

Key is one of the nation’s largest bank-based financial services companies.  KeyCorp is based in Cleveland, Ohio, and one of the nation’s largest bank-based financial services companies, with assets of approximately $135 billion.

**Responsibilities:**

* Involved in assisting the Project Manager in planning, scheduling, and controlling projects based on schedules and requirements outlined by the business.
* Asked detailed questions and noted the requirements to understand business rules, business process, business flow, stakeholders, and follow the SDLC standard of the business in project meeting.
* Daily involvement with the agile software development life cycle, documenting and working through systems issues as part of a business analysis team.
* Involved in creating business requirements document (BRD) and Functional Requirements Document (FRD) and translating them to technical specifications.
* Conducted walk through sessions for Business Requirement Document (BRD), Functional Requirements Document (FRD) and Use Cases to discuss certain issues with stakeholders, Architecture, Design & Development teams.
* Worked closely with users to troubleshoot ALM issues. Integrated HP ALM into Jira/ Confluence. JIRA created projects, Added users and Workflow scripts.
* Monitoring QC mail box to provide solutions to the users. Configuring HP ALM/QC User Groups, Project Entities, and Project Lists, Customizing Lookup Lists.
* Use SharePoint to maintain project status, tasks and project documentations. Create new bugs and track status of bug using ALM. Execute test cases and document the result using ALM.
* Develop graph and reports using ALM to represent ongoing progress of the project.
* Applied UML to design Use Case Diagrams, Activity Diagrams, Sequence Diagrams in Microsoft Visio.
* Traced requirement traceability matrices (RTMs) and managed all components of the business requirements.
* Conducted weekly and monthly meetings to review the business processes, and update the team on project progress.
* Created and reviewed Detailed Design Specification (DDS) and Functional System Design (FSD) documents based on the information provided by the development team.
* Used various SQL commands like create, delete, update, left joins, right joins and full joins to update the database and retrieve data for analysis.
* Worked closely with the development team to create an Entity Relation Model (ERM) and conducted tests and analysis using SQL queries.
* Involved in Data Analysis & Mapping to track all data elements used in the application from the user interface through different interfaces to the target databases in which they are stored.
* Defined Test Cases, Test Scripts, analyzed bugs in concert with QA/Development teams to fix errors and verify User Acceptance Testing (UAT).

**Environment:** Business Analysis, Waterfall Methodology, Technical Project Management, MS Visio, MS Office Suite, MS Excel, JIRA.

**Client: Mu Sigma (Bajaj Alliance Insurance corp.) Bangalore, India**

**Role: Scrum Master May (2009) – Feb (2012)**

The business involved in data integration project, for large business group. My role was to access the impact on downstream data management environment and of processing different products using different methodologies. Involved in data gathering, data mapping and documentation. Dealt with MMIS testing, Managed care and client sub system of application.

**Responsibilities**:

* Gathered User and Business Requirements through interviews, surveys, prototyping and observing and modified requirements.
* Extensively worked with Project Manager to determine the current best practices for requirement gathering.
* Performed Gap Analysis with the FI team to Identify and estimate the scope of the major definition, design, development.
* Analyzed appellate briefs, researched and applied substantive case law. Drafted three memorandum decisions   
  under the supervision of Chief Judge, Mumbai High court; two resulted in published opinions. Received 100+ hours of one-on-one interaction with Judge critiquing and editing judicial decisions.
* Determined the magnitude of the gaps and the extra effort involved in filling the gaps.
* Conducted regular JRP sessions with the external Business team to understand their product specifications/requirements.
* Created and maintained an Issue log to keep track of the outstanding issues and the requirements that were changing from time to time. Conducted weekly meetings with the client to discuss the same.
* Utilized Software Development Life Cycle (SDLC) to configure and develop process, standards procedures.
* Created Need Analysis Documents of the requirements gathered through JAD individual elicitation sessions using MS Word
* Created User Requirement Specifications, Business Requirements and Functional Requirements Specifications documents.
* Developed Use Case diagrams, business flow diagrams, Activity/State diagrams and Sequence diagrams using Rational Rose so that developers and other stakeholders can understand the business process.
* Used various SQL commands like create, delete, update, left joins, right joins and full joins to update the database and retrieve data for analysis.
* Involved in analysis of the technical specifications of the current system and the infrastructure needs, performed Gap analysis.
* Experienced setting up test scenarios and executing on these scenarios and worked closely with testing team to make sure all the changes made to requirements documents are implemented in their Test Cases.
* Set up definitions and process for test phases including Integration test, System test and User Acceptance Test (UAT).
* Conducted GUI testing, Functional Testing, Integration Testing, Performance and User Acceptance Testing on the application.
* Extensively worked on Mercury Test Director for bug reporting/tracking.
* Involved in maintaining the Requirements Traceability Matrix (RTM) across the deliverables for a project.
* Conducted Training Sessions to familiarize users with system.
* Participated in the User Acceptance Testing (UAT) with large cross-functional teams.

**Environment:** MS Office, MS Visio, SQL, SharePoint, UML, Test Director, .NET, Waterfall,MS Office, MS Visio, SQL, SharePoint, UML, Test Director, .NET, Rally, Cognos, MS Visio,ETL, UML, Use Case Analysis, Rational Rose Requisite Pro.

**SKILL SET:**

|  |  |
| --- | --- |
| **Methodology** | SDLC (Agile Scrum, RUP, Waterfall) |
| **Management and Analysis Tools** | Microsoft (Project/Visio/Outlook/Word/Excel/PowerPoint/Access), IBM/ Rational Rose/ UML, IBM Lotus Notes, TOAD modeler |
| **Technology Environment** | ETL Informatica/SharePoint/Salesforce/Java/J2EE/.Net/PLSQL/VB/C++/Unix Shell scripting, OOAD (UML Diagrams, State-Transition, Activity, Class and Sequence) |
| **Process Tools** | MS Office, PORTIA, Tableau, JIRA, SAS, PVCS, Rational Enterprise Suite, Balsamiq |
| **Operating Systems** | Windows(2010/2007/2000/Vista/98/NT/XP), Linux, UNIX, Android, IOS, Mac |
| **Databases** | SQL Server, Oracle, My SQL, DB2, Mongo DB, Oracle ( 11G/10G/9I/8I ) |
| **Tools** | Road Runner 9.1, Quick Test Pro, Winrunner, Axure, Loadrunner, Clear case, Clear Quest, and VSS, Microsoft Visual Studio, VSS 6.0, Sybase Power Designer 15.1, Enterprise Architect |