

**UTSAV SAIKIA**

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*Seeking assignments as****Scrum Master****,* ***Senior Business Analyst****or* ***Project Manager****in a growth oriented organization.*

**Experience Summary**

A highly motivated IT professional with **over 10 years** of rich and diverse experience as a **Scrum Master,Project Manager**, and **Business Analyst** in Automotive, State Services and Insurance domain with theability to learn new industry and business processes quickly. **Most recent experience** entails managing and implementing end to end automation of daily feed to a third party vendor for dash boards used by dealerstaking up multiple roles of Scrum Master, Project Manager and Senior Business Analyst.Below are my areas of expertise

* A **Certified Scrum Master**, adept in SCRUM activities like Release Planning, Sprint Planning, Product Backlog refinement, Sprint Review, Sprint Retrospective etc. Act as a **SCRUM Mentor/Coach** and work within and across business units to prioritize, plan, and execute the development schedule for major releases.
* Strong in **Project Management activities** like Project Planning, Costing/Budgeting, Project Monitoring and Controlling, Risk-Management, Stakeholder Management, Change Management, SAR Activities, Exception Management, Disaster Recovery Management , Project Closureetc. An Insightful professional with notable success in **driving** and **managing multiple projects of international scale**.
* Solid **Stakeholder Management**, **Collaboration** and **Facilitation skills -** Understand, analyse, communicate and validate requirements. Experienced in Requirements elicitation techniques like **brainstorming**, **interviews**, **prototyping** and **workshops** by conducting **JAD** (Joint Application Development) sessions.
* Strong **Interpersonal communication skills** to build and sustain strong working relationship and synergies across **multiple portfolios**in **multi-vendor environment**.
* **Excellent oral and written communication skills**; Ability to effectively communicate across third parties and technical and business product managers. Ample experience in**working directly with client directors** and **VPs.**
* **Experienced Project Lead**, which included Team Management, Mentoring, Competency Development as well as Billing and Financial activities for the team.
* Experienced in **QA Test Management**, developing test strategy, test plan, implementing testing, managing defects, troubleshooting and tracking all test deliverables.

**Key Technical Skills**

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| Software Tools | MS-Suite | Database Tools | Operating Systems | BA Tools | Domains |
| COGNOS 10.1, 10.2.2, QlikView, Tableau, , HP ALM, Erwin, SharePoint | MS Project, MS Word, MS Excel, MS Visio | SQL Developer, TOAD | Windows XP-7, Windows Server 2003, Linux, AIX, Solaris | JIRA, IBM Blue Works Live, Requisite Pro | Automotive, State Services,Risk Management, and P&C Insurance |

**QUALIFICATION**

Master of Business Administration – May 2014, American University, Kogod School of Business, Washington, DC

Bachelor of Engineering in Computer Science – July 2005, National Institute of Science and Technology, Orissa, India

**CERTIFICATION**

* **Certified Scrum Master (CSM)**
* **Solaris 10 System Administrator**
* **PMP (In Progress)**

**PROFESSIONAL EXPERIENCE**

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| Project # 1 | Aftersales Business Boost – DO – ITT Tool and Aftersales Business Boost – KPI Dashboard |
| Client | **BMW** |
| Period | Mar 2016 - Present |
| Role | Senior Business Analyst/System Analyst/PM |
| Location | New Jersey |
| Description | A significant profit growth within the US Parts business has been identified by BMW NA over the Long Range Plan (LRP), through 2021. To realize this potential, Central funds (UA) will be invested and BMW NA commits to an incremental profit target of €500M, through this same LRP. One of the initiatives is to automate varies manual processes that are in place which will make the processes both time and cost effective. |
| Tools | Cognos, Informatica, Custom Group (Proprietary), DO – ITT (Proprietary) |
| Responsibilities | * Presented the user with solutions that will automate the process and significantly improve time and cost. * Coordinating with the developmentteam and helped them create the System Design document. * Created Business Requirement document for automation of feeds from a web based JAVA application to a third party vendor dashboard tool * Created RFW and RFP (Request for Proposal) document with complete solution, cost and resource estimation and the project plan for the 7 processes identified * Create project implementation plan and review the implementation plan with all impacted teams and stakeholders and publish the project execution plan. * Estimate the project cost, schedule, resource requirements based on the preliminary scope and business needs. * Perform Work Breakdown Structure (WBS) analysis with team members and come up with the detailed list of tasks for the above projects. Identify the tasks that are part of critical path and tasks that lie outside the critical path. * Addressing Escalations and concerns raised by stakeholders. |

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| Project # 2 | Department of Human Resource |
| Client | **State of North Dakota** |
| Period | Aug 2015 – Mar 2016 |
| Role | Senior Business Analyst/Scrum Master |
| Location | Bismarck, North Dakota |
| Description | The North Dakota Information Technology Department (ITD) caters to the Department of Human Services for North Dakota which deals with providing federally approved Medicare and Medicaid to the senior citizens, disabled senior citizens and to the emancipated minors depending on their qualification which is based off of an eligibility program. Along with that, the department is also responsible for providing and maintaining details on foster care children to keep a check on their progress. |
| Tools | Tableau, Cognos, HPQC, QlikView |
| Responsibilities | * Worked as a liaison between technology and the business clients to improve business processes and support critical business strategies. * Used Power Designer, Visio and Visual Studio to understand and modify the logical model as well to maintain a version control on various changes. * Created report dashboards using Tableau and QlikView as part of showcasing the scalability and user friendliness of a new tool. * Translated business requirements into functional specifications for communication to technology team * Developed testing strategy and assisted in review test cases * Analysed data flow and business requirements to create High Level Design and Low Level Design document. * Reviewed design specification change requests, identified application impacts, and incorporated and tested new requirements using design patterns and existing code. * Helped PO in defining and maintaining the product backlog. Coach PO on prioritization techniques to help him/her keep the product backlog into incremental releases. * Facilitate Sprint Planning meeting. Help team to work together to create Sprint Backlog and a goal. * Facilitate Sprint Review meetings, ensuring that the focus is on integrated product increment. * Facilitate Sprint Retrospective and help team inspect and adapt the process. Help the team to identify the actions to enact in the next sprint |

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| Project # 3 | Property and Casualty |
| Client | **AIG** |
| Period | Jul 2013 – Jul2015 |
| Role | Senior Business Analyst |
| Location | Berkeley Heights, New Jersey |
| Description | AIG Commercial businesses wanted a standard approach to risk assessment, selection, and pricing, and a robust systems-based pricing tool that would enable the businesses to achieve, on a consistent basis, a risk adjusted profit. As a result AIG made a vision to develop a consistent standardized technical pricing approach and a systems-based tool to support and improve pricing in various line of business. With a $21 million project, the tool is used to generate a technical price and capture critical data dynamically, which allows the businesses and actuarial to analyze the results against the benchmark pricing and report systematically on information used for pricing and enhance portfolio management. |
| Tools | CA Rally; CA Clarity ; Microsoft Project; Quality Centre; SharePoint |
| Responsibilities | * Created sample functional specifications and reports, as well as High/Low Level Design, Architecture Profiling, SLA, data classification, integration, and other industry-standard artifact. * Applied strong Business Analysis and Project Management skills to lead managed requirements elicitation, gathering, analysis, and development (documenting the requirements). * Collaborated with business, development, QA and operations for release, change and configuration management. * Involved in creating UAT test cases, DB design, ETL design, System Design, Proposal document * Involved in Gateway meetings, Data validation as well as Data mapping * Involved in extensive data validation process to ensure the integrity of the data using Oracle SQL Developer * Facilitated and Co-ordinated JAD session for Requirements Gathering and Analysis purpose. * Authored Functional Documents – Business Requirement Document, Functional Specification Document, Use Cases, Traceability matrix etc. * Created Use Case Diagrams, Process Flow Diagrams etc. using MS Visio in Design phase. |

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| Project # 4 | Implementation of IBM Blueworks as a BPM tool |
| Client | **Cigna Healthcare** |
| Period | Mar 2012 – Jun2013 |
| Role | Business Analyst |
| Location | Windsor, Connecticut |
| Description | Cigna is global health care company which provides administrative services to clients. CIGNA has a data warehouse named MARS which stores all the administrative data. Our team worked on multiple projects on technical data and health care data |

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| Project # 5 |  |
| Client | **Ericsson** |
| Period | Jan 2011 – Feb2012 |
| Role | BI Business Analyst |
| Location | India |
| Description | Developed reporting solution for decision-making support systems and providing users with access to key business information. Worked closely with development team on high-priority issues and deliverables |

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| Project # 6 |  |
| Client | **Bank Of West** |
| Period | Oct 2008 – Dec2010 |
| Role | Data Analyst |
| Location | India |
| Description | Gathered, analyzed, and documented requirements; created and enhanced diverse reports, dashboards, and cubes; customized data using prompt filters, calculations, summaries, functions, and conditional formatting; assisted with troubleshooting; handled performance tuning; and served as technical expert for training. |

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| Project # 7 |  |
| Client | **Reliance Communication** |
| Period | May 2006 – Sep2008 |
| Role | Business Intelligence Consultant |
| Location | India |
| Description | Designed, developed, implemented, and scheduled enterprise-wide reporting system. Gathered/managed business requirements, imported/exported metadata, built models, created/published packages, built reports, created calculations, conditions, prompts, and filters, and implemented security measures; improved flexibility with customized prompts and conditional variables. Created Proofs-of-Concept (POCs). Presented demonstrations and trained users. |