

PROFILE

- **15 plus** years of IT experience in driving phases of software product development, consulting and delivery
- 9 plus years in leading sprint sized software delivery teams across domains and verticals in organizations
- Running product discovery sessions to build product backlogs, envisioning roadmap and assisting incremental releases
- Managed updates to wiki based information architecture documents like site maps, flow diagrams, user manuals
- 15 plus IT certifications including PSM 1 Scrum Master, PMP, SAFe, AWS, MS Azure, CompTIA cyber security
- Served Reputed Fortune Clientele like AIG, Ernst and Young EY, Marsh McLennan Mercer, Metlife, Statefarms, T-Mobile
- Provided consulting and advisory on Digital Transformation of Webapps, XaaS, and cloud based emerging technologies
- Managed projects based on Java, dotnet API Microservices, angular, react, html, css, No code or low code dimensions
- Knowledgeable about Generative AI, chatgpt, prompt engineering, vibecoding, copilots and host of AI tools
- Worked with stakeholders spread across geographies of USA, ANZ, Europe, South Africa,Singapore and UK
- Engaged with diverse set of associates from DevOPS, Csuite executives to product engineering management

Certifications and Courses	Skills	Tools and Frameworks of Projects
AWS – Solutions Architect, DevOps + 4	Analytical thinking and reasoning	Jira, Wiki, Wrike, MS ADO, Trello
MS Azure Fundamentals - 4	Requirement elicitation, Assessment	MS Visio, Figma mockups
PMP, ISQTB, SAFe Agile, PSM 1	Validation and Vitrification	R, Python, Java, C sharp, Adobe AEM
CABA Business Analyst	Coaching, Mentoring and Delivery	MS SQL, DB2, MS Azure, AWS DBs
Data Science PGP Programs	Communications and Cultural Sensitivity	JSON, XML, YAML
Fellowship Insurance Institute of India	Client Engagement and Reporting	API Postman, Selenium, JMeter

PROFESSIONAL JOURNEY

Organization	Designation	Date	Achievements
Tech Mahindra	Project Lead	May 2023 - Till date	Star Team Award in IBU/IBG
Globant India	Senior BA	Jun 2021 - Feb 2022	CSI 10 out of 10 in 4 months
eBaoTech Corporation	Senior Consultant	May 2018- May 2021	First Prize - Fellowship III ACC paper
LTI Larsen and Toubro Infotech	Business Analyst	Aug 2015 - May 2018	Star Performer, Digital Innovation
IGATE – Capgemini	AssoConsultant	Dec 2013 - Aug 2015	
DXC – CSC Computer Sc Corp India	Business Analyst	Aug 2011 - Dec 2013	Keys to Success, Best White Paper
QA Source Inc - bebo Technologies	QA Analyst	Apr 2007 - Apr 2009	Best QA Associate (Individual)

PROJECTS

Tech Mahindra Pune/Chandigarh India
Duration: June 2023 - Till Date

Project 3 : T Mobile / Adobe consulting service for web transformation and site upgradation of their channels sales and delivery along with key enhancements to various business facing aspects of overall platform

Responsibility – Scrum Master

- As PM engage Sprint ceremonies doing planning, retro and engaging client and partner stakeholders
- Led 07 member development team for implementing graph-QL APIs, json driven content migration
- Consulting and advising client on complete process, authoring of pages, demos and training sessions
- Closure reporting, sprint end demonstrations to international clientele and internal teams

Project 2 : M1 Telecom is leading operator in Singapore and SE Asia and wanted to do a migration and web transformation from Sitecore CMS to AEM Cloud as a service for its corporate portal with special emphasis on Apple iPhone 15 launch pre-order considering its failed launch in prior years due to non-performance of site-core systems

Responsibility – Project Lead Scrum and Analyst

- As PM engage Sprint ceremonies doing planning, retro and engaging client and partner stakeholders
- Led 15 member development team for implementing graph-QL APIs, json driven content, migration of 1500+ pages
- Consulting and advising client on complete process, authoring of pages, demos and training sessions
- Before time completion development of likewise- scoped Apple pages including Apple iPhone 15 pages templates
- Organized and participated as offshore Delivery manager for successful Apple 15 launch pre-order for client partner
- Oversaw Successful and timely completion of Performance tests and VAPT testing including corrections
- Engaged with back end systems and other networking infrastructure for smooth launch on 15-September

Project 1 : Starhub Telecom is leading operator in Singapore and SE Asia and wanted to do a migration and web transformation from on-prem AEM 6.3 to AEM Cloud as a service for its corporate portal and business sections along with 3rd party integrations in microsite using Adobe suite tools and technology

Responsibility – Project Lead and Analyst

- As PM engage Sprint ceremonies doing planning, retro and engaging client and partner stakeholders
- Led 12 member development team for implementing graph-QL APIs, json driven content, migration of 2500+ pages
- Consulting and advising client on complete process, authoring of pages, demos and training sessions
- Star Team award for timely completion and best project delivery with nil defects at any stage
- Successful completion of all milestones and timely invoicing by Billing and Operations group

Globant India

Duration: June 2021 - Feb 2022

Project: ASubs Digital Platform of EY FAAS service lines being built on MS Azure cloud services utilizing APIs of C sharp, and React as front end catering to subscription, invoicing and payment mechanism for digitized products for global clients. These clients can be NGOs, MNCs, MSMEs utilizing reports on USGAAP, IFRS, GPDR, Intelligent Checklists etc utilized for financial accounting and tax auditing purposes

Responsibility – Second Scrum Master and Senior Business Analyst

- As Second SM lead team in Sprint ceremonies doing planning, retro and participated in Scrum of Scrums
- As Lead BA built functional requirements for platform and optimizing feature list
- Provided consultations on Product Backlog ,roadmap and drove Grooming sessions for two sets of teams for this scratch up development process
- Wrote 222 user stories managed into 15 Features in 3 months utilizing MS ADO and wire-framing using Visio
- Assisted design and delivery of 8 Major Epics spread over 5 months with average velocity of 88 story points per sprint
- Liaison with Product Managers, EY's global solution architects leading to Client satisfaction Index of 10 of 10 in 2022
- Facilitated Delivery through Sprint demos to larger group of spread over 3 continents of Europe, USA and ANZ

ebaoTech Corporation

Duration: May 2018 – Feb 2019

Project1: Collaborus Cloud is a full lifecycle insurance digital distribution and policy processing platform available via cloud, provided as SaaS having machine based rating and underwriting functions ensure full policy lifecycle externalisation for all policy transactions, focussing on enabling distribution partners (such as brokers and agents) to quote, issue, service, cancel, renew and reinstate policies. Collaborus is built on JAVA, angular and Javascript, html, css technologies and utilizes companies hybrid cloud model

Responsibility – Project Lead for BA group and Senior Business Analyst Consultant

- As offshore Scrum Master lead reporting of BA group to senior Vice President Product based in Australia
- Building requirements through JIRA, product and micro configurations, advising digital transformation of core product and guiding UX design teams through rough prototypes and wireframes
- Lead Consultant on R&D Digital Platform churning 89 enhancements in 2018-19 on base enterprise product
- Advising client project teams in geographies of South America Brazil, New Zealand and Australia
- Solutions created adopted successfully by New Zealand – Kiwibank (1st client of digitized product)
- Domain Consulting Created focused solutions like Data Utility Reports and FRDs for 3rd party Integration for payment apps in ANZ region

Duration: Mar 2019 – May 2021

Project 2: Maintenance and Enhancement development of AIG South Africa's Collaborus implementation built on spring framework of java core and javascripts having legacy frameworks and DB2 AS400 technologies

Responsibility – Project Manager Delivery and Senior Consultant

- Leading a sprint team of 8 (devs, testers, and BAs) for project delivery and aiding their digital transformation
- Advisory to AIG's South Africa unit for Collaborus maintenance and enhancements using KANBAN framework
- Conducting Sprint Ceremonies of Planning, daily stand ups, and Retrospectives including managerial reports to Vice president of AIG Regional group
- Software and infrastructure upgrades such as Java 8 versions and database layer upgrade to MS SQL versions
- Overseeing Authentication and authorization changes from SAML to Okta frameworks
- Advising UK/ EMEA offices for risk mitigation and deployment challenges during migration work
- Achieved a Client Satisfaction Score (CSS) of 4.3 out of 5 for undertaking in 2019 Tools for South Africa Implementation

Duration: Mar 2020 – May 2021

Project 3: InsureMO (Insurance Middle Office) PaaS is an insurance middleware platform for insurers, brokers, agents, channels, InsurTechs and start-ups; enabling use cases for any product and channel. It is based on Java APIs, and angular framework utilizing cloud services of AWS and IBM like Amazon S3, cloudfront et al.

Responsibility – Project Delivery Lead as SM and Senior Consultant for Insure MO implementation

- Led a sprint team of size 7 reporting to Vice President of Client company based in America as Scrum Master
- Conducted offshore local sprint ceremonies and facilitated planning and delivery assisting onshore Project Manager
- Assisted planning of over 150 user stories for final go live in JIRA in Jun 2020 with avg velocity of 60 points
- Achieved idea to customized implementation go live within 3 months on PaaS platform with zero defects
- Conducting daily scrums and other Scrum ceremonies, reporting operations to Project Manager based in Netherlands USA, China and Australia
- Tying up with DevOps and supervised L1 operations of China, Australia and Brazil for upkeep and maintenance of AWS infrastructure cloud services
- Implementation demo to Presales office for prospective clients based in Brazil, Singapore and Malaysia due to deep expertise on product functionalities

LTI Larsen and Toubro Infotech

Duration: Aug 2015 – Apr 2018

Marsh and MC-Mercers pension and retirement digital platform built on Adobe's AEM content management tool utilizing web based technologies such as html, JavaScript, CSS for ANZ region's global clients

Responsibility – Sprint Team Project Lead and Business Analyst

- As PM team Lead of 10 sized Dev Team provided Advisory on Digital Practice built on Adobe Cloud services for wealth management platforms

- Conducted Sprint Ceremonies, Project Reporting and assisting internal and external project audits
- Wrote FRDs requirements in Wrike, acceptance criteria and user stories for Insurance Digital Platform
- Guidance of user journeys and walk through for Chatbots, robo-advisors and AI-ML solutions.
- Assisted design and implementation of Mercer's pension retirement Base leading to 170 customized rollouts
- Building 25 AEM Pages through drag drop functionality for Re-Broker Group aided by Templates designed
- Maintained a satisfaction level of above 4.3 over two year period of Implementation, Consulting and Delivery

IGATE – Capgemini (now)

Dec 2013 – Aug 2015

MetLife Digitized platform - GSB for unit linked plans and general enrollment for employees in partner MNC organizations. Statefarm legacy platform for Claims and risk assessment built on Java, AS 400 and DB2 catering to House owners and motor insurance holders

Responsibility – Business Analyst and part of large group 200 sized offshore delivery center

- Product Configuration and customization, Documentation of 3 FRDs, 120 Use Cases , 700 UI and data mapping fields
- Requirement elicitation using questionnaires and mock up reviews through IRISE tool
- Validation of Design specifications Assisting UX Designer in preparation of mock ups for stakeholder walk-through
- Internal demonstrations for Development and QA teams for granular functionality from business perspective
- Sign off for Test plans and co-ordination among third party vendors and deployment teams.
- Organizing internal training programs for BAs conducted by Metlife for domain knowledge sharing UAT testing , Data analysis through SQL queries and XML object insertion through web interfaces
- Preparation of POCs for STATEFARMS on ACIS based framework architecture and internal docs

CSC Computer Sciences Corporation—DXC (now)

Aug 2011 – Dec 2013

Company's Products such as POINT IN JAVA, Agency link for servicing international clients in Insurance, Underwriting, Risk assessment spread over 90 plus countries around the globe. Built on Java, html,css, DB2, AS400 frameworks

Responsibility – Business Analyst and part of large group 500 sized offshore delivery center

- Documentation of 2 FRDs, UI mapping and 25 translation and rating excels, Use Cases UAT testing and system testing of builds, enhancements and deployed software solutions.
- Prepared over 1200 case scenarios in 3 months in JIRA for POINT IN JAVA
- Assisted Legacy Modernization and migration of implemented solutions to cloud based solutions for POINT IN Assisting Development on AS 400 platform and DB 2 based modules and gap analysis.
- Documentation for Catastrophe Insurance modules Lead deployment of Agency Link product for three states of NC, SC, Florida with complete end to end UAT testing
- Assisting project planning and risk assessments for Project managers

EDUCATION

- Bachelor of Engineering - Computers Pune University 2006
- Others – PGP program in Business Intelligence, Data Science and Machine Learning 2020