**TERRIS RAJAM V, CSM**

**BUSINESS ANALYST**

******EXPERIENCED SENIOR ConSULTANT**

**14 years industry experience**

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| **BUSINESS ANALYST** | | | | | | | | |
| * Senior Business Analyst / Scrum Master/ QA Lead * Project Management * Agile Methodologies * Scrum, Kanban, SAFe * Performance Testing – JMeter * Investment Banking, Insurance Guidewire Domain Knowledge * Transformation & Strategic Consulting * RFP, RFI and Solutioning * Change Management | | | | * Leadership and Team Management * Data Analysis * Critical Thinking * Interpersonal Skills * Agile Assessments * Metrics * Coaching & Facilitation * Maturity Models for Business Analysis Self-Assessment and Data modeling * Functional Testing | | | |  |
| **CERTIFICATIONS** | | | | | | | | |
| Certified Scrum Master (CSM) | | Scrum Alliance, 2022 | | | | UiPath Certified RPA Associate, 2022 | | |
| **SOFTWARE SKILLS** | | | | | | | | |
| Axure  Wrike  MS Visio | Power BI Automation  TOSCA | | RPA Ui Path  JMeter | | Jenkins  Jira | | API Postman  Git | |
| **INDUSTRY EXPERIENCE** | | | | | | | | |
| Insurance | | Retail Banking | | | | Investment Banking | | |
| **EDUCATION** | | | | | | | | |
| Bachelor of Commerce, Stella Maris College Chennai,India | | | | | | | | |
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**PROFESSIONAL EXPERIENCE**

**Barrington Consulting**

**FEB 2024 to Present**

**Senior Consultant**

Terris is starting with Barrington in February 2024 as a Senior Consultant.

**Responsibilities:**

* Implement Maturity Models for Business Analysis and conduct self-assessments on Data Modeling and Data Documentation.
* Create detailed documentation including business requirements, process flows, use cases, and user stories
* Translate business requirements into clear and concise functional specifications for technical teams
* Participate in system testing, user acceptance testing, and validation of implemented solutions

**HCL Technologies, Chennai**

**JUL 2021- SEPT 2023**

**Scrum Master / Sr. Business Analyst | Statestreet**

Statestreet HCL was embarking on a digital transformation journey to improve their client delivery model related to business incentives. The projective objectives were to assess digital readiness, document the future state vision, and develop a digital transformation strategy.

A current state assessment and jurisdictional review were conducted to understand HCL current state business processes. The current state focused on three pillars – people, processes, and technology. During the current state assessment, a series of interviews were held with key stakeholders, and process mapping sessions were conducted to document HCL’s business processes for their client-facing programs and services. Pain points were identified during these sessions. The key findings from the current state assessment were used to inform the digital transformation opportunities.

**Responsibilities:**

* Led and managed two Scrum teams, overseeing 14 members each, to streamline a complex project involving Guidewire applications and Legacy-to-Modernization upgrades.
* Analyzing business processes and identifying opportunities for improvement, gathering and documenting user requirements, and creating process models and diagrams.
* Implemented Business Process Modeling and developing ideas in accordance with the demands and needs of the business
* Coordinated all Scrum ceremonies, including Sprint Planning, Daily Standups, Sprint Retrospectives, Sprint Demos, Story Grooming, and Release Planning.
* Coordinated with development teams to eliminate impediments and ensure timely delivery, resulting in a 15% reduction in sprint delays.
* Demonstrated expertise in Smoke, Functional, Regression testing, Defect management, Test metrics creation, UAT & Incident RCA, and daily status reporting.

**Project Success:**

* Spearheaded the implementation of projects totaling 6.7 million, providing leadership to over six application teams and multiple concurrent Scrum teams.
* Successfully drove the adoption of Agile and Lean frameworks, resulting in a 20% increase in product efficiency.
* Introduced the Best in class Automation maturity by introducing Hexawise tool that helped achieve optimal test coverage >80% for Regression and End-to-End thereby eliminating the Production defect leakage

**TATA Consultancy Services, Chennai**

**OCT 2013- JUL 2021**

**Scrum Master / Business Analyst | Citi Bank**

Citi’s variety of managed account types are backed by the resources and knowledge of Citi’s Global Managed Investment unit. The project objectives were to develop and digitalize Wealth Management modules such as U.S. Treasury and agency securities, investment grade corporate bonds, mortgage-backed securities, preferred securities, international bonds, and emerging market debt. The key goal is to digitalize the products and services along with the transformation of Waterfall methodology to Agile Methodology.

**Responsibilities:**

* Served as Scrum Master for a 12-member team specializing in Java, SWIFT, PHP, and SQL, employing Agile methodologies and Scrum ceremonies to ensure timely product delivery.
* Specialized in the development of a business use cases, eliciting requirements, Functional specification document, Design document, process and workflows for the SWIFT payment systems.
* Created process flow diagrams and other visual representations of business processes, improving team communication and reducing errors by 20%
* Demonstrated strong expertise in Scrum methodology, facilitating collaboration between Dev and QA teams on business requirements, Sprint planning, Sprint reviews, and retrospectives.
* As a Scrum Master, meticulously maintained the Capacity plan, iteration board, sprint backlog, velocity charts, backlog- grooming sessions, daily scrum, sprint review, and retrospectives.
* Managed both Onshore and Offshore QA teams as QA Manager, overseeing financials and project forecasting.
* Implemented an Agile mindset through the use of burndown charts, team velocity analyses, and continuous improvement initiatives.

**Project Success:**

* Achieved 27% Run Rate Reduction as part of Operational efficiency which resulted in $1.7 million cost savings
* Successfully transitioned the team from a waterfall mindset to Agile through the development of 40+ training materials, fostering a comprehensive understanding of Agile delivery.
* Implemented Optimization & Risk-based testing approaches that helped in apprx 25% early defect containment.

**Cognizant, Chennai**

**MAY 2012- OCT 2013**

**Consultant | DLG Insurance**

Direct Line Group Insurance owns a number of insurance subsidiaries, providing various insurance products, including Direct Line and Churchill, Darwin as well as the roadside assistance and vehicle recovery. The project objectives were to develop the products for Motor, Home, Rescue and Other Personal Lines, and Commercial. The Motor segment consists of personal motor insurance cover together with the associated legal expenses business. The goals was to improvise the coverage of personal motor insurance across 25 states in UK. The project involves both Development and Automation conversion of QTP scripts to Selenium and integrate CICD pipelines for Consinuous delivery.

**Responsibilities:**

* Oversaw offshore set-up, ramp-up, and testing team establishment, managing a 35-member project.
* Played a key role in the Statement of Work (SOW) transformation, converting over 3000 QTP scripts to Selenium.
* Elicit, document, and analyze business requirements, processes, and workflows
* Designed and implemented solutions using Jenkins integrated with Continuous Integration/Continuous Deployment (CI/CD) pipelines.
* Supported business development activities by responding to proposals as an automation manager, coordinating with key stakeholders in the company.
* Participated in the preparation of metrics, Quality Assurance (QA) governance, Requests for Proposal (RFP) proposals, and solutioning

**Project Success:**

* Implemented test management tool using RPA UI path to generate policies through OIPA policy centre that helped in creating bulk policies for development and system testing.
* Built extensive Test coverage for all new features through automation and reduced the cycle time during regression by 40%