Terris Rajam V

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PROFILE SUMMARY

Experienced Sr. Business Analyst, Scrum Master, QA Lead, and Project Management professional with over 14 years of expertise. Adept at driving Agile and Lean frameworks to ensure efficient project delivery and exceptional product quality. Proven track record in leading teams, removing backlogs, enhancing velocity, and facilitating the adoption of Agile methodologies. Skilled in training teams and collaborating with product owners to achieve project goals. Seeking a challenging role in an innovative organization to leverage extensive experience in business analysis, test leadership, Scrum mastering, and project management.

CORE COMPETENCIES

- Proficient in eliciting, documenting, and analyzing business requirements from stakeholders.
- Skilled in evaluating and interpreting complex data sets to inform strategic business decisions.
- Strong SQL knowledge to perform Data analysis and compare the data from source to target
- Experienced in Data analysis, Data profiling, Data Migration, Data integration and Metadata management services.
- Skilled in identifying, documenting, and tracking defects throughout the testing lifecycle.
- Facilitating Scrum Ceremonies including Sprint Planning, Daily scrum, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning
- Implemented Maturity Models for Business Analysis and conducted self-assessments on Data Modeling and Data Documentation.
- Familiarity with performance testing tools and methodologies to assess system scalability and reliability.
- Dedicated to promoting a culture of continuous improvement and adaptability within the Agile framework.
- Sound Relational database concepts and extensively worked with SQL Server

PROFESSIONAL SKILLS

- Sr.Business Analyst/ Scrum Master
- Project Management
- Agile Methodologies, Scrum, SAFe
- Data Analyst - SQL
- Investment Banking, Insurance Guidewire Retail, Inventory management Knowledge
- Transformation & Strategic Consulting
- Change Management
- Leadership and Team Management
- Client Relationship Management
- Interpersonal Skills
- Agile Assessments
- Metrics
- Coaching & Facilitation
- Maturity Models, Self-Assessment and Data modeling
- Tools – Business Analysis – Axure, Wrike, MS Visio, Power BI
- Tools – Automation - TOSCA, RPA Ui Path, JMeter, Jenkins, Jira, API
- Oracle 11g, SQLserver, Informatica
- Power BI

PROFESSIONAL WORK EXPERIENCE

HCL Technologies, Chennai | Jul 2021 to Sep 2023
Senior Business Analyst/Data Analyst | Statestreet (Insurance) – 22 months
- Led and managed two Scrum teams, overseeing 14 members each, to streamline a complex project involving Guidewire applications and Legacy-to-Modernization upgrades.
- Spearheaded the implementation of projects totaling 6.7 million, providing leadership to over six application teams and multiple concurrent Scrum teams.
- Created database objects such as tables, views, stored procedures, triggers etc for modernization.
- Successfully drove the adoption of Agile and Lean frameworks, resulting in a 20% increase in product efficiency.
- Coordinated Scrum ceremonies, including Sprint Planning, Daily Standups, Retrospectives, Demos, and Release Planning.
- Served as a Proxy Product Owner, defining, documenting, and maintaining requirements in the development process to ensure the delivery of the Sprint Backlog.
- Implemented Maturity Models for Business Analysis and conducted self-assessments on Data Modeling and Data Documentation.
- Created complex SQL queries to move the PBS data from Staging to DB and compare the source data with target
- Execution of database queries and business process against sensitive data to support customer requirements using SQL
- Performed SQL backup and restore tasks on various SQL servers.
- Demonstrated expertise in Smoke, Functional, Regression testing, Defect management, Test metrics creation, UAT & Incident RCA, and daily status reporting.
- Coordinated with development teams to eliminate impediments and ensure timely delivery, resulting in a 15% reduction in sprint delays.
- Proficient in Automation tool Tosca and experienced in Performance testing using JMeter and Mule.

TATA Consultancy Services, Chennai | Aug 2017 – Jul 2021
Business Analyst | Genesco - Retail Inventory Management – 3 years
- Experience as a Business Analyst and Scrum master in healthcare and finance domain including understanding of Business Requirement Gathering, Business Analysis, Data modeling and procedures.
- Functional knowledge of Medicaid Management Information Systems MMIS.
- Exposed to Medicare and Medicaid domains of the healthcare systems and industry for inpatients, outpatients, Reimbursement methodology.
- Extensive knowledge in the Member enrollment and Billing information. • Involved in Foundation phase, Implementation phase and Warranty phase.
- Defined project scope, goals, and deliverables. Formulated strategy and direction for multiple POD's including Dev/QA
- As a Scrum Master, meticulously maintained the Capacity plan, iteration board, sprint backlog, velocity charts, backlog grooming sessions, daily scrum, sprint review, and retrospectives.
- Closely tracked the KPI's and SLAs defined as part of SOW commitments.
- Managed the scheduling of Project and application development releases.
- Implemented the Cadence framework and reporting the project updates, risks and action items to the Stakeholders.
- Built a data visualization using Power BI for product SLA's that reduced manual reporting work by 10hrs weekly.

Business Analyst | Citi Bank (Investment Banking) – Nov 2013 – Jul 2017
- 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.
- Successfully transitioned the team from a waterfall mindset to Agile through the development of 40+ training materials, fostering a comprehensive understanding of Agile delivery.
- Specialized in the development of a business rules engine, payment processing, refund, and SWIFT payment systems.
- Demonstrated strong expertise in Scrum methodology, facilitating collaboration between Dev and QA teams on business requirements, Sprint planning, Sprint reviews, and retrospectives.
- Managed both Onshore and Offshore QA teams as QA Manager, overseeing financials and project forecasting.
- 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.

Cognizant, Chennai | May 2012 – Oct 2013
Consultant | DLG Insurance – 1 year
- 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.
- 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.

Agility, Chennai | Jan 2010 – May 2012
Consultant | Agility logistics – 2 years
- Executed the processing of trades, including Equities, Bonds, and FX.
- Managed inquiries and responses from Clients and Custodians.
- Played a role in preparing Test Procedures, Test Scenarios, Test cases, and Test Data.
- Designed tests using the Keyword-driven methodology for selected areas.
- Executed Test scripts and tracked defects in Quality Centre.

Fidelity Investments, Chennai | Aug 2007 – Jan 2010
Custody Operations – Associate – 3 years
- Analyzed business requirements and prepared use cases for functionalities.
- Conducted functional testing and tracked defects using Jira.
- Coordinated with team leads and customers for release testing and retrospection.
- Engaged in metrics reporting and tracking.

EDUCATION

- **Bachelor of Commerce** 2007, Stella Maris College

PROFESSIONAL CERTIFICATION

- Certified Scrum Master (CSM)
  - Scrum Alliance, 2022
  - UiPath Certified RPA Associate, 2022