

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 creating project plans, defining milestones, and allocating resources effectively.
- Proficient in eliciting, documenting, and analyzing business requirements from stakeholders.
- Skilled in evaluating and interpreting complex data sets to inform strategic business decisions.
- Experienced in developing comprehensive test plans outlining testing strategies, scope, resources, and schedules.
- 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
- 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.
- Effective in resolving conflicts and impediments to ensure smooth team progression.

PROFESSIONAL SKILLS

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| • Senior Business Analyst / Scrum Master/ QA Lead | • Agile Assessments |
| • Project Management | • Metrics |
| • Agile Methodologies | • Coaching & Facilitation |
| • Scrum, Kanban, SAFe | • Maturity Models for Business |
| • Performance Testing – JMeter | Analysis Self-Assessment and Data modeling |
| • Investment Banking, Insurance Guidewire Domain Knowledge | • Tools – Business Analysis – Axure, Wrike, MS Visio, Power BI |
| • Transformation & Strategic Consulting | • Functional Testing |
| • RFP, RFI and Solutioning | • Tools – Automation - TOSCA, RPA Ui Path, JMeter, Jenkins, Jira, API Postman, Git |
| • Change Management | |
| • Leadership and Team Management | |
| • Data Analysis | |
| • Critical Thinking | |
| • Interpersonal Skills | |

PROFESSIONAL WORK EXPERIENCE

HCL Technologies, Chennai | Jul 2021 to Sep 2023

Scrum Master / Sr. Business Analyst | Statestreet

- 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.
- Successfully drove the adoption of Agile and Lean frameworks, resulting in a 20% increase in product efficiency.
- Coordinated all Scrum ceremonies, including Sprint Planning, Daily Standups, Sprint Retrospectives, Sprint Demos, Story Grooming, 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.
- 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 | Oct 2013 to Jul 2021

Scrum Master / Business Analyst | Citi Bank

- 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.
- 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.

Cognizant, Chennai | May 2012 – Oct 2013

Consultant | DLG Insurance

- 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.
- Solely accountable for the delivery and transformation deliverables.
- 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

- 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

- 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