**RESPONSE TO REQUEST FOR QUOTATION**

**Response**

Brent Hickman, S.C.M.P.

Procurement Officer

procurement@halifaxwater.ca

**Business Analyst - Insights**

Proposal

RFQ No. Q30.2024

March 6th, 2024 at 2:00pm AT

1326 Barrington Street

Halifax, NS, B3J 1Z1

Canada

Andrew Creaser, Managing Partner

Phone: 902-478-3896

Email: acreaser@barringtongrp.ca

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Description automatically generated

March 6th, 2024

Halifax Water

450 Cowie Hill Road

Halifax, NS, B3P 2V3

Dear Mr. Hickman,

Barrington is pleased to submit a response to your Request for Quotation Q05.2024 for a PMO Business Analyst. Barrington Consulting has been a long-standing services partner of Halifax Water; over the past six years, we have developed extensive knowledge, experience, and a proven track record of successfully supporting Halifax Water with activities related to the current IT Strategic Plan. We are excited about the possibility of continuing this successful partnership with our proposed Business Analyst, **Terris Vincent**. We are confident that her capabilities, skills, and experience will make him a valuable addition to your team.

**Experience in Business Analysis and Project Delivery:** Terris is an experienced Senior Business Analyst, QA Lead, and Project Management professional with over 14 years of industry experience. She is a Certified Scrum Master (CSM) and adept at driving Agile and Lean frameworks to ensure efficient project delivery and exceptional product quality. Terris has relevant experience organizing and leading business requirements and defining functional areas for enterprise systems such as Guidewire, banking payment systems, modernization applications, and portals. She has a proven track record of providing leadership to her teams, removing blockers, accelerating delivery, and facilitating the adoption of Agile methodologies. She is also skilled in training teams and collaborating with product owners to achieve project goals.

**Skills and Expertise**: Terris is proficient in eliciting, documenting, and analyzing business requirements from stakeholders. She has implemented the Maturity Models for Business Analysis and conducted self-assessments on Data Modeling and Data Documentation. Terris has developed a comprehensive understanding of digital service design and delivery, strengthened her ability to analyze business processes and requirements, led teams of other business analysts and developers, and liaised/collaborated with other key partners across government.

**Collaboration and Communication:** AtBarrington, we pride ourselves on our ability to seamlessly integrate our resources with client teams. We work collaboratively with our clients on integrated teams to achieve desired outcomes and support your success. Terris is an excellent collaborator and team member, and her background and experience will enable her to quickly become a cohesive member of the PMO team. Terris is also an excellent written and verbal communicator and is well-regarded for the quality and clarity of her communications and deliverables.

Terris is available to start March 8th as stated in your RFQ Key dates.

Sincerely,

The Barrington Consulting Group Incorporated

Per: Andrew Creaser, Managing Partner

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# Qualifications Table

| Stage | Criteria | Description | Yes / No | Page Number | Weight (points) |
| --- | --- | --- | --- | --- | --- |
| Stage 1 – Technical Requirements | i) Experience | Minimum 5 years business analysis experience in elicitation and document of requirements using task and workflow analysis; Stakeholder Management to analyze information needs, functional requirements and process improvements; and supporting the change management effort. | Yes | 10-12 | 5 |
| Stage 1 – Technical Requirements | i) Skillset | Proven analytical skillsets to interpret business needs and translate them into application and operational requirements; Communication and collaboration skills with IT team members and other subject matter experts to establish the solution vision and resolve issues; and participation in the Quality Assurance (QA) process in a cloud-based or on-premise environment. | Yes | 10-12 | 5 |
| Stage 1 – Technical Requirements | i) Qualifications | Bachelor's degree in business, IT/Computer Science or related discipline from a recognized university/ institution or equivalent experience is desired; CBAP or PMI-PBA certification and Utility industry experience is considered an asset; SAFe ®, PMI-DASM™, or CSM is considered an asset; and Prosci CMP® is considered an asset. | Yes | 12 | 4 |
| Stage 1 – Technical Requirements | ii) References | Project References with initiatives impacting the public and online service delivery. Please provide at least two (2) reference projects, clearly describing the project, proponent’s role, and deliverables produced that impact the public and online Service Delivery. | Yes | 12-13 | 2 |
| Stage 1 – Technical Requirements | iii) Industry | Utility and/or Public Sector industry experience. Please provide at least one (1) reference project, clearly demonstrating the candidates experience with utilities and/or public sector. | Yes | 14 | 2 |
| Stage 1 – Technical Requirements | iv) Location | Local to the HRM  Proponents local to the Halifax Regional Municipality (HRM) is considered an asset. | Yes | 14 | 2 |
| Stage 2 – Interview and Pricing | Interview | Candidate is available for interview | Yes | N/A | 50 |
| Stage 2 – Interview and Pricing | Pricing | Pricing included per candidate | Yes | Appx E | 30 |

Terris is available full-time starting April 4th, 2024 (Anticipated Execution of Agreement date listed in RFQ).

# Reference Contacts

We are pleased to provide the following reference contacts for who can speak to Terris’s experience, expertise, and commitment to project delivery.

To demonstrate Terris’s strengths and suitability for this role, we have selected the following two project references for your consideration:

|  |  |
| --- | --- |
| **Organization name** | Tata Consultancy Services |
| **Organization contact** | 902-994-1462 |
| **Name:** | Sundar Rajan |
| **Title:** | Project Manager |
| **Email address:** | Sundar.seshadri5@gmail.com |
| **Location of project:** | Chennai, India |
| **Start and completion date:** | Oct 2013 to Jul 2021 |
| **Project Description** | |
| For the last several years, Terris has been responsible for assessments, strategy, and testing in the roles of Lead Business Analyst and Digital Strategist at Tata.  Terris’s responsibilities include the following activities:   1. Documenting business requirements and the associated business processes in user stories 2. Completing preliminary privacy impact assessments (PPIA) or privacy impact assessments (PIA) for discrete services 3. Supporting the associated development and testing efforts including test script documentation. 4. Creating training materials (guides, FAQs, exercises, presentations) 5. Working closely with developers to ensure requirements alignment.   She has helped enable the follow digital services:   1. Changing an address with motor registration division 2. Renewing a medical care plan card 3. Subscribing to driver's license/vehicle registration renewal notices 4. Registering to become an organ/tissue donor. 5. Becoming a user of the platform (registration, account management, account deletion, etc.)   Terris brought the project in on time and on budget and the project was considered a well-managed success overall. | |

|  |  |
| --- | --- |
| **Organization name** | HCL Technologies |
| **Organization contact** | 861-0866-706 |
| **Name:** | Venkatesan Sankaran |
| **Title:** | Deputy Manager |
| **Email address:** | S.venkatesh@hcl.com |
| **Location of project:** | Chennai, India |
| **Start and completion date:** | Jul 2021 to Sep 2023 |
| **Project Description** | |
| 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. Terris was responsible for conducting a current state assessment and jurisdictional review to understand HCL current state business processes. The current state focused on three pillars – people, processes, and technology. During the current state assessment, Terris conducted a series of interviews with key stakeholders, and facilitated process mapping sessions 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. | |

We are pleased to provide the following reference contacts for who can speak to Terris’s experience, expertise, and commitment to project delivery. Additional detail on these projects, and Terris’s contributions to their success, can be found on pages 18-20.

Contact: Sundar Rajan, Project Manager, Tata Consultancy Services

Phone: 902-994-1462

Email : Sundar.seshadri5@gmail.com

Contact: Venkatesan Sankaran, Deputy Manager, HCL Technologies

Phone: 861-0866-706

Email: S.venkatesh@hcl.com

# Full Resource Resume

*Terris’s full resume can be found in Appendix A of this document.*

## Barrington Consulting

**Barrington Consulting** is a Canadian-founded business, headquartered in Halifax Nova Scotia. Our primary focus is working with public-sector organizations to help strategize, plan and implement change through business and information technology consulting services.

Delivering exceptional value to our clients, Barrington offers “big firm” services and knowledge with a “small firm” client-centric approach. We make each relationship a true partnership by working collaboratively, as an extension of your organization, assembling the right multidisciplinary experts to integrate with your corporate culture, and precisely identifying your critical issues, challenges, and needs.

Barrington has been providing business analyst services to our clients in public, private, and non-profit sectors for 20 years. Our resources collaborate with our client partners on a variety of projects that involve requirements gathering through a wide range of sources, complex workflow and workload analyses, quantitative and qualitative data analyses, user engagement, implementation support, developing a variety of project artifacts, and other key BA activities as needed.

We have been fortunate to have worked with Halifax Water for many years, supporting the ongoing IT Strategy Roadmap implementation across many of the strategic themes including Customer Experience, Analytics-Driven decision-making, Managed Knowledge and Workflow, Enable Employees Everywhere, and Secure IT Foundations. Through these engagements, we have and continue to support numerous system implementations and upgrades, assess privacy implications, and enable the implementation of the enterprise data warehouse and analytics capabilities that are the foundation of Halifax Water’s future digital capabilities.

## Proponent Experience, Skillset, and Qualifications

To support your needs on this engagement, we are pleased to propose a highly capable business analyst and Senior Consultant, **Terris Vincent**. Terris has over 14 years of experience in business analysis and project delivery and has experience working with public sector organizations and utilities. Terris is available full-time starting March 8, 2024 (Anticipated Execution of Agreement date listed in RFQ).

Terris has several years of experience in translating clients’ business requirements into functional and design specifications and building business cases, creating detailed business and technical documents.

Terris has led and managed multiple Scrum teams, overseeing 14+ members each, to streamline a complex project involving Guidewire applications and the transformation of Legacy-to-Modernization upgrades. Additionally, Terris has conducted self-assessments on data modelling and data documentation deliverables.

Terris has led consulting services for projects with Statestreet, Great American Insurance Group, Citi Bank, DLG Insurance and Fidelity Investments. Terris is adaptable and able to tailor her approaches to the client. She has developed and implemented solutions to address large, complex business challenges such as regulatory compliance, data management, legacy systems modernization, and process improvement which in turn helped to resolve operational bottlenecks and drive innovation. Terris is skilled at evaluating and interpreting complex data sets to inform strategic business decisions.

While working with Statestreet and Great American Insurance Group (GAIG), Terris gained experience with State of Arizona’s Registry of Motor Vehicle system and associate business areas. She previously designed and enabled digital services in this domain including changing an address with the motor registration division as well as subscribing to driver's license/vehicle registration renewal notices.

Terris has significant experience working closely with senior leadership on setting vision, gathering business needs, and leading project teams to execute this vision. She has expertise working with multiple business stakeholders with varied operational responsibilities and is an experienced scrum team leader organizing and coordinating with different vendors, subject matter experts, and delivery teams. Her communication skills are exceptional as she pays close attention to detail and regularly updates progress. She highlights risks promptly through proper communications cadence to stakeholders.

Terris has excellent interpersonal skills and easily relates with project teams and stakeholders. She is a consummate team player and possesses strong conflict management skills. Terris has managed multiple projects and stakeholders at the same time and resolves conflicts by maintaining a positive working relationship with the business. She is skilled at managing the technical aspects of projects and relating this in terms understandable by business stakeholders.

Terris has worked as a project manager or coordinator on several business transformation projects, and has experience communicating changes, issues, risks, and plans both up and down the governance structure. She is skilled at leading workshops for elicitation of requirements and current and future state process analysis for both small and larger group sizes. She has introduced robust governance communication models and frameworks for internal and external stakeholders. Terris has strong verbal and written communication skills and expertly interacts with multiple stakeholders while managing meetings, including monthly cadence meetings and presentations.

**Qualifications Table**

For your convenience, we have summarized Terris’s experience, skillset, and qualifications as requested in the RFQ “Qualifications Table Template”.

| **Experience, Skillset, and Qualifications** | |
| --- | --- |
| **i) Experience**  Minimum 5 years business analysis experience in elicitation and document of requirements using task and workflow analysis | Terris has over fourteen years of experience in IT Business analysis eliciting and documenting requirements for Insurance, Banking and Investment projects.  Terris was engaged as a business analyst by HCL Statestreet, Great American Insurance Group, spearheading the implementation of projects involving the transformation of Legacy to Modernization of Guidewire Insurance application.  Terris’s work includes managing complex user groups - including business, individual, and technical stakeholders. She is proficient at gathering and documenting requirements for systems development/enhancements, and web page development/improvement. She has expertise in implementing Maturity Models for Business Analysis and has conducted self-assessments on Data Modeling and Data Documentation. Terris has implemented an Agile mindset through the use of burndown charts, team velocity analyses, and continuous improvement initiatives.  Terris has direct experience defining current state processes (i.e., process maps) and has defined and implemented future state (to be) processes for the Legacy Modernization of Portfolio Business Services for Statestreet which is a private sector bank and a global financial service provider. The current state process definition involved the extraction of data from production, which was a complex undertaking as many policies were no longer relevant. These issues impacted the testing and timeline of the project. Terris quickly implemented a future state process map for Modernization enabling the data to flow directly from the Policy Center. This meant that the data was categorized/distributed under different groups based on the portfolio allowing for optimization and a test data set with the required set of data combinations and rules. This swift action created a 70% cycle time reduction during the migration testing phase all while providing maximum coverage. |
| **i) Experience**  Minimum 5 years experience in stakeholder management to analyze information needs, functional requirements and process improvements | Terris is experienced, proven, and results-focused, and leverages her strong facilitation skills to work through challenging business problems in a purposeful, practical, systematic, and structured way by promoting effective participation and considering inputs from all stakeholders.  Terris has recently involved in the implementation of Auto and Property policy migration in Guidewire for 23 different states in US. She has wide range of experience in supporting business transformation and technology modernization change efforts, from assessment through procurement, planning, and implementation. Terris has a deep appreciation for change management principles, which help to generate momentum on projects, manage stakeholder expectations, and develop practical, impactful plans for training, communication, and deployment. |
| **i) Experience**  Minimum 5 years experience in support change management efforts | Terris’s role in modernization initiatives has involved the foundational tasks critical to the operation of insurance programs. She has successfully delivered legacy to modernization solutions involving insurance applications for renowned companies in that sector. Her responsibilities have included documenting business standards and playbooks, developing service roadmaps, identifying programs and services-specific key process indicators to measure success, and ensuring alignment between the modernization program’s activities and the overall corporate strategy.  Terris has successfully transitioned teams from a waterfall mindset to an Agile way of thinking through the development of training materials, and by fostering a comprehensive understanding of Agile delivery through workshop planning and facilitation. This was implemented for a private sector bank called Statestreet Corporation which is a global financial service provider. |
| **i) Skillset**  Proven analytical skillsets to interpret business needs and translate them into application and operational requirements | Terris is a proven business analyst with experience translating business needs into technical and operational requirements for technology modernization projects. Terris has derived the recommendations for numerous test data management solutions, including production data migration from guidewire to policy center, test data automation for modernization. When building requirements, Terris leverages use cases, technical diagrams, and process flow diagrams to complement the stated requirements and increase comprehension. |
| **i) Skillset**  Proven communication and collaboration skills with IT team members and other subject matter experts to establish the solution vision and resolve issues | As a Certified Scrum Master, Terris has delivered multiple projects in Agile development environments and has led and participated in various scrum events from sprint planning, daily scrum, and sprint reviews to retrospectives to achieve incremental product development that meets users' needs. She also has experience supporting process improvement design and implementation to streamline and enhance business operations.  Terris is skilled at leading workshops for elicitation of requirements and current and future state process analysis for both small and larger group sizes. |
| **i) Skillset**  Participation in the Quality Assurance (QA) process in a cloud-based or on-premise environment | Terris participated in walkthroughs for the evaluation of the test plan with the design and development. Involved in planning and reviewing the Test cases for Functionality, Security, Performance, Database and User Acceptance testing.  Terris involved in a complete assessment of teams, processes and environment, defined issues and risks, and oversaw the design and introduction of tools, processes and best practices across testing life cycle to improve throughput, communication and on-time delivery of projects in an Agile development environment.  Terris developed and executed regression, production migration, and critical issues, including patch-test plans and test cases for Insurance and Banking systems. |
| **i) Qualifications**  Bachelor's degree in business, IT/Computer Science or related discipline from a recognized university/ institution or equivalent experience is desired | Terris has a Bachelor of Commerce (Stella Maris College, Chennai, India) |
| **i) Qualifications**  CBAP or PMI-PBA certification and Utility industry experience is considered an asset | Terris has experience working as a business analyst for a Public Sector bank and she is a Certified Scrum Master (CSM) |
| **i) Qualifications**  Prosci CMP® is considered an asset. | Terris does not have a Prosci CMP® certification but we are confident in her ability to deliver within this role. |

## Reference Projects

To demonstrate Terris’s strengths and suitability for this role, we have selected the following two project references for your consideration:

|  |  |
| --- | --- |
| **Organization name** | Tata Consultancy Services |
| **Organization contact** |  |
| **Name:** | Sundar Rajan |
| **Title:** | Project Manager |
| **Email address:** | Sundar.seshadri5@gmail.com |
| **Location of project:** | Chennai, India |
| **Start and completion date:** | Oct 2013 to Jul 2021 |
| **Project Description** | |
| For the last several years, Terris has been responsible for assessments, strategy, and testing in the roles of Lead Business Analyst and Digital Strategist at Tata.  Terris’s responsibilities include the following activities:   * Documenting business requirements and the associated business processes in user stories * Completing preliminary privacy impact assessments (PPIA) or privacy impact assessments (PIA) for discrete services * Supporting the associated development and testing efforts including test script documentation. * Creating training materials (guides, FAQs, exercises, presentations) * Working closely with developers to ensure requirements alignment   She has helped enable the follow digital services:   * Changing an address with motor registration division * Renewing a medical care plan card * Subscribing to driver's license/vehicle registration renewal notices * Registering to become an organ/tissue donor * Becoming a user of the platform (registration, account management, account deletion, etc.)   Terris brought the project in on time and on budget and the project was considered a well-managed success overall. | |

|  |  |
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| **Organization name** | HCL Technologies |
| **Organization contact** |  |
| **Name:** | Venkatesan Sankaran |
| **Title:** | Deputy Manager |
| **Email address:** | S.venkatesh@hcl.com |
| **Location of project:** | Chennai, India |
| **Start and completion date:** | Jul 2021 to Sep 2023 |
| **Project Description** | |
| 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. Terris was responsible for conducting a current state assessment and jurisdictional review to understand HCL current state business processes. The current state focused on three pillars – people, processes, and technology. During the current state assessment, Terris conducted a series of interviews with key stakeholders, and facilitated process mapping sessions 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. | |

## Utility and Public Sector Industry Experience

Our proposed Business Analyst has significant experience in the public sector.

Terris has previous experience with Registry of Motor Vehicle systems and business areas. She previously designed and enabled digital services in this domain including changing an address with the motor registration division as well as subscribing to driver's license/vehicle registration renewal notices.

## Local to the Halifax Regional Municipality

Terris Vincent is local to the Halifax Regional Municipality (HRM) and can work from any location within the HRM as required.

# Thank You

We appreciate your consideration of our proposal and look forward to the opportunity to continue to work with Halifax Water, building on our established partnership with your organization. We are confident that our proposed resource, Terris Vincent, will provide you with the required experience in business analysis needed to support the ongoing work of the existing PMO team. We look forward to continuing to work with you and would be very pleased to speak with you further regarding this engagement.

# Appendix A- Resume

**TERRIS RAJAM V, CSM**

**DIGITAL BUSINESS ANALYST**

**EXPERIENCED SENIOR ConSULTANT**

**14 years industry experience**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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 | | | | | | | | |
| **LANGUAGES** | | | | | | | | |

English Tamil

**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 Modelling 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 Modelling 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 totalling 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 Globally 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 approximately 25% early defect containment.

**Cognizant, Chennai**

**MAY 2012- OCT 2013**

**Consultant | DLG Insurance**

Direct Line Group Insurance owns several 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 goal was to improvise the coverage of personal motor insurance across 25 states in the UK. The project involves both Development and Automation conversion of QTP scripts to Selenium and integrate CICD pipelines for continuous 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%