**SUMMARY**

Experienced Consultant with more than 7 years of USA professional experience in IT industry for various domains. Expert in Project Management, Product Management, Business Planning and Development along with Agile Scrum, JIRA. Collaborative team player with a track record for innovative ideas and effective management of multiple projects. Cross-functional teams experience with exemplary analytical abilities and excellent communication skills.

|  |  |  |
| --- | --- | --- |
| * Product Management | * Project Management | * Agile & Scrum Methodology |
| * Process Improvement | * Business Process Development | * SQL Data and Analysis |
| * SDLC methodology | * Business Analysis | * Analytical Reporting |

**EDUCATION**

**MASTER OF SCIENCE IN DATA ANALYTICS |**Harrisburg University of Science & Tech, USA **|** Aug 2018

**Bachelor of Science in Mechanical Engineering |** Arizona State University, USA **|** May 2012

**TECHNICAL SKILLSET**

* MS Office Suite: Word, Excel, PowerPoint, One Note, MS Project, MS Visio
* Agile Tools: JIRA, Confluence, Tempo
* Programming: R, Python, C, C++, SQL
* Defect Tracking Tools: HP Quality Center/ALM
* BI Reporting Tools: SAP Business Objects, Tableau, R Studio
* Databases & Tools: MS Access, MS SQL Server, MS SQL Server Management Studio

**PROFESSIONAL EXPERIENCE**

**Blue Cross Blue Shield of Texas | Product Owner |**Richardson, TX, USA |Nov 2018 – Jan 2020

* Provided business direction for SMART UM application aimed to increase the efficiency and effectiveness of the utilization management process
* Collaborated with Program & Operational Leadership to provide inputs towards strategic direction of application
* Lead the discovery of product innovation by integrating with Clinical team, Membership, Provider Network, Claims, and Member Communication to deliver a wholistic platform to the customer
* Established product vision, prioritized and maintained product backlog based on SMART UM business strategic direction visible on Kanban/Scrum boards
* Actively engaged with key stakeholders such as executives, business leads and other product owners to create user stories in JIRA and ensure timely implementation of new features and/or enhancements
* Created product business case, Release Roadmap, impact analysis, product control documents
* Performed estimation for work requests for product changes in terms of cost and resources needed to implement new products and services.
* Built efficient JIRA techniques and processes, managing new staff, creating onboarding documentation / and definition using structured approaches
* Conduct daily standup, product backlog grooming and sprint retrospective meetings within the agile team
* Performed production deployment of configuration changes after every sprint completion
* Trained a dedicated team of customer executives and technical professionals on Scrum/Kanban Agile methodology and the roles and responsibilities involved

**McDonald's Corporation** **|** **Sr**. **Business Technical Consultant** **|** Chicago, IL, USA **|** Apr 2017 – Sept 2018

* Managed data integration/data distribution requests to Global Data Warehouse team by eliciting business requirements and tracking status requests
* Coordinated with cross functional teams of digital users, development team, data modelling and architecture teams for process documentation
* Performed Data Mapping by creating Source-To-Target (STM) document for Digital Technology data requests
* Managed the MicroStrategy user access and was responsible for generating and collecting invoices from external vendors for their usage
* Logged and assigned tickets to maintain project documentation using JIRA and Confluence tools
* Setup and Managed JIRA and Confluence sites and trained new users on it
* Maintained the Support team's PROD and QA environments migration calendar
* Read, created and tested advanced SQL statements to understand developed data sets
* Executed test cases during the User acceptance testing (UAT) and deployment processes

**Molina Healthcare| Business Process Lead|** Long Beach, CA, USA **|** Jan 2016 – Mar 2017

* Implemented new integrated platform within Healthcare Management (HCM) department for Medication Therapy Management (MTM) program
* Elicited requirements from Research & Innovation SME’s for Digital Mobile Health Program across 12 states
* Liaison between IT & various business teams in implementation of multiple high cost enterprise projects
* Conducted all day JAD sessions to understand scope and effectively capture business requirements and documented process flows
* Understood CMS & State regulatory agency requirements for development of performance reports and created reporting specifications document
* Developed inventory of all business processes and cross-flow dependencies with other departments to perform Gap analysis
* Created and edited SQL queries to pull data for reporting to showcase wireframes to business SME’s
* Decreased the member review time by innovating new business processes and merging existing ones
* Participated in reading, writing and executing complex SQL queries during monthly SQL seminars
* Collaborated with IT teams for translating the business requirements into functional requirements and assisted with any requirements questions
* Co-ordinated with QA, training and implementation team to ensure successful delivery of the project
* Documented workflows for internal business process as well as external touch-points with vendors for technical data feeds

**Blue Cross Blue Shield of Texas | Enterprise Business Analyst |** Richardson, TX, USA **|** Feb 2014 – Dec 2015

* Lead Health Care Management (HCM) Operational Reporting work stream by following AGILE methodology for enterprise projects across 5 states
* Elicited business requirements from executive leadership for the reporting Tableau Implementation Project
* Improved productivity reporting of Care Management staff by 42% by suggesting new methodology of capturing performance metrics
* Administered JAD sessions with business stakeholders & technical team for adherence of the requirements
* Performed gap analysis and created workflows identifying potential impacts to various systems due to project
* Attended agile training sessions & participated in sprint planning and sprint retrospective meetings
* Created user stories based on elicited requirements from stakeholders & compiled them into multiple sprints
* Organized and conducted daily sprint calls with the team members to ensure progress within the project
* Conducted training session with business to validate their production staff’s performance goals
* Created training material & UML diagrams for Communications team to train users on the new dashboards
* Composed SQL queries and executes test cases and presented results to business owners
* Developed mapping documents for development team to understand business rules and system logic

**Commissioning Engineer | Abeinsa EPC** |Phoenix, AZ, USA |July 2012 – Dec 2013

* Commissioned mechanical and engineering processes based on integrated sub-systems at one of the world’s largest solar power plant
* Developed and coordinated technical documentation of P&ID’s including pipeline schedules, start-up procedures, testing and hand-off checklists
* Provided technical support to construction department for field installation of engineering equipment related challenges and issues
* Verified purchase orders & tracked the installation of pressure safety relief valves over the entire power plant
* Researched original proposals and updated specifications to identify changes between design and construction
* Managed installation of multiple high capacity pumps capable of producing huge volumes of liquid discharge

**Project Assistant | Arizona State University** | Tempe, AZ, USA |Apr 2009 -Apr 2012

* Best Value Analyst for government construction & renovations projects with total value of over $14.5 million
* Educated participating vendors and personnel on measurement process requirements to transform business operations and increase organizational efficiencies
* Reviewed project metrics of schedule, cost, and risks on a weekly basis to analyze project results
* Frequently monitored customer satisfaction via surveys, analyze results, and form a plan of action to properly elevate customer satisfaction and promote an environment of transparency, accountability, providing executives with performance information
* Devised documentation techniques to communicate project performance information to executive stakeholders and coordinate weekly core team meetings