## Nithya A nithya440@gmail.com

## Senior IT Consultant/Project Management/Business Analyst 502-439-4199

**Summary**

* 9+ years of experience in technology and project management as a IT Consultant/Project Coordinator/Business Analyst in various sectors of business
* 5 years of Project Management, Change Management, and ITIL service support/management experience including incident, change, and request management with ITIL and Scrum Master certification
* Profound IT Background: Worked as Senior Software Developer, SharePoint Admin/Architect, **Project Coordinator**, **Business Analyst**, Business System Analyst, **Scrum Master** and **Change Coordinator.**
* Expert in object oriented analysis, software design, development, implementation and testing of windows and web based applications using Microsoft .NET and SharePoint technologies
* Worked on projects from scratch to delivery and support.Defined and managed projects and product roadmaps for diverse product portfolios
* Communicate directly with project stakeholders, subject matter experts (SMEs) and staff to create requirements and specifications for new applications
* Methodology knowledge: **Agile, Scrum**, XP, RUP, Waterfall
* Deal with all project documentation (contracts/invoices, proposals, vision, **project plans, use cases, SRS,** user manuals, presentations, etc.), prototyping (Azure, Visio) and **process modeling**.
* Expert at documenting business requirements from customers, prospects by developing use cases, visual mockups, detailed project specifications to communicate these needs to engineering
* Extensive experience in partnering with Engineering, Sales, Marketing teams and Executives to design projects in an agile environment, including Sprint and Roadmap Planning
* Extensive experience and Proficiency in user requirements gathering, Use Case design and analysis, **Use Case specifications, Scenarios**, Business processes, **Work flow** diagrams, process flows and technical documentation, using **UML**, MS **Visio**, MS **Office** Suite.
* Experience in conducting Joint Application Development (JAD), brainstorming sessions, reviews, walkthroughs and customer interviews for various business processes
* Excellent understanding of Office **Project**, **Excel** Services, **InfoPath**, **Visio**, BDC/BCS metadata expressing database connection, queries and C# methods
* Technical expertise in using reporting tools such as **Crystal Reports, MSSQL** Reporting Services**, WebTrends, Google Analytics**
* Experience with areas of **Software Development Life Cycle (SDLC)** which includes UI and Process Design, Coding, Testing, Implementation, Maintenance and End User Training
* Proficiency in working with Microsoft architectures including .**NET**, **SQL**, **SharePoint** and Java Technologies
* Provide tier-3 technical support services for the Enterprise SharePoint & Content Management
* Experience with SQL Server, MS Access, MySQL**,** develop complex stored procedures, creation of Database Triggers, Constraints, Indexes, Views, Functions and Packages
* Prioritize and manage work to critical timelines in a fast-paced environment
* Highly ambitious and enjoy working in fast paced working environments driving the vision of the project
* Excellent problem solving, analytical and communication skills, extensive Documentation and specification writing skills, **end-user training and support**
* Good team player, an independent performer with domain expertise in Insurance, Education, Healthcare, Pharmaceutical, IT and consulting services companies

## Technical Skills

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| * Primary Skills - **Microsoft Office**, **SharePoint**, C**#,** **Project Management, Change Management, ITIL**, **Business System Analysis, Agile/Scrum** and **Waterfall** |
| * Operating Systems - Windows Server 2000/2003/2008/2010, Windows 8/7/Vista/XP/2000, Mac OS X |
| * Languages - C#, ASP.Net, VB.Net, Java, C, C++ |
| * Development Tools - Visual Studio 2008/2010/2012, Eclipse, Dreamweaver, Matlab, MS Office Suite, Minitab, Adobe Photoshop, WordPress |
| * Reporting tools (CRM) – Google Analytics, WebTrends |
| * Middleware - Crystal Reports, SQL Reporting Services, XML, SOAP, Web Services |
| * Scripts - JavaScript, HTML, AJAX, CSS, ASP |
| * Database Connectivity - ODBC, ADO.NET |
| * Databases - SQL Server 2000/2005/2008, Oracle 9i, My SQL, TSQL, PL/SQL, MS Access, IBMDB2 |
| * Domain Knowledge - Education, Insurance, HealthCare, Pharma, State Gov., IT and Product Solutions |
| * ERP - **MS Office Project** 2003/2007/2010/2013 |
| * Legacy Systems - BMC **Remedy** Systems, **HP Service Manager**, SNOW, **Primavera** |
| * Networking - Web Server |
| * Testing Tools - HTML Kit, HTML Validator, TestGen |
| * Documentation - End User Documentation |
| * Client / Server Technologies - SharePoint 2013/2010/2007/2003, WSS 3.0/2.0, ASP.NET, WCF, WPF, IIS, Apache Tomcat, Web Logic Server, Team Foundation Server, BMC Remedy Action Request System |
| * Foreign Language known – Telugu, Hindi, Tamil |

Experience Details (Starting from the Current Employer)

1. Reliable Software Resources Inc. (Baylor Scott & White HealthCare), Project Coordinator, 06/15/2016 – Present
2. Reliable Software Resources Inc. (First Data Government Solutions Inc., State of IL), Scrum Master and Business Analyst, 01/13/2016 – 5/15/2016
3. Reliable Software Resources Inc. (State Farm Insurance), Change Coordinator/Business System Analyst, 04/16/2012 – 12/31/2015
4. NTT Data Inc. (Commonwealth of Kentucky, Kentucky Department of Education Office of KIDS, State of KY), Business Analyst with SharePoint, 03/22/2010 - 04/13/2012
5. Intellisoft Technologies Inc., SharePoint Consultant, 05/25/2009 – 06/25/2007
6. Intelligroup Asia Pvt Ltd., Software Engineer II, 01/04/2006 – 06/25/2007
7. SMS Pharmaceuticals Pvt Ltd., Software Engineer I, 05/24/2004 – 07/16/2004

Project Details

Reliable Software Resources Inc.

**Project** **Name** – Project Coordinator (Senior IT Consultant)

**Client** - Baylor Scott & White HealthCare Systems, Dallas TX

**Environment** – **Agile** (**Scrum**), SNOW, **Primavera**, MS Office Suite, **TFS**, **SharePoint** 2013/2010, SharePoint Designer 2010, Visual Studio .Net 2012/2010, C#, ASP.NET 4.0, SQL Server, SNOW (Incident Management), Google Analytics

**Duration** – 06/1/2016 – Present

**Role / Responsibility**

* Gather information for the project requirements, meetings schedule, team assignments and reporting requests
* Collaborate with project teams by **daily** **Scrum** meetings, managed scope of work and scheduling requests using Agile (Scrum) Methodology
* Track workload, assignments, and team tasks by directly interacting with different project teams on daily basis either by interviews, standups, one-on-one sessions
* Provide daily status updates and reports to handle the overall direction and alignment of work activities within web application development team for this healthcare client
* Primarily assist Project Manager and Product Owner with regard to development of new processes, workflows, business meeting requests and IT roadmaps
* Include the meeting minutes and action items from the meetings onto the Sprint for team collaboration
* Frequently update the project schedule for the assigned web app development projects
* Primarily manage the **Search** Service Configuration Project, toconfigure Search Scopes, Search Results, Result Types and Search Schemas for the Search Service Application to work with the public facing websites for the healthcare client
* Train employees within the organization to use **Scrum** and **TFS** along with SharePoint in new and different ways, which requires translation and communication to both technical and non-technical audiences
* Responsible for directly managing multiple projects for web application development team and all the activities within the project.
* Work closely with business partners (marketing team) on upcoming projects and assignments to enhance the user experience via Responsive Web Design sites to improve user adoption
* Maintain documentation, developed and published project status reports and communications for project stakeholders
* Schedule follow up meetings with stakeholders when needed for the projects
* Generate weekly and monthly **status reports** using the reporting tools
* Track project activities, reviewed project statuses and communicated **project reviews** with team using SNOW (similar tool like **Primavera** for Project Management)
* Serious issues that needs immediate attention are reported to leadership and project management team
* Follow Change Management procedures (**ITIL**) in order to implement any changes to the existing environment

**Contributions** – Overall project management, schedule meetings, generate reports for the ongoing projects of the web application development team. Handled multiple projects, primarily the Search Engine Configuration and Responsive Web Design for public facing websites projects. Introduced the team to use TFS and Scrum (Sprint Lists on SharePoint) to improve project tracking and management.

**Team Size** – 10

Reliable Software Resources Inc.

**Project Name** – Scrum Master and Business Analyst

**Client** – First Data Government Solutions Inc. (Project for Department of Insurance, State of Illinois), Springfield, IL

**Environment** – HP Service Manager, Scrum (Agile), Sprint Planning, Spring Reviews, Sprint Backlogs, Sprint Retrospectives, WebTrends, Google Analytics, Microsoft Office Suite, Microsoft SharePoint 2013/2010/2007, SharePoint Designer 2010/2007, Visual Studio .Net 2010/2008, C#, ASP.NET, SQL Server 2010, NewsGator/Sitrion 4.5,

**Duration** – 01/13/2016 – 05/15/2016

**Role /Responsibility**

Her current project job duties include:

* As a **Scrum Master**, Nithya is responsible for facilitating Scrum process, focus on team, enhance team productivity and protect team from external interruption to improve productivity
* Prepare for Daily Standup i.e., **Daily Scrum Meetings** and update Task Board using client intranet sites
* Address Risks & Issues (**Impediments**) that come ups during these Meetings
* Conduct Test-driven development brown bag training during lunch
* Meet with team members individually to discuss on how they feel regarding the sprints assigned to them and their workload
* Prepare project status and reports for PMO meeting
* Ensure that business and assignment risks are identified, monitored and managed to achieve minimal disruption to delivery and success
* Develop, maintain, and continually enforce the values and practices of Scrum for **cross functional Scrum Team**
* Train employees on adding and updating the Sprint items using SharePoint Lists
* Responsible to create strategy, roadmaps, methodology and standards for SharePoint and Microsoft Business Intelligence platform solution integration
* Gather and analyze business requirements and translate business needs into long-term business intelligence solutions
* Develop governance and change management plans to support Business Intelligence SharePoint deployments
* Develop rapid prototypes and proof of concepts for client evaluation, follow and/or implement infrastructure policies, strategies, guidelines, standards, and procedures
* Follow established procedures to document, resolve, and/or escalate business partner incidents
* Work with developers in migration effort from SharePoint 2010 to 2013 and provided support for the end user by addressing issues, preparing user guides and training the employees within the organization about the new features and user interface.
* Additional responsibilities include maintenance and support of the customer facing SharePoint environment.
* Work with project manager, team lead and product owner to guide the overall direction, strategy, and management of the group, its processes and portfolio of work. Ensured the alignment of work activities with the overall IT strategy and roadmap.

**Contributions** – Conduct daily Scrum, Sprint Planning, Review, Backlogs, Action Items, and Retrospectives. Work with Product owner on leveraging Scrum and identifying User Stories and backlogs if any for next sprints. Gathered requirements, team collaboration and address team business requirement issues, testing new features and functionality for Enterprise SharePoint systems. As a Business Analyst with SharePoint experience, enhanced the existing GetCoveredIllinois.gov SharePoint site for the power users. Lead migration effort of existing Insurance website from CMS to SharePoint 2013 by providing the ideal strategy and use cases. Worked with developers to successfully implement Site customizations, workflow, custom development and user acceptance testing. Provide end-user training and documentation with support.

**Team Size** – 8

Reliable Software Resources Inc.

**Project Name** – Business System Analyst and Change Coordinator (ITIL)

**Client** – State Farm Insurance, Bloomington, IL

**Environment** – Microsoft Office Suite, HP Service Manager, Primavera, ITIL, WebTrends, Google Analytics, Lotus Note, SharePoint 2013/2010/2007, SharePoint Designer 2010/2007, Visual Studio .Net 2010/2008, C#, ASP.NET 4.0/3.5/3.0, SQL Server 2008/2005, NewsGator 4.0/3.0, Sitrion 4.5

**Duration** – 04/16/2012 – 12/31/2015

**Role / Responsibility**

* Provide technical direction and support for software applications that will be a part of primary implementation
* Collaborate with an application focused team of diverse resources supporting software applications
* Utilize ITIL processes to manage and coordinate software and system upgrades, maintenance, and fixes
* Experience working in/and leading level 3 application support teams and related implementation projects
* Manage incidents, changes, and service requests following ITIL service support/management framework
* Work in environment that included continuous integration, Application SDLC, Automated deployment tools
* Proficient with **governance** and **change management** plans to support web application implementations
* Create and deliver training materials for support teams in application and technology areas
* Deliver required controls, including communication plans, quality plans, issue and action logs, risk management plans, and change control plans
* Assist in building an environment ensuring that deployments are implemented successfully
* Experience with escalations to vendor and manage vendor support relationships
* Build and maintain Information Portals, leveraging Microsoft's suite of technologies for integrating Business Intelligence solutions such as Microsoft SQL Server, Analysis Services, Integration Services, Reporting Services, Performance Point, and PowerPivot into information portals.
* Apply proper security protocols and integration with LDAP/Active Directory and best practices delivering interactive web solutions to end consumer.
* Develop, maintain, and continually enhance the documentation and training strategy for the SharePoint rollout for all of Client's 100,000+ users
* Utilize the SharePoint User Interface, SharePoint Designer, and Microsoft Visual Studio to design, build, test, and implement lightweight business applications with solutions varying from simple interface modifications to complex object-orientated applications used by the Enterprise
* Prepare user guides for the SharePoint migration to make users in the organization be aware of the new features and user interface
* Follow established procedures to document, resolve, and/or escalate business partner incidents
* Work with business partners to gather custom design and branding requirements to enhance the user experience and improve adoption
* NewsGator/Sitrion social feature is implemented on the Social sites and support NewsGator related updates
* Develop **customized views** and **metric reports** for business partners using SharePoint and SQL reporting services
* Create and update documents with screenshots for errors and debugging issues, resolve tickets (using HP Service Manager) for SharePoint end-user issues and troubleshoot
* Work extensively with server reports, logging, web applications, site collections and optimizations

**Contributions** – Planned major migration effort from SharePoint 2010 to 2013, including governance, system architecture, and information architecture and migration strategy. Involved in Governance planning and Lotus Notes Migration effort. Provided Feature availability matrix for various departments within the organization. R&D for migration to SharePoint 2013 including search, SharePoint Designer and Office 365. Met with end users and stakeholders to gather requirements, create functional and technical documents, user acceptance test scripts and project implementations. Provide tier-3 support on day-to-day user issues with SharePoint Sites at State Farm. End-user training and support with extensive documentation. Being a Change Coordinator for the SharePoint team created and updated changes needed on weekly basis for the existing environment following ITIL Service Management Processes and implemented changes for 4 years successfully.

**Team Size** - 14

NTT Data Inc.

**Project Name** – Business Analyst (SharePoint)

**Client** – Commonwealth of Kentucky (Office of Knowledge, Information and Data Services), Frankfort, KY

**Environment** – Microsoft Office Suite, MS Office Project, SharePoint, Visual Studio, C#, ASP.NET, SQL, InfoPath, Access, Google Analytics, Crystal Reports

**Duration** – 03/22/2010 – 04/13/2012

**Role / Responsibility**

* Facilitate the business analysis process to identify business requirements for system solutions in upgrading Kentucky Department of Education’s Enterprise SharePoint system from version 2007 to 2010, Setup SharePoint 2010 Farm
* Conduct business process analysis and needs assessments in an effort to align IT solutions with business initiatives
* Create business process models for the client using the business process model tools
* Gather client requirements for SharePoint Usage in terms of the business process (Departmental Purchase Request (DPR) & PmPoint (copilot)), communicate with non-technical staff
* Analyze business unit requests to understand and define business requirements
* Work with various technical developers to determine possible solutions and communicated business and system impacts to the IT leadership team.
* Prepare **SRS** documentation for business and system requirements in various formats
* Prepare “as is” and “current state” documentation in written and graphical form as Gantt Charts
* Provide input as to how the information is created, stored as data and used or re-used as it relates to business processes.
* Conduct R&D to analyze the business opportunities and developed formal recommendations to leadership team.
* Configure User groups and Permissions, created sites and sub-sites, master pages, page layouts, web parts, workflows, Imported User Profiles from Active directory and configured search & search scopes
* Use project management and program management methodologies to support a systems development methodology to meet project deliverables.
* Create and update documents with screenshots for errors and debugging issues, resolve tickets (using **Remedy BMC Software**) for end-user issues and troubleshoot
* Implement **InfoPath** formstemplates and publish to SharePoint Library for Project Management, Employee Leave Request, and Flexible Work Schedule
* Led effort to develop new revised processes and procedures for project management process in lieu of system development to improve the education department’s efficiency and overall productivity
* **Train** the information workers (site owners) on creating sites, document libraries, lists, assigning permission to sites, sub-sites, folders, lists and documents (item level security)
* Provide and execute test case scenarios based on information acquired from business and systems analysis using automated testing tools.

**Contributions** – Requirements gathering, designing, deploying and testing new features and functionality for Enterprise SharePoint systems. Responsible for migration of Department’s website from Microsoft CMS to SharePoint Server 2010. Gathering requirements, preparing SRS, workflow charts, assignment roadmaps, and custom solution recommendations, and day-to-day standups. End-user training and support, documentation, handover the deliverables on time

**Team Size** - 3

Intellisoft Technologies Inc.

**Project Name** - SharePoint 2007 Implementation (SharePoint Consultant)

**Client** – LECG Inc., Irving TX

**Environment** – MOSS 2007, WSS 3.0, SharePoint Designer 2007, C#, ASP.NET 2.0, Visual Studio .Net 2005, Windows Server 2003, IIS 6.0, SQL Server 2005

**Duration** – 05/25/2009 – 02/10/2010

**Role / Responsibility**

* Gather and documented business requirements for the project
* Involve in analysis of application functionality and design of web parts
* Involve in object model design, UML use cases, Class Diagrams, Sequence diagrams and converted into template classes
* Install and configured MOSS 2007 by upgrading SharePoint Portal SPS 2003
* Configure User groups and Permissions, sites and sub-sites, Imported Profiles from Active directory and configured search, and search scopes
* Develop and implemented custom web parts using C# which provide UI to add, delete and update list items in custom SharePoint lists
* Configure Search in SSP for various team sites using CSS to have a consistent and uniform look throughout the portal
* Develop Custom Search web parts to search for Communities and Resources in the entire site, Web User Controls using ASP.NET and deployed them as web parts in the SharePoint site
* Manage Document Center, Team Sites and personal sites for SharePoint by using Site Collection Templates
* Experience in creating InfoPath Solutions and publishing into SharePoint Document Libraries for gathering and sharing information
* Configure Single Sign On for SharePoint collaboration portal
* Work on Business Data Catalog to integrate business data from SAP to Office SharePoint Server 2007
* Create Dashboards on web part pages that integrated Excel Web Access and KPI Lists
* Develop Custom Workflows using SharePoint Designer, customized user permission levels and roles for the users and imported user profiles from the Active Directory
* Database programming was done using C# in the ASP.NET pages. Functionality of the application was represented by using UML diagrams
* The code is debugged and fixed with errors and site is provided to the client usage
* Provide documentation and end-user training to the employees

**Contributions** – Gathered requirements, conducted JAD sessions, prepared SRS and replaced client’s previous intranet portal with MOSS 2007, site customizations, workflow development, and custom solution development, created SharePoint Lists, customized Search Web Parts, Web User Controls and Workflows, User Documentation, End-user Training

**Team Size** – 2

Intelligroup Asia Pvt Ltd.

**Project Name** - Development of Intelligroup Resource Management System & Enterprise Project Management (Software Engineer II)

**Client** - Intelligroup Asia Pvt Ltd. (Internal Resource Management System & Enterprise Project Management System), Hyderabad, India

**Environment** - MOSS 2007, SPS 2003, WSS 2.0/3.0, SharePoint Designer 2007, C#, ASP.NET 2.0, Visual Studio .Net 2005, Windows Server 2003, IIS 5.0, SQL Server 2005, MS Office Project 2003

**Duration** – 01/04/2006 – 06/25/2007

**Role / Responsibility**

* Develop “Intelligroup Resource Management Systems”, a web application using .net(C#) technology
* Team lead for the project on EPM and MOSS with a group of 4 people
* Train personnel at client-side on MS office Project 2003 and 2007, EPM (Enterprise Project Management) tool
* Good knowledge in both technical and function aspects of web applications using EPM tool, installation and demonstration at client place
* Develop “Reports and Modules” for EPM 2003 along with Windows SharePoint Services 2.0
* Project on MOSS 2007 and WSS 2.0/3.0 involved installation, configuration, develop & deployment along with customization of certain web parts
* Import user profiles from Active Directory, created user profiles, access permissions and user profile properties.
* Develop custom workflows for document approval process using Microsoft Workflow Foundation

Contributions - Developed ERP web application using C#.net. Train end users on MS **Office Project 2003**. Windows SharePoint Services WSS installation, user profiles creation, manage permissions and developed custom workflows

**Team Size** - 4

SMS Pharmaceuticals Pvt Ltd.

**Project Name** - Design of Marketing Module (Software Engineer I)

**Client** - SMS Pharmaceuticals Pvt Ltd. (Marketing Department), Hyderabad, India

**Environment** - ASP.NET, C#, Visual Studio .Net 2003, IIS, SQL Server 2000

**Duration** – 05/24/2004 – 07/16/2004

**Role / Responsibility**

* Develop a module “Web Designing for Marketing and Finance” using ASP.NET
* Performed analysis, design, coding, create test plans, test, debug, and document applications
* Involve in the development and GUI designing of all ASP.NET Web forms
* Provide the security settings - authentication and authorization
* Develop and implemented custom C# code for the data storage and retrieval, used validation controls
* Involve in designing the tables and writing stored procedures in SQL Server
* Involve in designing and developing a DB Replication utility using .NET framework classes
* Develop UI for various marketing products for Agents and Underwriters using ASP web pages
* Generate reports on Financial Management of the organization Document repository was built and linked up to the Marketing module using the MS SharePoint 2003 tool.

**Contributions** - Developed ASP web applications to keep track of various financial records, generated reports and provided end user training.

**Team Size** – 6

**Training Attended / Certifications Done**

1. Certified Scrum Master (CSM)
2. ITIL V3 Foundation Certification (ITIL)
3. PMP (planning to give shortly)
4. Microsoft .NET Framework Application Develop Foundation (MCTS) Certification
5. Microsoft Office SharePoint Server 2007: Configuring (MCTS)
6. Microsoft Office SharePoint 2010: Configuring (MCTS)
7. Microsoft Office SharePoint 2007 (Training Online)
8. Course 10174A: Configuring and Administering Microsoft SharePoint 2010
9. Attended SPC 2014: Microsoft SharePoint Conference 2014 (Las Vegas, NV)
10. Attended Workshop – SharePoint 2013: Advanced Support and Troubleshooting (Microsoft Hands-on Training)

Qualification Details (Highest Degree on Top)

1. Master of Science, Computer Science, University of Louisville, Kentucky, USA.
2. Bachelor of Engineering, Civil Engineering, BITS-Pilani, Rajasthan, India.
3. Master of Science, Physics, BITS-Pilani, Rajasthan, India.