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Professional Summary:

- 11 years of Advance Experience in writing user stories/Acceptance Criteria as a Product Owner and Business Analyst including an understanding of different methods of gathering and documenting requirements (User Story Mapping, Use Case Diagrams, Sequence Mapping, Flowcharts, System Context Diagrams, etc.)
- 7+ years of relevant work experience in Product Ownership/Management, focusing on mobile app-based products, web applications, SAAS, and services.
- Experience in gathering requirements and having great knowledge of different domains such as Telecom, Logistics, Insurance, Financial, Healthcare, Banking, and E-Commerce.
- Worked with ETL Team that utilized Python, Hadoop, Hive, SQL, Power BI, Tableau, SAP, Unix, Google Analytics, SSIS, Postgres, Sailfish, and SSRS, as well as machine learning, database architecture, and data mining skills.
- Responsibilities as a Product Owner/Sr. Business Analyst involves preparing product vision and roadmap, Requirement gathering, writing feature/user stories, backlog grooming, sprint planning, use case development, and creation of software requirement specifications.
- Specialty is breaking down business requirements into high-level user stories and prioritizing the team backlog to streamline the execution of program priorities.
- Experience tells my story of continuously seeking opportunities to grow professionally. Ambition is one of my core personality traits.
- Experienced in leading and motivating high-performance teams. Proven track record of cross-functional leadership and building teams in delivering enterprise applications.
- Experience working with Integrations with other Azure Services AD/App Insights/API Management, etc.
- Created backlog of user stories based on product requirements to define epics and planned sprints in Jira, Rally, and Azure DevOps
- Works in an Agile environment (SAFe and Scrum) and continuously reviews the business needs, refines priorities, outlines milestones and deliverables, and identifies opportunities and risks while supporting development and QA.
- Familiarity with full-stack web development (HTML5, CSS, JavaScript, SQL, XML), Java, and other languages (C#, .Net, PHP, etc.)
- Strong communicator (ability to communicate at all levels), skilled at stakeholder management (setting and managing expectations), and ability to communicate with all levels of the organization.
- Solid Experience with Agile methodology and DevOps tools (such as JIRA, Azure DevOps (TFS), Rally, Version One, and Confluence).
- Hands-on experience with Cloud solutions like AWS, Azure DevOps, Microservices/Web-Based API Serverless architectures, databases (RDBMS and No-SQL)

Education:

- Bachelor of Computer Information Systems from Georgia State University, Atlanta, GA |

Management Tools:

Jira, Jira Align, Azure DevOps (TFS), Rally, Confluence

SAFe Agile/Scrum:

WSJF, PI Planning, Roadmap, Scrum Ceremonies (Sprint Planning, Backlog Refinement, Daily Stand Up, Retro, Sprint Review) Burndown,

	Velocity, Capacity, INVEST, MOSCOW, DEEP, Epic, User Stories, Acceptance Criteria, Epics, DoR, DoD
Business Analyst:	Gap Analysis, SWOT, PESTLE, Impact Analysis, Root Cause Analysis, BRD, FRD, SRS, Requirement Gathering, Analysis/Design, RACi, Use Cases, Requirements Trace-Ability Matrix, Non-Functional, Prototyping, Wireframe, AS-IS TO BE,
Technical Experience:	API, AWS (EC2, S3, RedShift, RDS) Azure DevOps (CDN, APIM Management), XML, JSON, Swagger, Postman, SAAS, IAAS, PAAS, MicroService, SSO, SAML
Data Analysis:	Data Analysis, Data Mining, Data Mapping, Data Modeling, Data Migration from OLTP to OLAP using ETL, SQL Queries for Data Validation and Data Integration, Power BI, Tableau
Testing:	UAT testing, Unit Testing, System and Integration (SIT), Test Cases, Smoke Testing
Certification	
<ul style="list-style-type: none"> ● CSPO (Certified Scrum Product Owner) ● PSM (Professional Scrum Master Certification) ● PMI-ACP Certification ● SAFe Agile certification 	

EXPERIENCE

Wipro - Atlanta, GA (Remote) (Full time) | Oct 2019 - Present

Sr. Technical Product Owner/Sr. Business Analyst

- Worked in a healthcare company called Blue Cross Blue Shield (June 2022- Present) in the project P360, which is an enterprise solution to collect health members' preferences and consent data and help build reusable components to integrate into different internal applications that help collect user's preference and consent in a Safe Agile Environment.
- Worked in a Supply Chain Company called Penske (Oct 2019 - June 2022) and was involved in creating a one-stop-shop collaboration portal between the suppliers and the vendors and helped create search criteria for a purchase order, shipping date function, quantity, cost, and various functionalities in a Safe Agile Environment.
- Assist with writing Acceptance Criteria using the Given/When/Then format and will be a liaison between project stakeholders and Quality Assurance personnel.
- Worked with SSO and SAML in Azure AD B2C Flows (Sign Up/Sign In, Edit Profile, Change Password).
- Worked with Architect and Business System Analyst to interpret data to help analyze business requirements for our ETL team to develop visual dashboards and advanced business intelligence scorecards, implement machine learning algorithms, and utilize SQL, Power BI, SSIS, Hadoop, and Google Analytics.
- Created various project documents like BRD, FRD, Data mapping, and Data migration-related documents.
- Ability to analyze data in applications to determine data migration and interaction to identify data gaps against new requirements.
- Knowledge and experience working with Azure API Management Flows customization (token verification, header creation/updates and dynamic routing, caching)
- Reviewing and managing backlog items to ensure the latest work status is captured and updated as appropriate.
- Worked with development and database teams to identify opportunities for data migration and correspondingly document any necessary business rules.

- Help write user stories for the ETL team to create dashboards in Power BI to help stakeholders and Advocates and Salespeople visualize trends and understand impacts on the healthcare business.
- Elicited requirements using interviews, document analysis, requirement workshops, UX Wireframe/Prototype, business process descriptions, scenarios, and task and workflow analysis.
- Managed the development of our Business Intelligence technology stack (Tableau/MS SQL/AWS) that delivered insight across the business and maintained a relevant suite of reports, regularly reviewing and updating existing output in line with usage and business demand.
- Critically helped evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, and distinguish user requests from the underlying true business needs.
- Ability to extract, analyze and transform data to drive analytics and presentations.
- Facilitated the PI planning, decomposes feature(s) into user Stories, and establishes Story acceptance criteria. Ensure the team had 2 sprints of work and multiple stories going into the backlog from the defined Features/Epics.
- Understood API constructs with JSON, API testing tools such as Postman, and API documentation such as Swagger.
- Lead the planning of product release plans and set the expectation for delivery of new functionalities.

Amdocs - Atlanta, GA (Contract) | July 2018 – Sept 2019

Sr. Product Owner/Scrum Master (IT Consultant)

- Worked with cross-functional teams, including developers, designers, and business stakeholders to define product features, user stories, and business requirements and ensure they are well understood by the developers.
- Develop and prioritize user stories and ensure timely delivery of features that meet business objectives.
- Collaborate with stakeholders to identify and track key performance metrics and use data to drive continuous improvement.
- Performed detailed data analysis, while engaged in migration projects, to provide requirements for developers enabling configuration and customization.
- Conducted end-to-end impact analysis, design reviews, and test case reviews to ensure that the business vision, goals, and requirements were met.
- Used SQL Queries for Data Validation and Data Integration.
- Design user experiences by creating user flows, wireframes, task flows, journey maps, and high-fidelity prototypes, and collaborate with UI designers to implement elegant design solutions.
- Created and maintained high-quality requirement artifacts (user stories, process flows, use cases, data mapping sheets, etc.) using various tools (Jira, Visio, Lucid chart, etc.)
- Utilize the DEEP (Details are added over time, Backlogs are Estimated, Emergent- backlogs are modified over time, most valuable items are Prioritized on Top) criteria to groom the product backlog.
- Demonstrated working with the dev team to experience building modern web applications using microservices.
- Used AWS EC2 as a cloud web service used for hosting the QXVP application.

Accenture - Atlanta, GA (Fulltime) | Feb 2017– June 2018

Sr. Product Owner

- Managed Product Backlog and created Epics and User Stories/Acceptance Criteria in JIRA within the SCRUM Board

- Participated in Agile release planning and sprint planning sessions to select appropriate priorities from the product backlog for inclusion in the release priorities.
- Leveraged Tableau and other analytical tools to help identify trends or patterns to uncover issues that need to be addressed.
- Creation of refinement of requirements documentation including functional requirements, conceptual data models, process flows, and User Interface mock-ups.
- Determined what types of data need to be collected and curated to address the reporting.
- Collaborated with internal and external stakeholders to develop product requirements and visual mock-ups for various projects through the continuous Sprint Cycles during each milestone.
- Worked with technical Dev team utilizing AWS EC2, Lambda (service where dev uploads code and runs on AWS platform)
- Define and communicate product vision, features, and roadmap to key stakeholders and team members.

Evans & Chambers - Washington, D.C (Contract) | Jan 2016 – Dec 2016

Product Owner

- Part of the cross-functional team that was helping improve and expand the online account opening platform, enhancing online and mobile banking services, and integrating various digital channels with internal systems and applications to provide outstanding experiences for the customers and prospects.
- Plan, prioritize and maintain a well-groomed product backlog.
- Reviewed UAT Results with business end users and assisted in re-prioritizing requirements.
- Partner with Scrum master's to groom and prioritize the backlog for sprint management within Jira.
- Manually performed back-end testing by writing SQL queries.
- Conducted various JAD sessions to understand and gather business and system requirements.

LeasePlan USA -Alpharetta, GA (Contract) | Aug 2015 – Jan 2016

Product Owner

- Worked in an application called Eplan that has a portal named Car-As-A-Service where we buy the car, finance the car, insure the car, order the specification of a car, maintenance, and repairs.
- Organizing and facilitating agile methodology through scrum meetings and maintaining documentation on sprint planning, daily standups, review, and retrospection.
- Helped team with AWS migration from on-premises to AWS by working with business cases, analyzing strategy, building migration plans, and working with the AWS migration hub.
- Worked with Salesforce CRM to help manage and deploy monthly releases.
- Participated in Spring Reviews, daily Scrums, and Spring Planning Meetings.
- Interacted with the Scrum team and stakeholders for ensuring timely product release.
- Contributed to removing hindrances and external distractions for the Scrum team.

ADP - Alpharetta, GA (Contract) | Jan 2015 – July 2015

Proxy Product Owner

- Work on BeneDirect Application allows participant users to manage their account profile, review and elect coverage, make premium payments, and view health plan information.
- Refining product themes, epics, user stories, and product features
- Facilitating sprint planning sessions to establish a sprint backlog.
- Documenting requirements and system design using approved agency formats.
- Mediating business units that may have conflicting requirements.
- Assisting in the translation of business requirements into detailed technical specifications

- Facilitating and documenting AS-IS and TO BE process flows.
- Writing test cases and scripts to validate code is working as documented.
- Developed workflow charts and diagrams to ensure production team compliance with client deadlines.

Hewlett Packard - Alpharetta, GA (Fulltime) | July 2010 – Nov 2014

Business Analyst

- Helped create an internal digital e-commerce site for HPE server products where customers can select the Servers (such as ProLiant, Moonshots, etc.), read specifications and features, modify and configure the types of Servers in the cart, and check out products through payment processing.
- Experience taking in BRDs and converting them into well-written User Stories
- Assists Scrum Master/PM with Sprint Planning with the Dev team, supports daily stand-up meetings, etc.
- Worked in the onshore-offshore model during this tenure.
- Support product owner in prioritization and management of backlog, ensuring Scrum process standards, identification of stakeholders, and stakeholder conditions of acceptance.
- Provided functional testing support at various stages of product development, UAT, and production support environment.