# Tirth Bhadja

## Business Analyst
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## Summary:

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- Around 4 years of Industry experience as a Business Analyst and Scrum Master with solid understanding of Business Requirements Gathering, Evaluating Data Sources, Translating Requirements into Specifications, Application Design, and analyzing Project Deliverables, and have worked in various domains such as Banking/Finance, Healthcare & Insurance.
- Demonstrated ability to work actively in various phases of Software Development Life Cycle (SDLC) using Waterfall & Agile.
- Extensively working on Jira and HP Quality Center to manage requirements, Write Test Cases, Execute Test Cases, Log Defects, Track Defects, and Prioritize Defects.
- In-depth functional roles performing analysis, business process reengineering, fit-gap analysis, data mapping, data modeling, testing, and complex fully technical roles with any of the latest Peoplesoft technologies.
- Experience in Design, Development, Implementation and Support in HCM, CRM and Financials applications.
- Experience in Implementation PeopleSoft HCM modules including Core HR, Pension and Benefits and PeopleSoft CRM.
- Proficient in transforming Business Requirements into Functional Specifications, focusing on workflow analysis and design, business process reengineering, user interface design, portal design, and process flow modelling.
- In-depth understanding of banking operations, products, and regulatory requirements, providing a solid foundation for comprehensive UAT processes.
- Successfully implemented Agile ALM tools and processes, utilizing Jira to track and manage project progress.
- Fostered an environment of conflict resolution, promoting healthy dialogue and constructive conflict handling.
- Expertise in numerous project management activities, such as establishing and managing the scope, planning various activities for execution, estimating business value/impact and providing periodic status reports to management.
- Proficient in utilizing testing tools such as ALM and JIRA, applying them specifically to UAT scenarios for efficient and effective testing.
- Highly Proficient in developing comprehensive documentations, Unified Modelling Language (UML), and Agile/Scrum environment including daily scrum, sprint planning, sprint review/retrospective, and involved in story mapping sessions, backlog grooming, and wireframe.

## Certificates:

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- **Certified Scrum Master®,**
- **Project Management by Harvard Management Mentor**
- **Digital Marketing**

## EDUCATION:

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**Northeastern University, Boston, MA, USA**                                                    **09/2021 – 03/2023**
Master of Science in Project Management (Specialization in Agile Project Management)
- **Certified Scrum Master® (Scrum Alliance)**

# Experience:

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**Flagstar Bank, Detroit, MI | 03/2023 - Present**
**Business Analyst / Scrum Master**

- Led a Scrum team that spearheaded the creation of an n-Tier web-based application at Flagstar Bank, providing users with seamless and agile experience to manage their accounts, transfer funds, pay mortgages, and more.
- Collaborated with the Scrum team to prioritize the Commercial Landing feature within the backlog and developed detailed user stories and wireframes to ensure that the team had a clear understanding of the feature and its requirements.
- Conducted sprint planning meetings with the Scrum team to prioritize the backlog and plan work for each sprint based on business requirements and fit-gap analysis.
- Worked closely with the Product Owner to gather business requirements and discuss wireframes to understand the functional perspective of the features and functions.
- Developed documentation for Oracle (PeopleSoft) table structures, table entity relations, and developed need-based reusable public queries (SQL queries) for users' group to use on a daily basis leveraging to export to MS Excel sort and filter based on their needs, enables saved time and easy and quick reconciliation process.
- Used proven delivery experience with all phases of the systems development/implementation life cycle with PeopleSoft HCM technologies.
- Identified gaps in business processes not met by delivered solutions in PeopleSoft HCM.
- Managed projects, business requirements writing, and implemented projects for various trading desks, covering trading, risk management, and fund operations, utilizing agile methodologies to ensure timely delivery and high-quality results.
- Utilized Jira for agile planning and tracking the portfolios, stories, roadmaps, themes, ideas, defects, tasks, tests, and issues. Also, managed the Scrum board, stand-up meetings, sprint reviews, and retrospectives.
- Conducted system and user acceptance testing for various clients and wrote extensive SQL queries for backend testing, collaborating with the Scrum team to ensure high-quality deliverables.
- Utilized advanced Excel functions to prepare reports and dashboards, created data flow, process flow, and entity relationship diagrams in MS Visio, and developed SQL queries to retrieve information from relational databases for analysis and data cleansing, working closely with the Scrum team to ensure alignment with the sprint goals.

**Molina healthcare, | India (Remote) | 01/2022 – 02/2023**
**Business Analyst**

- Create a storyboard of backlog items in Agile and develop items according to business needs.
- Responsible for generating various reports for business users using Microsoft Excel.
- Involving Gap Analysis and Risk Analysis of existing policy management system with the Enterprise system.
- Working with stakeholders and clients to model and document goals, communicating transparently to meet 70% of deadlines.
- Facilitate client-level decision-making through stakeholder working sessions.
- Work closely with vendors on problem-solving to provide quick solutions for business application needs.
- Interchange between business contacts to manage project lifecycle, and ensured the team achieved 85% of deadlines by communicating realistic expectations.
- Assist in building a business analysis process model using Microsoft Visio.
- Manage both functional and non-functional Business Requirements as well as new request requirements using Jira.

**Omega Healthcare, Karnataka, India | 08/2020 – 09/2021**
**Business Analyst**

- Spearheaded a successful digital transformation project at Omega Healthcare, increasing operational efficiency, reducing costs, and improving member experience through the adoption of Agile principles and Scrum methodologies.
- Developed a comprehensive Agile-driven digital transformation roadmap by conducting a thorough analysis of the company's existing processes and identifying areas for improvement, incorporating Scrum practices to ensure efficient project management.

- Involved in the testing efforts of Claims Adjudication, Managed care, Interfaces, Web Portal, Claims Payment & Financial functional areas.
- Facilitated daily stand-up meetings, sprint planning sessions, and retrospectives using Scrum techniques to ensure high-quality results and adherence to project timelines, all while fostering a collaborative, cross-functional team environment.
- Addressed regulatory compliance and security challenges by developing Agile-appropriate controls such as data encryption and access controls, protecting member information and ensuring compliance with regulatory requirements, while following Scrum's best practices for risk management.
- Developed comprehensive documentation, including user stories, requirements, and test plans, leveraging Agile-inspired methodologies and Scrum practices to ensure the final product met the needs of end-users and remained aligned with project goals.
- Led a project team, keeping them motivated and focused on delivering high-quality results, while proactively addressing any issues that arose throughout the project lifecycle using Scrum's problem-solving approach.
- Successfully balanced the need for agility with regulatory compliance and security requirements, ensuring the project's success while protecting sensitive information and adhering to regulations, with Scrum providing a flexible framework for adapting to changing requirements.
- Improved member responsiveness, reduced costs, and increased profitability because of the project's success, providing significant benefits to Molina Healthcare, with Scrum contributing to efficient project management and delivery.

**D&K Technologies, Gujarat, India | 07/2019 – 08/2020**
**Project Coordinator**
- Drove three projects with different work streams towards completion of testing, defect resolution, implementation, and support in an Agile/Scrum development environment.
- Demonstrating excellent technical writing skills by developing Business Requirements Documents (BRD) and Functional Specifications Documents (FSD)
- As a Project Coordinator, I am involved heavily with gathering business requirements with the Product Owner and discussing wireframes to understand the functional perspective of the features and functions.
- Analyzed corrective action method useful for generating 0.1% revenue profit considering minimal impact.
- Used agile methodology to execute complete software development lifecycle (SDLC) solutions, including requirements gathering, test planning and execution, design, development, and deployment for clients.
- Led SCRUM teams refine user stories by breaking them down into smaller parts and synchronizing them with sprint planning.
- Expertise in daily scrum, sprint planning, sprint review/retrospective, story mapping, and backlog grooming, experienced using Jira/ALM for project management, defect tracking, and reporting.
- Wrote SQL scripts (SQL Server) to find appropriate test data and research data issues with development and test environments.

## Skills:

| Methodologies: | SDLC, Agile, Waterfall |
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| **Visualization Tools:** | Tableau, Power BI |
| **Documentation:** | FRD, BRD, SRS |
| **Languages:** | Python, SQL |
| **Reporting Tools:** | MS Project, MS Excel |
| **Operations and Database:** | Trello, MS Project, ERP, SQL, Tableau, R Language |
| **Analysis Skills:** | Cost/benefit analysis, Impact analysis, GAP analysis, Risk analysis, Jira, Microsoft Visio, HP Quality Center, JAD, Rational ClearQuest, RTM, UAT |
| **Tracking/Other Skills:** | Jira, Microsoft Visio, JAD, HCM, CRM Payroll |
| **Soft Skills:** | Time management, Leadership, Management, Problem-solving, Negotiation, Decision- Making, Documentation, and Presentation, Data Mapping, Data Migration, Critical Thinking, Communication Skills, Problem-Solving |