**Professional Summary:**

**Project Management, ETL Development, SQL Relational Database Querying, Scrum Methodologies, Data interpretation, Data Visualization**

* Solutions driven Business Analyst / Project manager with **8 years** of experience leading cross-functional teams in Product Development Lifecycle and conducting design planning, analysis, documentation, development, and delivery of enterprise applications analyst. Business Analyst, I have demonstrated experience in requirements gathering and analysis, identifying epics, creating user Stories, UML modeling, collaborating with business and IT teams for Agile implementation and Change Management.
* Strong experience in **Project Management, Scrum Methodologies, Data Profiling,** Data Migration, Data Conversion, Data Quality, Data Integration.
* Expertise in various phases like understanding **Project Management and Product Development,** **User Requirements, Analysis/Design, Testing.**
* Experience working within an **Agile environment** and demonstrated competency with agile requirements elicitation, analysis, and specification.
* Experience in various phases of **Software Development life cycle** (Analysis, Requirements gathering, Designing) with expertise in documenting various requirement specifications, functional specifications, Test Plans, Source to Target mappings, SQL Joins.
* Experience in conducting **Joint Application Development (JAD)** sessions for requirements gathering, analysis, design, and Rapid Application Development (RAD) sessions to converge early toward a design acceptable to the customer and feasible for the developers.
* Experienced in managing teams (Remote and on-site) of up to 50+ members including 24/7 Infrastructure support teams
* Proven expertise in gathering requirements and developing various Project documentations including Project Charter, Business Case, Project Plans (Inc. Gantt-Charts, Road maps etc), Change Requests, Status Reports, Statement of Work, Service Level Agreements (ITIL v4 based), Charter Financials etc.
* Clear and concise communication skills from colleagues through to C-level executives
* Have a track record of providing leadership and technical expertise on ICT staff recruiting, training and restructuring across multiple technology domains
* Demonstrated expertise in working with both internal and external stakeholders including vendors and contractors
* Proven track record managing/leading complex software development, cloud migration/build of IT infrastructure and security initiatives throughout its lifecycle
* Have in depth knowledge of routing protocols and network security design and implementations for **BGP, OSPF, EIGRP, MPLSS, (D)(S)NAT/PAT, IDS/IPS, IPSEC tunnels, VPN, zScaler, Netskope, FHRP, STP, PVST, RSTP, split tunneling, underlay/overlay routing** etc.
* Have managed medium to large scale enterprise programs/projects with budgets of up to 20M+ USD
* Result oriented, excellent organizational skills and a self-motivated individual
* Proven track record of managing teams for complex Bigdata projects related to **Hadoop, Kafka, ETL, Spark, Master Data Management,** Current and Expected Credit Loss, Data Lakes both in Cloud (Leveraging mainly AWS (Inc Outpost and Landing Zone) infrastructure Redshift, RDS, S3, Glue etc and Azure HD Insight) and on Pre
* Good understanding of **Relational** **Database Design, Data Warehouse/OLAP** concepts and methodologies.

**Certifications:** Professional Scrum Master (PSM)

Project Management Professional (PMP)

**Technical Skills**

|  |  |
| --- | --- |
| **Skills:** | Project Management and Quantitative Analysis, Cross-Functional Team Leadership, Interpersonal skills, Agile /Scrum, Kanban, Project Management, Business Intelligence, Performance Management, Preparing Reports. |
| **Languages**: | C, Visual Basic, SSIS/SSRS, JIRA, Python, R. |
| **Tools**: | Tableau, MS-Office suite, JIRA & Confluence, ServiceNow, SQL, Python, Linux, HTML, Azure DevOps, Power BI, J2EE, Microsoft Project, Visio |

**Professional Experience**

**Sr business Analyst/Project Manager | Jones Lang LaSalle| Chicago July 2022 – Till Date**

**Responsibilities:**

* Planned and managed all aspects of a $400K with the **Agile team** for Back Office Functions, Wire Desk, and Credit Department requests. Led 11 team members in execution of this high-profile project that, if handled improperly, could result in fines, penalties, and loss of permission to process credit card transactions.
* Acted as Single Point of Contact (SPOC) liaising between research, technology, sales team.
* Organized **Agile/ Scrum ceremonies** like **Daily Scrum stand-ups**, **Sprint Planning**, **Sprint Review**, **Backlog Grooming**, **Sprint Retrospectives** and efficiently time-boxed the events.
* Designed and Executed an operating model for managed services that streamlined the regulatory reporting process reducing response times by 20% increasing compliance rates by 15%.
* Established team/ aligned goals/ established project vision/ set project scope and roadmap.
* Implemented technical solutions to support accounts receivable and billing functions, decrease system down time, and mitigate loss of customers. Met rigorous system integrity requirements and complied with credit card transaction processing requirements.
* Conducted in-depth analysis of stakeholders needs and requirements to develop a comprehensive user requirement specification URS document which was approved by all prime stake holders.
* Creates and maintains the reporting mechanisms, KPI’s metrices, and status reports that show the overall health of the project and clearly show program and project status, issues and action item tracking.
* Managed and prioritized product backlog, ensuring that the team is working on the most impactful features.
* Fostered a vibrant user community, which includes organizational user forums, and global connect meetings.
* Managed product rationalization documentation to bridge alignment between projects and engineering teams.
* Expertise with developing and analyzing data mappings to create a spreadsheet of the mappings from field to field, transformation logic, etc.
* Facilitate sprint planning, release planning, daily stand-ups, stakeholder demos, and sprint retrospectives.

**Environment:** **JIRA, Agile/Scrum, UAT,** **SQL Server Data Tools (SSIS/SSRS/SSAS), SharePoint, OLAP**

**Sr Business Analyst/Project Manager | Goldman Sachs| New Jersey April 2019–June 2022**

**Responsibilities:**

* Engaged in a **project with a cross-functional team** comprised of IT, QA, and business customers to enable York to enter alternative fuel markets; put reporting and control systems in place to ensure the company remained the industry leader. Facilitated use of sub-product codes, which allowed the flexibility to add new product IDs without development.
* Wrote training manuals, updated SOPs and created new dashboards in PowerBI.
* Facilitated Agile/ Scrum framework – **sprint planning**, **backlog grooming**, **daily scrums**, **sprint reviews** and **sprint retrospectives**.
* Helped Product Owner to define product vision, roadmap and growth opportunities and providing backlog management, iteration planning, and elaboration of the user stories.
* Played a major role in York retaining a $1M portfolio of large national accounts with fuel purchasing requirements.
* Devised and executed plans that resulted in successfully outsourcing the International Call Center. Collaborated with and coordinated colleagues across five different countries in transferring BC Call Center to Scotland.
* Participated in Scrum and Sprint Planning meetings, ensured successful and timely project implementation.
* Utilizing Sprint retrospective Meetings to understand the impediments and improve the productivity of the team.
* Analyzed business and user needs, documented requirements in User Stories, Process Flows, Non-Functional Specifications and other supporting documentation as needed.
* Created Use case diagrams, Activity diagrams, Sequence diagrams, Dataflow diagrams using MSVisio.
* Created Wireframes, UI Mock-ups, screenshots of the application using Balsamiq.
* Experience in writing API user stories.
* Groomed user stories and acceptance criteria for business rules, features that were made available to consumers.
* Working extensively in JIRA to upload Requirements, Test plans, Test Steps, Log defects and to follow up to fix.
* Responded and communicated efficiently between the business, tech and QA team on projects and to facilitate resolution of user issues as and when necessary.
* Performed API Testing using Postman.
* Conducting Gap Analysis to assess the as-is to be process.
* Working with the SMEs to understand and define the business rules for the proposed new changes and the new health products.
* Writing the BRD for the new changes
* Creating a flow diagrams with MS –Visio for developers and testers

**Environment**: **JIRA, Agile/Scrum, UAT,** **Python, R, SQL BI, Tableau, Power BI, MS Word, Excel, MS Project, UML**

**Business Analyst/Scrum Master, Indiana University of Pennsylvania July 2017 – March 2019**

**Responsibilities:**

* Worked to support software IT teams within the university through **Scrum Agile methodologies.**
* Conduct Product Backlog refinement with the Agile/ Scrum team to clarify **user stories**, define **Sprint backlog**, resolving impediments and estimate User Story Points/Efforts.
* Maintained an in-depth understanding on risks and coached teams on **compliance** to minimize operational risks.
* Appropriately utilized team feedback and metrics to identify areas of opportunity and improvement.
* Identified impediments and appropriately worked toward solutions.
* Develop technical data for customers with regards to material specification and maintain documentation in a collaborative way, communicating effectively and efficiently with production, managerial, and executive teams.
* Evaluated, analyzed, and communicated systems requirements on a continuing basis, and maintained systems processes, including the delivery of monthly status reports to all customers.
* Authored and updated internal and external documentation, and formally initiated and delivered requirements and documentation.
* Conduct daily systems analytics to maximize effectiveness and troubleshoot problems.
* Conducted market research to identify customer needs and potential product enhancements.
* Communicated with leaders across the organization to ensure communication regarding delivery, risks, and opportunities for improvement.

**Environment**: **JIRA, Agile/Scrum, UAT,** **Python, R, SQL BI, Tableau, Power BI, MS Word, Excel, MS Project, UML**

**Scrum Master | Embibe |Bangalore, India Nov 2015– June2017**

**Responsibilities:**

* Leveraged my expertise to raise the bar and worked to ensure our team delivered extraordinary results.
* Helped to clearly define theteam's vision, strategy, and action plans.
* Continually worked to understand customers, business, and stakeholder needs and implemented solutions to meet those needs.
* Effectively managed cross functional company initiatives.
* Led daily scrums and planning meetings to realize full team engagement.
* Present **user stories** and **Product backlog items (PBI)** during **Sprint planning**, set **user story points**, work on **T-shirt sizing**; clarify the scope for the Sprint and set up goals, test plans and delivery plans etc. make sure each team member understand his/her tickets for the coming Sprint.
* Helped to empower and coach teams to success.
* **Collaborated** with engineering managers and software engineers to reach goals.

**Environment**: **JIRA, Agile/Scrum, UAT,** **Python, R, SQL BI, Tableau, Power BI, MS Word, Excel, MS Project, UML**

**Education**

**Master of Business Administration May 2019**

**Indiana University of Pennsylvania**