**Khadija Mujahid**

224-431-5847

[Mujahidkhadija16@gmail.com](about:blank) (C2C ONLY)

* ***Business Analyst/ Scrum Master*** *with 6+ years of progressive experience in software development life-cycle implementation for new and enhancement projects in the Telecommunication, banking, airline and healthcare domains.*
* ***Working with product owner*** *on backlog grooming to keep product backlog relevant and prioritized, ensuring acceptance criteria were agreed upon and stories were ready for sizing.*
* ***Collaborated actively with team members*** *and RTE for representing Project scope and performance metrics highlighting team velocity, burn-down chart, burn up charts, and release forecasting.*
* ***Demonstrated Expertise*** *in business knowledge, process modelling skills, and strategic analysis to provide real time solutions and creative insights to critical business problems.*
* ***Ability to influence, persuade, lead, and motivate*** *the team and project sponsors to achieve the various goals and objectives of the project, excellent interpersonal skills, capable of developing effective relationships across the department and engaging with the people in an effective way to deliver outcomes.*
* ***Collaborative leader****, proven ability to lead and develop teams, who works extremely well in dedicated and matrix team environments and cross functionally.*
* ***Translated business requirements******and/or initiatives into a conceptual solution*** *described through Epics and Stories and application of abstraction to ensure the right level of detail to the key stakeholders.*
* ***Performed the Scrum Master role*** *managing cross-functional teams, bringing transparency, and facilitating events - Sprint Planning, Estimation Workshops, Daily Stand-ups, Sprint Review, Fun Retrospectives.*
* ***Proficient in various business domains*** *with an emphasis on identifying user needs, developing business requirements, system requirements, functional requirements, user stories, and use cases documents.*
* ***Emphasized in analytical work,*** *interaction with clients and is committed to delivering high quality and timely results. Experienced in working with DevOps environment.*
* ***Strong analytical,*** *interpersonal, communications and problem-solving skills, and timely execution of projects.*
* ***Expert in removing impediments,*** *facilitating scrum ceremonies/events, and building a cross functional and self-organized development teams from waterfall, hybrid to adopting agile.*

**Skills**

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| * Strong communication * Problem solving * Servant leadership * Team building * Story Mapping * User story writing * Coaching and mentoring * Capacity planning * Creating change request * Medicare Paid Claims * Facilitation * OSS/BSS | * Agile frameworks * Risk analysis * Backlog management * Software Development Life Cycle (SLDC) * Software management tools (JIRA, Trello, Tableau, Confluence) * PostgreSQL * Good Experience on Database for Data Analysis with MySQL * UX Design, UX Research * PSS System * Azure DevOps, Python |

**Experience**

T-mOBILE

Bellevue,WA

Business Analyst/Scrum Master **June 2021- Current**

* Guided teams through successful delivery by managing scope, risks, and issues, resolving them at the lowest level, and escalating as needed.
* Developed project charters for multiple teams by identifying key resource needs and complexities required before initiating new projects.
* Facilitated Sprint Planning, Backlog Refinements, Sprint Reviews, Sprint Retrospectives, and other Scrum ceremonies, and analyzed agile metrics to optimize project delivery.
* Assisted in planning, executing, and analyzing user acceptance testing to ensure test cases and completed user stories met acceptance criteria and the definition of done.
* Used Azure DevOps to translate business requirements into technical solutions using its tools and methodologies.
* Supported and automated all network functions within the Business Support Systems (BSS).
* Collaborated with team and project leaders to identify and resolve impediments and risks affecting the continuous delivery of value.
* Worked closely with stakeholders to gather requirements, analyze processes, and drive continuous improvement through the effective use of Azure DevOps capabilities.
* Supported the transformation from waterfall to agile, assisting in the formation of new Agile teams through training, establishment of norms, and coaching throughout the project lifecycle.
* Coached development teams to become self-organized, cross-functional, and highly efficient while delivering high-quality software.
* Developed project build plans and coordinated development activities to implement approved changes within specified budget and timeframe.
* Automated operational support system (OSS) management functions, such as product management, customer management, revenue management, and order management.
* Established, encouraged, and facilitated team-level cadence and events, including sprint planning, stand-ups, and backlog refinement.
* Motivated team members to continuously improve performance and achieve ambitious goals.
* Served and supported operational stakeholders and scrum teams through ongoing strategic planning to improve productivity.
* Analyzed data using SQL to extract insights and make data-driven recommendations.
* Coordinated inter-team cooperation to enhance team performance on the Agile Release Train.
* Represented the team in the Scrum of Scrums (SoS).
* Helped the team remain aware of opportunities to engage and improve program effectiveness.
* Built effective relationships with the System Team, User Experience, Architecture, and Shared Services.
* Designed graphical user interface elements, such as menus, tabs, and widgets, using SQL skills.
* Identified and troubleshot UX problems.

Jet Blue

New York, NY

Business Analyst/Scrum Master **March 2019- May 2021**

* Analyzed business needs to deliver critical artifacts, including Business Requirements, Process Maps, Use Cases, Test Scenarios, Scripts, and other documents for assigned products.
* Elicited, documented, and communicated business requirements; assisted with defining product scope, objectives, and user acceptance criteria. Served as the initial end-user escalation point for assigned business systems.
* Coordinated with business users and IT to report, track, and resolve product issues, prioritizing them effectively.
* Led inter-disciplinary efforts to proactively communicate and collaborate with both external and internal customers.
* Collaborated with a team on software applications supporting airlines, overseeing all passenger-related PSS processes from ticketing to boarding.
* Collected and analyzed data to identify trends, developed business insights, and optimized processes for PSS and customer support.
* Implemented cost-reduction strategies and actionable steps to enhance customer support and frontline team performance.
* Monitored and reported on project progress, identified risks, and recommended mitigation strategies.
* Conducted training sessions and workshops to promote the adoption of Azure DevOps within the organization.
* Assisted in developing business cases to support system enhancements, new functionalities, and/or replacement systems.
* Conducted alternative analyses to evaluate potential solutions and identified the most viable solution path.
* Supported IT System and Project Managers for assigned products and projects, regularly reporting on progress, resource availability, and the status of approved initiatives.
* Developed and maintained the product roadmap for assigned business systems, identifying potential cost-saving areas for new product requests.
* Collaborated with product owners and end users to prioritize feature development and enhancements based on critical paths and business needs.
* Analyzed team metrics to drive improvements and innovate new approaches.
* Evaluated projects to address issues, alleviated problems, and eliminated distractions to meet team goals.
* Gathered customer requirements, clarified specifications, and translated them into the product backlog.
* Consistently identified project risks, initiated risk mitigation, and implemented risk reduction action plans.
* Monitored sprint commitments, tracked progress, and initiated corrective actions to ensure on-time product delivery and prevent budget overruns.
* Engaged scrum teams to establish realistic delivery commitments and supported team members in achieving goals through monitoring, review, and feedback.
* Conducted regular activity reviews to identify improvement opportunities.
* Created engaging web pages and experiences that delighted users and met business objectives.
* Collaborated with product managers and engineers to gather and evaluate user requirements.
* Illustrated design ideas using storyboards, process flows, and sitemaps.
* Wrote and executed SQL queries, analyzed large data volumes, and performed UAT testing.

**Key Bank**

Cleveland, Ohio

**Business Analyst/Scrum Master** **April 2018 – Feb 2019**

* Collaborated daily with the core platform team, including program/project managers, product owners, business analysts, technical architects, and developers, to successfully executed the product vision and delivered a scalable solution that addresses both current and future needs.
* Engaged with business leaders to identify priorities, pain points, and opportunities, translating these into key strategic initiatives.
* Partnered with users, vendors, and development team members to implement optimal technical solutions that fulfill business requirements.
* Assessed users' business needs, proposed potential solutions, and translated these into clear technical requirements.
* Developed and managed the product increment, product backlog, and sprint backlog.
* Dedicated to fostering a team of engaged employees committed to doing what’s best for clients and helping them achieve their financial goals.
* Played a key role in managing transactions and directly interfacing with clients during the relationship process.
* Coordinated with cross-functional teams to clarify and document requirements into technical specifications.
* Represented the customer's perspective, providing business insights on value throughout daily development activities.
* Actively participated in agile scrum meetings, including sprint planning, daily scrums, sprint reviews, and retrospectives.
* Organized and led meetings with process owners and stakeholders to define application scope, performed gap analysis, and established application boundaries and touchpoints for the origination workflow using Rational RequisitePro.
* Assisted the Product Owner in documenting User Stories and defining Recovery Time Objective (RTO) and Required Point Objective (RPO).
* Facilitated JAD meetings to gather information for electronic verification of Loan Work.
* Modeled and developed Use Cases using MS Visio.
* Demonstrated strong quantitative, communication, and team collaboration skills with a positive attitude and a commitment to working in a dynamic and challenging environment.
* Excelled in organization and research, with exceptional critical thinking and problem-solving abilities; proficient in Microsoft Office Suite (Excel, PowerPoint, Word).
* Communicated team status and progress through Release/Sprint burndown charts, story acceptance rates, and defect tracking, ensuring stakeholders were well-informed.
* Enhanced the team’s agile knowledge and empowered them to make process improvements, capturing insights from sprint retrospectives and increasing feature delivery speed by 70%.
* Worked closely with the Product Owner during sprint reviews to ensure all stories met the Definition of Done and were accepted within the sprint.

Humana

Louisville, KY

Business Analyst/Scrum Master **Jan 2017 - March 2018**

* Analyzed user needs and business systems to define objectives, with a focus on Medicare Paid Claims within the insurance industry.
* Developed and adjusted procedures to address complex issues, considering equipment capabilities, operational constraints, and desired outcomes.
* Established and prioritized product features and user stories, creating comprehensive product roadmaps and timelines.
* Identified gaps in information, collaborated with stakeholders to gather essential data for Business Key Performance Indicators.
* Comprehended departmental, segmental, and organizational strategies and objectives, understanding their connections to related areas.
* Made independent decisions regarding work methods, handling ambiguous situations with minimal supervision while seeking guidance as needed.
* Addressed and consulted on complex problems, conducted regular system checks, and issued team-wide notifications.
* Provided support for users with basic technology needs.
* Managed documentation for the Business Applications and Telecom teams and maintained and supported printers at the Sharon Hill Facility.
* Organized and validated technology in storage areas, preparing it for user access and managing system upgrades and changes.
* Coordinated with development, QA, design, and project management teams to ensure successful product delivery.
* Fostered interdepartmental relationships, facilitating two-way communication and resource collaboration with technical and operational teams.
* Encouraged team compliance with norms such as Definition of Done (DoD), Definition of Ready (DoR), and acceptance criteria, promoting well-defined user stories.
* Led teams in utilizing agile frameworks, including Scrum and Kanban, to enhance team effectiveness.

***Education***

* **Master of Business Analytics (2016) Trine University**
* **MBA (Information Systems, Finance, Supply chain Management) (2014) University of Central Punjab**
* **Bachelor of Commerce (Accounting) (2011) University of The Punjab**

**Certifications**

* Certified Scrum Master (CSM)
* Professional Scrum Master (PSM)
* Certified Scrum Product Owner (CSPO)