**Lavanya T**

**Experience Summary**

**Certified Scrum master** and **Business Systems Analyst** with over 9+ years of experience of proven ability to work with **self-organizing**, **cross functional** and diverse **scrum teams** in domain of **Healthcare**, **Hospitality** and **Finance Service Industry** like **Investments**, **Insurance**, **Banking**.

**Profile Summary**

* Lead the **SAFe Agile** transformation at team level for successful execution to support the delivery of strategic technology products.
* **Established team level cadence and drove team level ceremonies (Sprint Planning meeting, Daily scrum meeting, Sprint retrospective meeting, Sprint review meeting and backlog refinement meeting) in alignment with Program level cadence.**
* Coached the team in **problem-solving techniques** and helped the team become better problem-solvers.
* Helped team embrace **SAFe Core Values**, adopt and apply **SAFe Principles**, implement **SAFe practices**.
* Responsible for **resolving various impediments** affecting the progress of the project with the help of product owner for improving the velocity and help team members work in a faster manner.
* Established **Transparent and** **Safe environment** by bringing disclosure and ownership between IT and business where problems were discussed, solved with focus being on situation rather than on people.
* Highly proficient in **coaching teams** to write **user stories** and assist **Product** **Owner** in **prioritizing** andwriting **technical user stories** in **Product Backlog.**
* Collaborated with **CICD** team in **Integration** using **Jenkins** and **GitHub** as integration plugins from **JIRA**.
* Understanding of **SOX**, **BSA**, **FINCEN**, **SEC**, **GDPR**, **PPI**, **PCI** **DSS**, **Dodd**-**Frank** and **FINRA** compliance.
* Strong understanding of **Trade Life Cycle**, **Portfolio Management**, **Asset Classes** such as **Equities**, **Fixed** **Income**, **Forex** and **Simple & Complex Products**.
* Facilitated management of the scrum team’s **dependencies** between the program team and third parties, **release managers** and other **scrum** **teams**.
* Assisted **RTE** in conducting **PI** **Planning** events and setting up **program level cadence** (SAFe).
* Comprehensive knowledge of **web services** related concepts such as **XML**, **WSDL**, **HTML**, **Ajax**, **SOAP, RESTful, Web Services Security, authentication/authorization protocols**, **SOA**, **API** and **web** **architecture**. Comprehensive knowledge of business engines and **XML** schemas.
* Involved in the formation and implementation of structured **credit policy** and related processes to **manage and monitor** **credit card risks**.
* Provided hands on training in software development methodologies like **Extreme Programming (XP),** **Test Driven Development** (TDD), **Acceptance Test Driven Development** (ATDD), **Pair Programming**.
* Experience in projects that involved various **OLTP (Online Transaction Processing)** and **OLAP (Online Analytic Processing)** systems.
* Experience with tracking spring progress from **“To-do” “In-progress” and “Complete” using Kanban Board as an information radiator.**
* Participated **Scrum of Scrum** events to identify dependencies across team, **removing impediments**, collaborating with **scrum masters**, providing **status update** to program **stakeholders and business** **owners** at weekly basis.

**Technical Skills**

|  |  |
| --- | --- |
| **Frameworks** | SAFe, Waterfall, Agile, Hybrid, Kanban, ATDD, TDD, XP |
| **Operating Systems** | Windows, Unix |
| **Languages** | SQL, PL/SQL, JAVA |
| **Web Technologies** | XML, HTML & CSS, SOAP, REST, Web Services |
| **Databases** | SQL server, ORACLE, MS Access, IBM DB2, NoSQL & Cassandra |
| **Design Tools** | MS Visio, Balsamiq, Sketch, FIGMA |
| **Business Intelligence Tools** | Power BI, Tableau, Cognos |
| **Reporting Tools** | Tableau, Business Objects |
| **Documentation Tools** | MS Office Suite, SharePoint 2010/2013/2016 |
| **Project Management Tools** | IBM RTC, JIRA, RALLY, Slack, Confluence, MS Teams, MS Teams |
| **Testing Tools** | HP ALM, Swagger, SoapUI, Selenium, Postman |

**Professional Experience**

**Client: AIG Location : New Jersey**

**Project : Multiple Projects Duration: Dec 2022 – Till Date**

**Role: Scrum Master / Agile Coach**

**Project description**: Request Management is a web based approval engine created as a framework which enables the approval through Microsoft teams channel, the application is capable of handling different types of approval like one approval, all approvals and assignment.

**Roles and Responsibilities**

* Follow-up with team members to ensure all user stories have required details for iteration (description, acceptance criteria, tasks, estimates, story points, individual iteration capacity)
* Schedule and lead PI pre-planning and PI planning sessions between PO, BA, SA to identify and prioritize features to be considered for PI.
* Get availability/capacity details of each team member, plan on the forecast of the team, send meeting invites for breakout sessions to team members, BA, PO, DO team etc.
* Create dependencies, risks, issues in Rally for the PI.
* Make sure to have regular connections with the team Follow-up with team leads and consolidate PPT for demo calls with PO.
* Create an end of iteration report and share with the Delivery Office (DO) team.
* Understand and direct/participate in all phases of the project lifecycle - research, analysis, planning, implementation, support and quality of new tools, technologies and or services.
* Create spreadsheets, documents and manage project/program resource loading and budget, reconcile budget monthly, resource management, accounts and audit and process invoices, POs, and contracts.
* Co-coordinating with the business to understand the requirements and act as a bridge between the business sponsors and the technical team.
* Maintained metrics that provide visibility to stakeholders on team-level progress and quality.
* Monitored team level metrics and Key Performance Indicators (Burnup, Burndown, Velocity, Capacity and Load) to drive continuous improvement by Retrospectives, Inspect and Adapt workshops.
* Helped in keeping the Scrum artifacts visible and was successful in providing Visibility to the scrum team.
* Facilitate impediment resolution in a timely, cost-effective manner. Act as a conduit to other teams and LOBs with which the team is interacting.
* Develop, implement, and govern KPI reporting for a portfolio of programs, providing visibility to the milestones, and performance across all projects and using this data to drive/influence business decisions.
* Assist in team development while holding the team accountable for their commitments and leveraging organizational resources to improve capacity for project work increasing the average time to deliver features.
* Assessing scrum maturity of the team and organization, assessing gaps and training needs and coaching team to higher levels of maturity, at a pace that is sustainable and comfortable for team and organization.
* Facilitate value stream mapping workshop with key stakeholders.
* Providing training and coaching to the teams to help them optimize flow of work and achieve their goals.
* Ensure adherence to Agile best practices and processes.
* Collaborate with Product Owner to groom backlogs and stories to ensure highest value features are defined, understood and delivered on priority basis.
* Facilitate and coaching during all agile ceremonies (Sprint backlog, Refinement, Sprint Planning, Daily stand-up, Demo, Retrospective etc.)
* Helping Product Owners (PO) and Project Managers (PM) to create the product roadmap.
* Responsible for team kick offs, help teams to create working norms (Team agreements), DOR (Definition of Ready) and DOD (Definition of Done)

**Environment: SAFe, Rally, MS Teams, MS Office Suite, MS Visio, MS Outlook, RESTful API’s, Teams, SharePoint , Excel, FIGMA, Path to Production (P2P).**

**Client: Fannie Mae Location : New Jersey**

**Project : Multiple Projects Duration: April 2022 – Dec 2022**

**Role: Scrum Master / Agile Coach**

**Project description**: The project was to integrate Real Estate Owned loans and pre foreclosure with Property 360 and Home path for our servicers to leverage desktop underwriting for all non-performing loans.

**Roles and Responsibilities**

* Assisted the team in **Agile release Train (ART**) activities, including **Product Increment planning**, **system** **demos** and was involved in **Inspection** and **adaptation** procedures by collaborating with **RTE**.
* Worked closely with **product owner** and the **stakeholders** in prioritizing the **Product backlog** using techniques like **MoSCoW** for the **sprint backlog**.
* Review **project team deliverables** to ensure quality (**design walk-through, test results**, etc.) and adherence standards/regulatory requirements.
* Worked with multiple teams in **SAFe** environment in team level and program level and assisted the team in **ART** events like **PI Planning.**
* Created **Release Planning** for sprints by calculating the **Estimated Velocity continuously**.
* Plan and facilitate **agile ceremonies** – **daily standups, iteration planning, weekly refinements, iteration review, inspect and adapt and retrospectives**
* Facilitated **retrospective** ceremony which includes maintaining **Silent Writing, Timeline writing** and **Satisfaction Histograms.**
* Mentor and coach a **cross-functional** team of resources to **deliver quality products** which led to resolve **customer problems** and **positive feedbacks**
* Own the **roadmap** and meet all **feature deadlines** by proactively identifying and **mitigating** the **engineering** **roadblocks**
* Lead the **release engineering process** with an internal tool – **Path to Production (P2P)** communicating with **upstream/downstream stakeholders**, SOX, Infosec, **Cloud, Enterprise Data Governance**, Legal, Anti-fraud and privacy engagement and obtained sign offs required for Permission to Operate with GO/NO GO
* Generated **Burndown/Burnup Charts, Velocity Chart** and maintained **Stories** for the following

**sprints**.

* Helped in keeping the **Scrum artifacts** visible and was successful in providing Visibility to the scrum team.
* Facilitate **impediment** **resolution** in a timely, cost effective manner. Act as a conduit to other teams and LOBs with which the team is interacting.
* Develop, implement, and govern **KPI reporting** for a **portfolio of programs**, providing visibility to the **milestones**, and **performance** across all projects and using this data to drive/influence business decisions
* Assist in team development while holding team accountable for their commitments and leveraging organizational resources to improve capacity for project work increasing the average time to deliver features

**Environment: SAFe, .Net, MS Office Suite, MS Visio, MS Outlook, JIRA, confluence, RESTful API’s, Postman, Jenkins, Github, Teams, SharePoint , Excel, Path to Production (P2P).**

**Client: Humana Location : New Jersey**

**Project : Greenlight API Duration: December 2020 – April 2022 Role: Scrum Master / Agile Coach**

**Project description**: Humana is a healthcare company that is working for the society to create a path to health that fits the customers unique needs. We are working on GreenLight API (GLAPI) which is a part of Devops pipelines that consists of series of real time APIs that align to the Humana IT Processes. As a scrum master and an agile coach, I am handling multiple projects and guiding the team to follow scrum framework.

**Roles and Responsibilities**

* **Managing and coaching** **three teams** with **scrum** roles and responsibilities which are handling the **multiple projects.**
* Established **team level cadence** and **drove team level ceremonies** (**Sprint Planning meeting, Daily scrum meeting, Sprint retrospective meeting, Sprint review meeting** and **backlog refinement meeting**)
* Responsible for **resolving various impediments** affecting the progress of the project with the help of product owner for improving the **velocity** and **helping team members** work in a faster manner.
* Using **Agile** and **SAFe methodologies** managed the **co-ordination**, **Status, Reporting, Schedules, and Stability of application oriented Agile work efforts.**
* Facilitated in **Requirements gathering** through **Elicitation techniques** with **SME’s and Stakeholders** like **Requirement workshops, Interviews, Brainstorming, Focus groups, JAR and JAD sessions**.
* Maintained **metrics** that **provide** **visibility** to **stakeholders** on **team-level** **progress and quality**.
* Involved in **Project management planning** activities of this **project Scope management**, creating work **break down structure, schedule management, stakeholder management using MS Project professional tool.**
* As a **Scrum** **Master** I facilitated **Scrum** **events** including **Backlog refinement, Sprint Planning, Stand up meeting, Sprint Review and Sprint Retrospective.**
* Conducted **Brainstorming** **sessions**, **one on one Interviews** along with other **elicitation techniques** to **gather requirements.**
* Experience with **tracking spring progress** from **“To-do”** **“In-progress” and “Complete”** using **Azure devops** as an **information radiator.**
* **Participated Scrum of Scrum** events to **identify dependencies** across **team, removing impediments**, collaborating with **scrum masters, providing status update** to **program stakeholders** and **business owners** at weekly basis.
* Conducted **Gap analysis** of the **current state and future state** of the system apart from doing **SWOT analysis** to identify the areas of **improvement and feasibility analysis of the proposed solution**.
* Worked with the **client to improve project management practices** such as the **development of an integrated, cross-team project plan, and the introduction of agile approaches** within the **client's standard software** **delivery model.**

**Environment: Scrum, Azure devops, CICD, SharePoint,** **QA Test, MS Office Suite, Postman, API.**

**Client: Truist Location : Raleigh, NC**

**Project: CreditLens Data Migration Duration: May 2020 – Nov 2020**

**Role: Scrum Master / Agile Coach**

**Project description**: Truist is the merger of BB&T which has the legacy system of Moody’s Risk analysis which will be migrated to CreditLens by the end of 2020 and SunTrust which has a legacy system of Moody’s Risk rating which is already be migrated to CreditLens. We will be working on combing these two applications into one for Trusit. Truist is working on various projects like IAM (Identity access Management), IPL Upload, LAS refresh.

**Roles and Responsibilities**

* Conducted **Interviews** with **business users, SMEs, Stakeholders** and performed extensive **Document Analysis** to develop a thorough understanding of **end-to-end business processes** and made a design document.
* Designed and developed **UML Diagrams** including **use cases, activity diagrams, and sequence diagrams** using **VISIO.**
* Conducted **Walkthroughs and Meetings** involving leads from **Development, QA, Database and Technical Support teams** to validate the **Requirements Document.**
* Enforced **Agile and Scrum principles** to the teams to enhancements through application.
* Mentored and coached the team and helped them achieve performance with **agile metrics and KPIs.**
* Understand and direct/participate in all phases of the **project lifecycle - research, analysis, planning, implementation, support and quality of new tools, technologies and or services**.
* Create **spreadsheets, documents and manage project/program resource** loading and **budget, reconcile budget monthly, resource management, accounts and audit and process invoices, POs and contracts.**
* Co-coordinating with the business to understand the requirements and act as a bridge between the business sponsors and the technical team.
* Responsible for the **program goals and objectives** to ensure overall **program success, including customer satisfaction**
* Facilitated the **SLA meetings** between the legal team and other departments involved.
* Implementing **SOA architecture** and orchestration of web services in Java environment.
* Proactively monitored the **service applications** through **Restful web services API** integration using **HTTP protocol.**
* Facilitated **UAT (User Acceptance Testing) and created UAT Documents.**
* Assisted in creating **user stories, product documentation, user manuals and developed mock-up screens.**
* Facilitated sprint ceremonies like **Sprint Planning, Daily stand up, Sprint Review and interactive Sprint Retrospectives.**
* Managed the **lifecycle of code development, from planning of sprints to deployment**.
* Assisted in development of API’s and tested the API’s by creating test suites with stub requests and responses in the **SOAP UI** and validated on various assertions.
* Created **Technical User Stories** and identified the web services involving **Identity Access Management (IAM).**

**Environment: Scrum, Azure devops, SAOPUI, SharePoint, Visio, MS Office Suite, Postman, API.**

**Client: InterContinental Hotels Group Location : Atlanta, Georgia**

**Project: Multiple Projects Duration: October 2019 – April 2020**

**Role: Scrum Master / Project Manager**

**Project description**: IHG is a Global Hotel Group which owns and leases properties across the world whose goal is to provide customer data for making better business decisions and improve the overall stay experience for every customer that are booking their stay through different travel websites and agencies. IHG has multiple Projects under it to support this Vision which includes Sell Strategy, Strategic Business & Revenue Planning (SBRP), Corporate chain and Brands (CCB), Market Competitive etc.

**Roles and Responsibilities**

* Managing and coaching two teams with scrum roles and responsibilities which are handling the multiple project.
* Established **team level cadence** and drove **team level ceremonies (Sprint Planning meeting, Daily scrum meeting, Sprint retrospective meeting, Sprint review meeting and** **backlog refinement meeting)**
* Gather **business** **requirements** from **process** **owners** and help the development team to plan required **ETL** **design** by using **Informatica** **tools** and **methodologies**
* Responsible for resolving various **impediments** affecting the progress of the **project** with the help of **product** **owner** for improving the **velocity** and help team members work in a faster manner.
* Execute structured plan using **requirement** **analysis** and help the team **implement** **Informatica** **Design**.
* Help Creating **ad-hoc process** to load the **historical** **data** from **inspection** **framework**.
* Facilitates all team meetings, including the **Daily Stand-up, Iteration Planning, Iteration Review, and Iteration Retrospective.**
* Actively addresses and closed **impediments** so that the team can remain focused on achieving the objectives of the **Iteration**.
* **Communicated** with **management** and outside **stakeholders** and helped the team from uncontrolled expansion of work.
* Facilitated management of the **scrum** **team’s** **dependencies** between the **program** **team** and **third** **parties**, **release** **managers** and other **scrum** **teams**.
* Experience with tracking sprint progress from “**To-do” “In-progress” and “Complete**” using **Rally Board** as an information radiator.
* Highly proficient in coaching teams to write **user stories** and assist **Product Owner** in **prioritizing** and writing **technical user stories** in **Product Backlog**.
* Participate in multiple **ETL design activities**, from **requirement** **analysis to systems**, **application**, and/or **process design specification**.
* Participated **Scrum of Scrum events** to identify **dependencies across team**, **removing impediments**, **collaborating with scrum masters, providing status update to program stakeholders and business owners** at weekly basis
* Responsible for gathering information and involved in analysis of Logic discussion and help the team design the mapping in **Informatica Power Centre Designer Tool**
* Based on evaluation, measure all client-oriented solutions, and help the dev team to migrate to Cloud using **Informatica Cloud**
* Work with **Quality assurance team** to check all requirements are met and see to it that our team perform system integration testing in coordination with system integration team.
* Keeping a track in **Rally** of all the **alerts and defects** raised by the **Development, Testing, UAT and Production environments** and provide permanent solutions.
* Conducted **Estimation Training Sessions** for the **scrum Development team** to help them better estimate the efforts required for completing user stories based on techniques like **Planning Poker, Bucket System, T-Shirt Sizing etc.**
* Coordinate and collaborate with **Development team** and **Testing team** for smoother sign off process from **business owners**
* Maintained **metrics** that provide visibility to **stakeholders** on team-level progress and quality.
* Involved in **Project Management** activities like **defining / managing project scope**, **schedule management**.
* Conducted **Gap analysis** of the **current state and future state** of the system apart from doing **SWOT analysis** to identify the areas of improvement and feasibility analysis of the proposed solution.
* Worked with the client to improve **project management** practices such as the development of an integrated, **cross-team project plan**, and the introduction of **agile approaches** within the client's standard software delivery model.

**Environment: Scrum, Rally, Informatica, SharePoint, CICD, MS Office Suite, Postman, API**

**Client: Aetna Location: Hartford, Connecticut**

**Project: Guided Personnel Services Duration: Dec 2018 – October 2019**

**Role: Sr Scrum Master/ Agile Coach (SAFe)**

**Project description**: Aetna is taken the lead in delivery of high value foundation functions (IVR member authentication) which is built on Salesforce service cloud. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Roles and Responsibilities**

* Supported complex **epics**, **features** and **user stories** – often involving multiple internal and external constituents and matrixed partners such as infrastructure, security, privacy, functional and **Application development management (ADM)** areas, and supporting suppliers and partners.
* Served as an **Agile Coach** for multiple teams **coached the developers, QA’s and Product owner** in **Agile practices** and mindsets by using **SharePoint, Microsoft PowerPoint**.
* Aggregated team timelines and created a road map and publishes for usability and transparency in **IBM RTC.**
* Facilitated estimations and prioritization at team level for stories, tasks and defects using **Kanban board** and **Selenium** and provided guidance to team and business.
* Monitored tasks and made decisions on issues and risks at team level using **IBM RTC** and escalated impediments to program management team.
* Tracked execution and new feature completion in **Salesforce Lightning**.
* Facilitated **Iteration planning** readiness **Vision, Backlog** **and lead the Iteration planning ceremony using MS office and ALM tool.**
* **Monitored team level metrics** and **Key Performance Indicators** **(Burnup, Burndown, Velocity, Capacity and Load)** to drive continuous improvement by **Retrospectives, Inspect and Adapt workshops**.
* Supported the **Product owner** with respect to growing and **maintaining team Backlog**.
* Gathered **Web Service and API requirements** and made **XML Schema files** for the development teams to use it and develop better **UI/UX**.
* Extensive experience working with **Distributed Scrum Teams** in managing and delivering outcomes for each sprint.
* Managed customer and third-party relationships with stakeholders in partners that are requires for project delivery by skilful negotiation for **Enterprise resource planning** using **Dynamic 365**.
* Using **Agile and SAFe methodologies** managed the **co-ordination, Status, Reporting, Schedules, and Stability** of application oriented **Agile work efforts**.
* Facilitated in **Requirements gathering** through **Elicitation techniques** with **SME’s and Stakeholders** like **Requirement workshops, Interviews, Brainstorming, Focus groups, JAR and JAD sessions.**
* Co-ordinated with enterprise integration team to define the **API solution calls** using **JASON format**.
* Worked with **Quality Analyst** and **co-ordinated with QA leads** in defining the code quality and quality check points by developing test scripts in eclipse and executing in **RQM.**
* Co-ordinated with **Devops** to plan and support **Release Life Cycle** with the help of **Auto Rabbit Tool**.
* Co-ordinated with **Solution Architect and developers** to **develop Salesforce Lightening** using **Java and Java Script Technologies.**
* Empowered the team on how to maximize self-organization and foster a trusting a **SAFe environment** where problem can be raised with an emphasis on problem solving.
* Facilitated the **breakout sessions** and tracked the team’s progress during the key **PI** **planning** sessions.

**Environment: SAFe, Salesforce Lightning, IBM RTC, Auto Rabbit Tool, Devops, Java Scripts, Application development management (ADM), Kanban Board, Selenium, CICD.**

**Client: Fiserv Location: Alpharetta, Georgia**

**Project: Investment proposal for PMS Duration: Dec 2017 – Nov 2018**

**Role: Sr Scrum Master**

**Project description**: The Project was for making an Investment proposal system, a web application to be utilized by Financial advisors inside the association to deal with their clients. It was made to audit the client’s current asset mix, recognizing the client's risk tolerance using regulated predefined surveys and propose the client with a target asset allocation mix considering the client’s chance strength, goals, adventure horizon among other basic parts.

**Roles and Responsibilities**

* Facilitates all team meetings, including the **Daily** **Stand**-**up**, **Iteration** **Planning**, **Iteration** **Review**, and **Iteration** **Retrospective**.
* Assisted **RTE** in conducting **PI** **Planning** events and setting up program level cadence (**SAFe**).
* Actively addresses impediments so that the team can remain focused on achieving the objectives of the Iteration.
* **Communicated** with management and outside **stakeholders** and helped the team from uncontrolled expansion of work.
* Managed and coached two **Scrum** **teams** which are part of a **Release**-**Train**.
* Helped the **Product** **Owner** in their efforts to manage the **backlog** and guide the team while facilitating a healthy team **dynamic** with respect to **priorities** and **scope**.
* Gave insight into the complex data carried by **Bloomberg** and other sources and constantly looked for ways to improve processes and drive the team forward.
* Conducted **Estimation Training Sessions** for the **scrum Development team** to help them better estimate the efforts required for completing **user stories** based on techniques like **Planning Poker**, **Bucket System**, **T-Shirt Sizing** etc.
* Assisted the Product Owner and the cross functional team in break down the epics into appropriately sized **User Stories**
* Facilitated and assisted the team to achieve the **Sprint** **level** goals and **PI** **objectives**
* Improvised the **Velocity** and **Capacity** calculation.
* Maintained **metrics** that provide visibility to **stakeholders** on **team**-**level** **progress** and quality.
* Involved in **Project Management** activities like **defining / managing** **project scope**, **schedule management**.
* Served as a technical advisor and the primary implementer for new capabilities in **JIRA.**
* Conducted **Gap** **analysis** of the current state and future state of the system apart from doing **SWOT analysis** to identify the areas of improvement and **feasibility analysis** of the proposed solution.
* Assisted the team in preparation for **ART** activities, including **PI** **Planning**, **System** **Demos**, and the **Inspect** **and** **Adapt sessions**.
* **Collaborated** with the **QA** **team** to ensure adequate **testing** of **software** both before and after completion, maintained **quality** **procedures**, and ensured that appropriate documentation is in place.
* Facilitated the **product backlog grooming sessions** with the **scrum team** to break **epics** into **user stories** through **vertical slicing** and implementing **INVEST criteria.**

**Environment: SAFe, ATDD, CICD, JIRA, Confluence, MS Suite, Tableau, Ajax, Web Logic, Oracle DB 11g, Soap UI, Crystal reports.**

**Client: Object Soft India Location: Bangalore India**

**Role: Scrum Master / Business Analyst Duration: June 2013 – May 2017**

**Project description:** The scope of the project was to enhance the Insurance module for Auto Insurance company and add rate engine application for the agents to analyse the clients profile based on various factors like gender, age and the kind of car the client drives and give out premium options for the clients.

**Roles and Responsibilities**

* As a **Scrum Master** I facilitated **Scrum events** including **Backlog refinement**, **Sprint Planning**, **Stand up meeting**, **Sprint Review** and **Sprint Retrospective**.
* Conducted **Brainstorming sessions**, **one on one Interviews** along with other **elicitation techniques** to gather requirements.
* Introduced **Agile methodology** and related tools in pilot phases (bottom-up adoption approach), and then scale them to meet the needs of the broader enterprise.
* Used **JIRA** to create dashboards and track project progress using **Burn-Down** and **Burn-Up charts**.
* Worked with the client to improve **project management practices** such as the development of an integrated, **cross-team project plan**, and the introduction of agile approaches within the client's standard software delivery model.
* Conducted **Sprint review** meetings and separated accepted/rejected stories from **backlog**. and **prioritize backlog**.
* Created **user acceptance criteria** for each user story and **tracking them in JIRA**.
* Worked with the product owner during the **Sprint Review Meeting** for the **Potential Shippable Product Increments** (PSPIs) and helped decide which features are **DONE** as per the **acceptance criteria (ATDD).**
* Performed **Risk Analysis** to identify the project critical success factors and **prioritize functional requirements**.

**Environment: Scrum, JIRA, Confluence, MS Suite, Star UML, Soap UI, Crystal Reports, JSON, Java, Web Logic.**

**Project Description:** The scope of the project was to modernize the credit card payment system and make payments using latest technology and adding new features on to it.

**Roles and Responsibilities**

* **Gathered requirements** from **key stakeholders**, **business owners**, **business users**, **end users**, **customers** and **Subject matter experts (SMEs)** to define the **scope** and **requirements.**
* **Communication plan** involved keeping all **stakeholders**, both internal and external, updated about the progress of the project, prepared reports and **communicated to resolve blockers**.
* Tested the requests and responses provided by the **Restful Web Services** using **Postman** **plug-in** and standardized them to the format required by the application.
* Modelled complex **Web Orchestrations** involving **multiple web services** from distributed teams.
* Ensured a **consistent implementation of Agile processes** which included strategic activities like **Enterprise Agile Planning**, **Sprint zero**, **requirement hierarchy**, **workflow/process** improvement as well as tactical activities like dashboards to **manage releases**, **status meetings.**
* **Provided orientation** for newly on-boarded business resources on writing **user stories** and **acceptance criteria**, the **requirement hierarchy** (**Themes-Features-Epics-Stories**), **backlog maintenance** (**prioritizing, grooming**).
* Conducted **Triage calls**, **tracked**, **logged,** and **prioritized** the **defects based** on **the severity and criticality**.
* **Created Mock-ups** and **Wireframes** for better understanding of the **GUI** and worked with the line of business, the technical team to identify the **Client Side**, **Server Side** and **Database Validations** required and documented them.
* Generated **ad hoc SQL queries** using **joins**, **sub queries** and **aggregate functions**, **database connections** and **transformation rules** to fetch data from the **SQL Server** **database systems**.
* Created tenant level Architecture diagrams in addition to Unified modelling representations such as **activity, class, data flow, swim lanes and Business process** flows using **MS Visio** and developed application prototypes for various functionalities of the application including real time generated reports.

**Environment: Hybrid, ATDD, Rally, MS Suite, SharePoint, Microsoft SQL Server, Swagger, MS Visio.**

**Education**

Bachelor’s in Business Administration – Marketing

Master’s in Business Administration – Marketing

**Certifications**

Certified scrum master – SMAC

Certified scrum master – PSM 1

SAFe Scrum Master – SSM

Leading SAFe – SA