**Richa Nigam**



**Objectives**

Seeking a challenging position as a Scrum Master in an organization that can utilize my skills and provide new experiences and opportunities that can allow me to expand my expertise.

**Experience Summary**

* **Certified SAFe Agile 5.1** (License Number:- 57208485-2217) having 7+  **yrs.** of experience as Scrum Master or Business Analyst role and have sound experience in **Banking and** **Retail domain** and completed my **PGDM** in IT & Finance.
* Expert at driving the adoption and enforcement of **Agile and Scrum Values**, in-depth knowledge of **Agile Scrum Process** – Product Backlog Refinement, Sprint Planning, Capacity Planning, Daily Scrum, Sprint Review and Retrospective.
* Experience in different methodology of project life cycle, like **Agile (Scrum)** and **waterfall**. Involved in all major phases of Software Development Life cycle (SDLC) including requirement gathering & analysis, design, backlog grooming, sprint planning, retrospective, testing, and production releases.
* Experience in organizing **Sprint Planning, Sprint Review and Retrospection meetings, brainstorming sessions** to gather requirements and come to a business solution that IT can support at various stages and accordingly build Jira’s for the sprint.
* Created and managed business requirements, product backlog using the tool JIRA.
* Strong analytical, problem solving and communication and interpersonal skills
* Performing Functional testingin the system to ensure the quality of the development and see if it satisfies the acceptance criteria. Coordination with the users for the UAT and getting the sign off.
* Proven team player with good communication skills and a quick learner.
* Managing multiple roles in the team as a Business Analyst, scrum master, Product owner, Project manager across several projects handled in the career span.
* Good at handling multiple roles and responsibilities.
* Strong emphasis and in-depth knowledge of Business Analysis, Requirements Gathering, Gap Analysis and Communication with stakeholder management & prioritization.
* Proficiency in preparing Business Requirement Documents, Test cases/ Conditions, User Manual, FRD, Business case document and proposed solution document.
* I strongly believe that I am a highly motivated team player with an effective communication skill, have an ability to wear multiple hats at the same time, manage multiple projects at the same time, have good presentation and interpersonal skills, and always willing for challenges and oriented towards achieving project quality goals.

**Technical Skills**

• **SDLC Methodologies:** Agile Methodology and Waterfall

• **Databases:** Oracle SQL, JAVA

• **Tracking tool:** MS Project, JIRA,KANBAN

• **Modeling Tools:** MS Visio, Draw.io

• **Documentation Tools:** MS Office (Word, Excel, Power Point, OneNote), Atlassian Confluence

• **Platform:** Windows 98/2000/XP/7/10

**Educational Summary**

• PGDM (IT & Finance) from Apeejay Institute of Technology, Greater Noida (2009-11).

• BBA from CSJMU, Kanpur (2006-09)

 **Certified SAFe Agile 5.1** (License Number:- 57208485-2217)

**Professional Summary**

**Legal and General America May 2022-Present**

**Role: - Scrum Master**

**Project Description:**

The scope of project is to launch the new exam free product. Case managers and underwriters can edit the policy in application manager whereas for agents it will be read only. It will be available in all states except New York which is called Penn Life and rest 49 states it’s called Banner Life. And to implement this product LGA has on boarded various agents.

**Responsibilities:**

* Facilitated Agile Ceremonies including Daily Scrum, Sprint Planning, Sprint Review, and Sprint Retrospectives.
* Working closely with product Owner to determine pipeline projects and their priorities. Based on the refined priorities and provided estimates, create the release plan.
* Extract the JIRA for the completed the KPI to determine Team’s Velocity, Capacity Utilization, Rework, effort efficiency, production support, time spent on training, planned vs. unplanned, bugs, backlog etc.
* Prepare the Portfolio Planning deck and Portfolio Retro deck for the leadership and business team high level visibility.
* Conducting BAT, DEMO and HOTO sessions for the leadership and business team.
* Driving bi weekly backlog grooming to mature the stories to be part of next sprint.
* Coordinating with DevOps Team and Operations team for code migration from non-prod to UAT and from UAT to prod environment.
* Creating the user stories for all the business requirement and bug story for any defects.
* Identifying the need of the resource by capacity planning and backlog.
* Helped team to address impediments. Shielded the team from addressed impediments during the Iteration and removing it that affects the team.
* Arranging the KT sessions for the new joiners.
* In Scrum of Scrum meetings provide the updates, highlighting the risk and dependencies between the different teams.
* Closely tracked sprint progress, reporting velocity and managing team capacity.

**Tools:** JIRA, Confluence, Miro Board, MS Teams, MS Office Suite.

**M&T Bank, Buffalo, NY March 2021 – April 2022**

**Role:** Scrum Master

**Project Description:**

The scope of project was on streamlining enhancements to the Digital Client online account - desktop and mobile application products. The financial snapshot feature is added to the client’s Desktop web application and Mobile app. The feature is integrated with clients account transactions to provide graphical display on checking account and credit card spending.

 **Responsibilities**:

* Conduct scrum ceremonies (Sprint Planning, Daily Scrum, Retrospective, Demo & estimations), and monitor team progress.
* Handling daily activities of a scrum master from conducting stand ups to liaising between the Development team and the Product Owner.
* Assisted the Product Owner in compiling and prioritizing the Product Backlog on JIRA using prioritization techniques like MOSCOW, Affinity Analysis.
* Helped team to address impediments. Shielded the team from addressed impediments during the Iteration and removing it that affects the team.
* Facilitate Change Management effectively by tracking the business requirement changes, performing impact analysis, seeking necessary approvals, and maintaining requirements backlog.
* Closely tracked sprint progress, reporting velocity and managing team capacity.
* Collaborate with cross-functional teams to identify and resolve dependencies.
* Help the team in understanding requirements during Product Backlog Refinement (PBR) sessions.
* Help team to use project-tracking tool JIRA, Confluence effectively.
* Help product owner to make the product backlogs in good shape and make them ready for the next sprint.
* Assisted the development team in understanding the requirements and got their queries answered from business users.
* Involved in monitoring Project Progress and radiated the information to stakeholders. Identified and mitigated team risks and impediments in achieving the goal.
* Educated and reinforced scrum methodology and agile framework to team members and stakeholders.
* Worked on facilitating communication, removing blockers and making sure the project runs smoothly.
* Closely monitor the Burn down and velocity chart to understand the committed vs. completed story points.
* Responsible for managing the scrum process with the coordination of scrum team in agile methodology.

**Tools:** JIRA, Confluence, Miro Board, MS Teams, MS Office Suite.

**Discover Financial Services, Chicago, Illinois June 2018 – February 2021**

**Role:** Scrum Master

**Project Description**

Discover is providing different financial product in the **Credit Card Market**. Working in Mobile teams, team was responsible for the update on the feature section in the application. We were integrating different variables of rewards and positioning them for customers.

**Responsibilities**

* **Facilitated Time-boxed Scrum Ceremonies**, tracked team’s performance and scope creep using sprint burn-up/burn-down charts, designed internal reports to track team progress with respect to every sprint.
* Facilitated Agile Ceremonies including Daily Scrum, Sprint Planning, Sprint Review, and Sprint Retrospectives.
* Facilitate Change Management effectively by tracking the business requirement changes, performing impact analysis, seeking necessary approvals for story prioritization and re-prioritization, and maintaining requirements backlog.
* Monitor and support daily activities of multiple scrum teams to keep process aligned with agile manifesto.
* Providing guidance and mentoring to less-experienced team members.
* Supported Product owner in creation, refinement and prioritization of the backlog elements and release planning.
* Helped the team maintain their burn down chart.
* Motivated the team and created conducive environment.
* Promoted courage and empowerment. Protected team from negative influences.
* Prepared the metrics dashboard at the weekly/end of a phase or at the completion of Iteration.
* Used JIRA to maintain the latest updates.
* Identified and maintained consistent **Sprint velocity** and capacity during Sprint planning meeting using metrics related to optimal velocity, average velocity, and team velocity and focus factor.
* Updated artifacts such as **sprint burn down, sprint burn up and release burn down charts** daily.

**Tools:** JIRA, KANBA, Confluence, Miro Board, MS Teams, MS Office suite.

**DMart, India January 2012 to April 2014**

**Role:** Business analyst/ Scrum Master

**Project Description**

DMart is a one-stop supermarket chain that aims to offer customers a wide range of basic home and personal products under one roof. Each DMart store stocks home utility products - including food, toiletries, beauty products, garments, kitchenware, bed and bath linen, home appliances and more - available at competitive prices that our customers appreciate. There are couple of projects which I worked in DMart during my tenure. All these major projects are related to migrate all the ERP’s and POS data into Data warehouse and building Inventory Data marts. Provide the corporate reporting for Revenue Forecast & other business KPI’s.

**Responsibilities**

* Interacted with business stake holders to gather and finalize the Business Requirements.
* Closely interacted with designers and software developers to understand application functionality, navigational flow and updated them about end-user sentiments.
* Understand the new features and scope items from business and translate them into Epics and User stories.
* Responsible to Create Epics, User stories, Chore and bugs.
* Responsible for managing the scrum process with the coordination of scrum team in agile methodology.
* Execute the Project in Full Agile mode using tool like JIRA, Confluence etc.
* Supporting and educating the Product Owner, especially on grooming and maintaining the product backlog.
* Arranged daily stand-up meetings, facilitate meetings, schedule meetings, demo, and decision-making processes to ensure quick inspection and proper use of adaptation process.
* Helps product owner to make the product backlogs in good shape and make them ready for the next sprint.
* Organizes and facilitates the sprint planning meeting.
* Responsible to conduct retrospective meetings.
* Deliver timely project health and performance dashboards to higher management for visibility.
* Identifying, prioritizing, and calculating magnitude of all project related risks & issues.
* Run the SQL query to validate the data set and provide the data export to serve business users ad-hoc needs.
* High Level data analysis between ERP’s tables and staging layer.
* Used PowerPoint presentations for conducting walkthroughs with the stakeholders.
* Closely monitor the Burn down and velocity chart to understand the committed vs completed story points.
* Defined the Definition of Done and Readiness of the User story.
* Raise the Bugs during the UAT and track it actively till its completions.

**Tools:** JIRA, Confluence, SharePoint, Oracle SQL Developer, MS Excel, MS PowerPoint, MS Word, MS Visio.

**Cybage Solutions, India June 2011 to December 2012**

**Role:** Business analyst/Scrum Master

**Project Description**

ICICI, India's second-largest bank, offers a wide range of banking products and financial services to corporate and retail customers through a variety of delivery channels and through its specialized subsidiaries in the areas of investment banking, life and non-life insurance, venture capital and asset management. The project assigned was to work with a team to create a web-based trade management system for customers to access their online accounts, trade online, look up real time stock prices, analyze charts and evaluate their investment.

**Responsibilities**

* Interacted with clients to finalize the Business Requirements for the application.
* Closely interacted with designers and software developers to understand application functionality, navigational flow and updated them about end-user sentiments.
* Developed detailed BRDs and FRDs using modeling tools following the SDLC structure
* Performed Risk Analysis of the requirements to identify the key business risk areas for the project and prioritized the application development and testing.
* Performed feasibility and adaptability study to identify the business-critical areas from User perspective.
* Used PowerPoint presentations for conducting walkthroughs with the stakeholders.
* Conducted walkthroughs with the end users and stakeholders to gather the modification requests from the user to upgrade or change the business specifications for the product.
* Followed a structured approach to organize requirements into logical groupings of essential business process, business rules, information needs and insured that critical requirements are not missed.
* Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.

**Tools:** MS Visio, MS Word, MS Excel, KANBAN

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