**Srilaasya Kalahasty**



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**\*\*Communication Specialist || Enthusiastic Learner || Multitasker || Ace Organizational Skills\*\***

**PROFESSIONAL SUMMARY:**

* **14+ years of Work Experience** as an **Associate Product Owner, Lead/Senior Business Analyst** and **Scrum Master** on platforms such as **Salesforce Customer Relationship Model (CRM)** and **Java** with an impressive track record of delivering and implementing **45+ Projects** and providing post-implementation andmaintenance support
* Possess extensive experience working in the **Networking Hardware/Software Products,** **Telecommunications, Media/Entertainment, Transportation,** and **Banking** industries, and at a **Federal Government Agency**
* Recognized and rewarded with the **“Star of the Year” Award** 3 years in a row for outstanding contributions as a Business Analyst
* Possess great experience with Salesforce platform; a fast learner with an appetite to grasp and adapt to changing technologies
* Bagged **Service Awards** for continuous, defect-free delivery and excellent teamwork
* Highly proficient in authoring **User** Stories / Business Requirements Documents / Technical Specification Documents / end-to-end flows
* Facilitated Review Meetings to monitor the progress of Projects as per Schedules and Budgets of $100+ million, while ensuring the timely completion and delivery of Projects
* Worked on business process design and documentation extensively
* Possess tremendous experience with top Agile Management/Tracking tools such as **JIRA**, **VersionOne**, Rally and Team Foundation Server (TFS)
* Possess great experience with engaging and influencing **stakeholders** at all levels across the business
* Spearheaded Software Development Life Cycle (SDLC) projects from Inception through Maintenance using the Waterfall methodology. Worked on several Agile projects using Scrum and Kanban
* Tracked Impediments Backlogs, **Velocity for 30+ Teams** and helped Product Owners manage **30+ Product Backlogs**
* Drove the adoption and enforcement of **Agile Best Practices** resulting in realized **Velocity Improvement of more than 90%**
* Trained **50 new Scrum Masters** across multiple Teams which resulted in the early delivery of Projects and reduced **Process waste** by **30%.** Led QA and UAT teams
* Detail-oriented and capable of delivering with excellent accuracy; an active listener with the ability to think strategically, solve problems and negotiate
* Motivated, thorough, dependable, and well-organized Team Player with a wide range of experiences, great leadership, analytical, high-level problem solving, interpersonal, communication and people management skills

**SKILLSET SCAN:**

**Methodologies:** Agile Scrum, Agile Kanban, and Waterfall

**Agile Management Tools:** JIRA, Rally, VersionOne, and Team Foundation Server (TFS)

**Project Management Tools:** Microsoft Office, Microsoft Visio, Microsoft Project, Microsoft SharePoint, and Confluence

**Salesforce Platform:** Salesforce CPQ, Salesforce Sales Cloud, Salesforce Service Cloud, Profiles, Workflows, Email Alerts, Users, Fields and Relationships, Salesforce Classic, Salesforce Lightning, Reports, Dashboards, Custom Objects, Role Hierarchy, Assignment Rules, Approvals, and Record Types

**Languages:** Java, C++, and C

**Databases:** Oracle 10g/9i and SQL Server 2016/2014/2012/2008

**ETL/Integration Tools:** SSIS

**Others:** JSON, Postman API

**CERTIFICATIONS:**

* Certified Scrum Master (CSM)
* Professional Scrum Master™ Level I (PSM I)
* Software Engineering Certification
* Cisco Certified Network Associate (CCNA)
* Diploma in Java Technologies (DJVT)

**PROFESSIONAL EXPERIENCE:**

**SENIOR BUSINESS ANALYST/ASSOCIATE PRODUCT OWNER** AUG 2021 – PRESENT

**Cisco**  Remote

* Championed the translation of complex business problems into sizable business requirements
* Focused on clearly understanding the “what” to correctly deliver the “how”
* Delivered User Stories for work assignments for all Releases 100% on time
* Transformed the application landscape in CPQ for the offer AS-Transaction by working closely with all teams to roll out high priority functionality
* Identified and closed gaps in business requirements, which resulted in successful delivery by multiple teams and user adoption
* Analyzed existing application functionality to improvise/add new enhancements
* Led design discussions between CPQ and other downstream systems resulting in clear understanding among all teams and thorough documentation

**Environment: Salesforce CPQ, Microsoft Word, Microsoft Excel, JIRA, Rally, Figma, and Microsoft PowerPoint**

**SENIOR BUSINESS ANALYST** FEBRUARY 2021 – JULY 2021

**Gexa Energy**  Remote

* Worked on the **Gexa Managed Product (GMP) Salesforce Sales Cloud application**
* Headed the **Application-Level Security** module for the GMP application – Object-level, Field-Level and Record-Level Security
* Worked closely with the development team to create **Object Mapping** and **Field Mapping** documentation
* Gathered and documented the requirements for **Object Permissions** and **Tab Settings** from the business and configured them in the Development sandbox
* Gathered the **Field History Tracking** requirements for all the objects and configured them in the Development sandbox
* Created Filters, **Dashboards** and **User Stories** in JIRA
* Led the **UAT phase** for each increment and ensured smooth and timely completion, by coordinating with the development team, QA team and the business
* Gathered the requirements for **Field-Level Security** and implemented them in the Development sandbox
* Created **Permission Sets** and configured the **OWDs** in the Development environment per the business requirements
* Worked on setting up **Roles** and creating **Sharing Rules** per the **record-level access** requirements from the business

**Environment*:* Salesforce CRM, Salesforce Sales Cloud, Development Sandbox, SIT Sandbox, UAT Sandbox,**

**Salesforce Lightning, Salesforce Classic, Profiles, User Setup, Object Permissions, OWDs, Tab**

**Settings, Field-Level Security, UAT Management, Reports, Microsoft Word, Microsoft Excel, JIRA,**

**Confluence, Roles, Permission Sets, Sharing Rules, JIRA Dashboards, and Microsoft PowerPoint**

**SENIOR BUSINESS ANALYST** OCTOBER 2019 – JANUARY 2021

**Verizon**  Irving, TX

**5G Home Self-Installation:**

* Worked onthree tracks: **Augmented Reality (AR)**, New Device Onboarding (using **Machine Learning**) and Remote Assistance (new features for customer support on Verizon’s **MVA mobile application**)
* Gathered requirements for the creation of **Web Portals** for **Auto-Tagging** images and model generation using Machine Learning (Android and iOS), for detecting devices such as Routers using a smartphone’s rear camera
* Worked with UX designers to come up with screens for all the features requested by the business for **Remote Assistance** including the usage of **Augmented Reality**
* Captured the AS-IS process for the **customers’ journey** of **unboxing a Verizon device** until they found the correct location by themselves and mounted the device using the existing functionalities in the mobile application
* Created the TO-BE process by working closely with UX designers and Developers, by incorporating elements and 3D elements to improvise the end-to-end User Experience

**VPSCX:**

* Worked onthe **Verizon Partner Services Customer Experience** **(VPSCX)** team to develop a **Salesforce CPQ** application for **products such as Internet Dedicated Services (IDE/IDA)**
* **Elicited requirements** and created **User Stories** in **JIRA** for each Release spanning 3 months
* Worked on creating **business/functional/technical** documentation as a Salesforce solutions delivery team member. Assisted with system integration activities
* Worked closely with business partners in writing and owning **functional requirements**
* Worked on multiple projects for enhancing existing user-facing applications including the incorporation of new features using **Salesforce** and **JAVA**. Drove feature assessment and requirements gathering
* Managed the scope and timelines for deliverables for each Release
* Reviewed **Salesforce CPQ** wireframes and compared them with the User Stories. Shared the feedback with the wireframes team and the Product Owner so that they could update the wireframes as needed
* Generated **JSON** responses using **Postman API** and documented details about the JSON Request Body such as Field Name, Type, and Mandatory Service types
* Created **API Specification documents** for the Service Layer team and updated them whenever changes were made to the APIs. Led the UAT testing effort and worked very closely with the business users
* Prepared business rules documentation and mapping tables
* Created **High Level Architecture Diagrams** and documented the As-Is process
* Updated the statuses of the assigned User Stories and **Tasks** in **JIRA** during each Sprint, daily
* Performed **GAP Analysis** of the products’ requirements and helped identify deficiencies or shortcomings and solutions for them
* Converted the business User Stories into business scenarios and **functional requirements**
* Identified **external system dependencies** for each User Story and facilitated design discussions with the **impacted systems**

***Environment:* Salesforce CPQ, Development Sandbox, SIT Sandbox, UAT Sandbox, Salesforce Lightning, Salesforce**

**Classic, Postman API, JSON, Atlassian JIRA, Confluence, Offshore Management, JAVA, Reports,**

**Dashboards, Microsoft Visio, Microsoft PowerPoint, Salesforce Sales Cloud and Microsoft**

**Excel**

**SENIOR SALESFORCE BUSINESS ANALYST/LEAD QA ANALYST** MARCH 2019 – SEPTEMBER 2019

**The Walt Disney Company**  Burbank, CA

* Worked on the **Salesforce** applications: **Disney+, Cable (Freeform/Live Action/Animation/Disney Channel/Disney XD/Disney JR), ABC Studios, ABC Network, ABC News, Marvel,** and **Contract Admin**
* Proposed application enhancements for **the Deal Management Process, Production Deals, Pitch/Idea Log, Projects, Seasons, Companies, Greenlight** and **Greensheet Processes,** etc.
* Acted as a liaison between the Client Project Managers, End Users, Offshore Team (Managers/Developers/QA team) and the Development Team
* **Elicited requirements** through interviews, brainstorming, observation, workshops and played a key role in the design of the functional architecture for all the applications
* Planned feature/function testing collaboratively for **business processes** across **modules/departments**
* Created **Dashboards**, **Daily Reports** and **Other Reports** for the work/progress for deliverables, testing activities, defects, etc. Led the UAT testing effort and coordinated with the QA and UAT teams
* Ensured that all the test cases were executed for all the test scenarios resulting in 100% test coverage
* Authored all **Functional Specification Documents** as the **only Business Analyst on the team**
* Led the test execution effort and tracked **defects** and **change requests**
* Added **Key Features** for Deliverables for Releases (each Release spanning three months) in the tracking tool for this project, Salesforce. Created **email notification matrices** for all the applications
* Worked on implementing new features for multiple Sales Cloud applications to incorporate changes to the business processes. Acted as the **Functional Expert** for business processes and Use Cases
* Prepared **flow diagrams** and Power Point Presentations depicting application flows, proposed flows, and other business processes. **Tested deliverables thoroughly**, and logged defects in the tool
* Created/revised all the **custom messages** for deliverables. Enhanced/revised existing **document templates** for the Technical Requirements Document and the Functional Specification Document and created a Test Case Document template. Managed the scope of the development work for each Release
* Created **tickets** in the tool on behalf of the Business for requests/enhancements for deliverables
* Worked extensively on revising the **Deal Request Forms** and played a key role in modifying the **Cable application** to include the updated approval processes

***Environment:*** **Salesforce Platform, Salesforce Sales Cloud, Development Sandbox, SIT Sandbox, UAT Sandbox,**

**Salesforce Lightning, Salesforce Classic, Offshore Management, Profiles, Workflows, Email Alerts,**

**Users, Fields and Relationships, Reports, Dashboards, Custom Objects, Microsoft Word, Microsoft**

**Visio, Microsoft PowerPoint, and Microsoft Excel**

**LEAD BUSINESS ANALYST/LEAD QA ANALYST** SEPTEMBER 2018 – MARCH 2019

**Social Security Administration (SSA) HQ** Woodlawn, MD

* Served as the **key liaison** between the Product Owner, User Experience Group Team and Technical Team
* Elicited requirements and **created User Stories** in VersionOne
* Ensured that the team was updating VersionOne on a daily basis, and helped the developers add their tasks and hours for User Stories in VersionOne. Authored the **Master Test Plan**
* Tracked **Issues** and **Dependencies** in VersionOne and added Blockers for User Stories as and when they were discovered. Anticipated and communicated **blockers**, **conflicts**, and obstacles
* Improving business processes and increasing **efficiency by 25%**. Mapped business strategies to project deliverables. **Demonstrated completed User Stories** during the Sprint Review meetings
* Created the **Validation Plan** and updated it as the project evolved
* Reviewed screens developed by the User Experience Group and identified defects
* Performed **Validation Testing** and logged functional and 508 testing defects in VersionOne
* Used **pgAdmin** to connect to the **PostgreSQL** database for performing testing on the vertical slices of functionality developed during each Sprint
* Documented the **Test Results** for User Stories from each Sprint, attached them in VersionOne and **passed/failed Acceptance Tests**. **Formulated Acceptance Criteria** for User Stories

***Environment:*** **Project Management, Atlassian JIRA, Sandbox Environment, Development Environment, Validation Environment, Sprint Planning, Reports, Dashboards, Microsoft Word, Microsoft Visio, Microsoft PowerPoint, Microsoft Excel, Microsoft SharePoint, Workflows, User Experience Functionality, Angular 6, Angular Material, Node.js, JavaScript, Bootstrap, HTML, CSS3, AJAX, JSON, GIT, VersionOne, pgAdmin, PostgreSQL and Agile Scrum**

**MANAGER/SCRUM MASTER** JUNE 2017 – SEPTEMBER 2018

**Amtrak** Washington, D.C.

* Focused primarily on training Teams to write good User Stories, prioritizing work based on Business Value and handling Tasks at hand
* Worked on the Sales Cloud application for ticket sales and the Case Management Service Cloud application by addressing the pain points of Customer Representatives and providing customized solutions for their requests
* Placed substantial efforts on **Team Member Role Training**, **Time-Boxing,** and providing strong Metrics for all Players. Mapped **Business Strategies** to project deliverables
* Identified Process changes required to accelerate Development and remove major impediments, as a **Scrum Master for five separate Teams (30+ people)**
* Worked on improvising business processes to deliver better quality applications and per the expected timelines. Managed the new development work and enhancements for the **Case Management** application on **Salesforce** **Service Cloud**, used by Customer Service Agents
* **Removed impediments** as all the Projects relied on data from multiple Departments, hence requiring constant and effective communication to unblock the Team and making sure that the Team remains focused on the Tasks at hand. Analyzed complex issues and data
* Communicated Team Status/Progress via **Release/Sprint Burndown Charts**, **Story Acceptance Rate** and made sure that the Stakeholders are aware of what is going on
* Worked with the Product Owner during the **Sprint Review** sessions to make sure that all Stories met the **Definition of Done**, and got the Stories accepted during the Sprint
* Facilitated meetings to iron out Blockers, conducted discussion sessions with the **Product Owners** and other Stakeholders on a regular basis
* Created sample Layouts for Audit Reports and facilitated Review meetings for Audit Report Layouts apart from **Data Mapping** for Compliance Actions

***Environment:*** **Salesforce Platform, Project Management, Salesforce Service Cloud, MS Project, Atlassian JIRA, Development Sandbox, Kanban, Test Sandbox, Stage Sandbox, Scrum, Sprint Planning, Salesforce Lightning, Reports, Dashboards, Microsoft Word, Microsoft Visio, Microsoft PowerPoint, Microsoft Excel, Microsoft SharePoint, Workflows, Sharing Settings, Roles, Sales Cloud, and Data**

**SCRUM MASTER/LEAD BUSINESS ANALYST**OCTOBER 2014 – MAY 2017

**U.S. Bank** Chicago, IL

* Collaborated with separate Client Business Teams for implementing the Salesforce.com Roadmap initiatives. Led and managed **cross-functional** and **cross-technical** dependencies
* Created **Use Cases** and **Use Case Diagrams, Workflow Diagrams, Sequence Diagrams, and Class Diagrams**. Extensively used **MS Visio** for **UML Diagrams**
* Led workshops and discussion sessions to elicit requirements
* Tracked defects and documented the process for logging defects in JIRA and ensured that the process was followed. Negotiated detailed requirements and solution design trade-offs
* Drafted and Published **Release Plans** for multiple Projects and negotiated detailed requirements
* Collaborated with **Product Owners** and Business Analysts to develop and maintain Product Backlogs for 15 Projects. Managed the **scope** of the development work for all the applications
* Gathered requirements for enhancements for the Sales Cloud applications for marketing and sales
* Worked on the Service Cloud application for improving customer relations. Implemented enhancements in multiple releases. Tracked defects and change requests
* Worked closely with business partners to gather and document functional and non-functional requirements. Pioneered the **User Acceptance Testing** sessions
* Presented regular Reports on the statuses of ongoing Projects and Teams to upper Management, ranging from **Weekly Reports**, **Monthly Reports** to Team Member Performance Reports, User Defect Reports, etc.
* Removed obstacles for the team by **escalating issues to Leadership** resulting in the **early Delivery** of **Customer Issue Resolution**. Customer provided **positive Feedback**
* Enacted Change and Continuous Improvement increasing the **Productivity of Scrum Teams by 20%** and the **Quality of Deliverables by 25%**
* Drove the adoption and enforcement of **Agile Best Practices** such as Continuous Integration, Code/Design Reviews, Transparency, Accountability, Product Visioning, Technical Debt Reduction, Self-Management, Empowerment and Role Training. **Managed Offshore Teams** in different Geographical Locations
* Organized and facilitated **Sprint and Release Planning meetings**, including Daily Stand-Up Meetings, Reviews/Demos, Retrospectives and Backlog Grooming Sessions
* Enabled improvement in Team Delivery commitments and **Capacity Planning** for Sprints by identifying and tracking **Hidden Tasks** that increased Customer Satisfaction
* Managed **UAT** (User Acceptance Testing) Cycles across Business Verticals and for the Testing of multiple Applications (End-to-End Testing). Guided internal customers through each stage of the project lifecycle
* Protected Team from Over-Commitment, managed Backlogs, prioritized Resolution of Defects and Enhancements. Coordinated with the **DevOps Team** regarding Deployment dates.

***Environment:***  **Salesforce Platform, Java, Sales Cloud, Service Cloud, Atlassian JIRA, Salesforce Service Cloud, VersionOne, Agile Scrum, Sprint Planning, Kanban, Offshore Management, Salesforce Lightning, Workflows, Reports, Dashboards, Development Sandbox, Test Sandbox, Stage Sandbox, MS Word, MS Visio, MS PowerPoint, MSExcel,MSSharePoint, Roles, Confluence, and Analysis Documentation**

**SCRUM MASTER/BUSINESS ANALYST** JANUARY 2012 – SEPTEMBER 2014

**Talend** Jersey City, NJ

* Led and facilitated **JAD sessions** to gather business requirements
* Created **JIRA Dashboards** for 10 Projects and configured them on a regular basis to reflect the current Statistics that the Leadership wanted to view. Negotiated solution design trade-offs
* Worked with Local and Overseas Customers, Project Managers, Offshore Teams, and Technical Teams for securing and executing concurrent Projects. Documented the **Acceptance Criteria** for all the User Stories
* Tracked all change requests. Helped improve business processes, products, and services
* Identified and managed **cross-functional** and **cross-technical** dependencies
* Identified risks, documented them, and shared them with Management. Worked on solutions to mitigate/eliminate risks. Created process flow diagrams using **Microsoft Visio**
* Led the testing team and ensured that **functional testing** was thoroughly done for all the modules
* Met with the Business Users and partners to understand their pain points and managed the scope of business requirements. Documented functional and non-functional requirements
* Handled **End-to-End Management** of multiple Projects from Conceptualization and Visualization to Technology Mapping and Final Execution of Projects. Worked on feature assessment
* Contributed towards resource management, status reporting, Customer Expectation Management, Schedule Management, etc.
* Gathered requirements for the Sales Cloud application for improvising business processes for increasing sales. Worked on implementing the Case Management Service Cloud application
* Documented the Before (from Stage Sandboxes) and After (from Development/Test Sandboxes) Screenshots for all the work that was done for **Defects and Enhancements** by the Development Team
* Composed **User Stories**, by working closely with the Product Owner
* Used **VersionOne** for visualizing, planning, prioritizing, and delivering business value faster, and in a predictable manner. Worked on putting together use cases and use case diagrams
* Supported the **Resolution Lifecycle** for all types of JIRA Tickets for different Salesforce Applications

***Environment:*** **Salesforce Platform, Reports, Sales Cloud, Service Cloud, Dashboards, Business Analysis, VersionOne, Agile Scrum, Sprint Planning, Sprint Retrospective, MS Word, MS Visio, MS PowerPoint, MS Excel, Development Sandbox, Test Sandbox, Stage Sandbox, MS SharePoint, Roles, Profiles, Salesforce Service Cloud, Atlassian JIRA and Confluence**

**BUSINESS ANALYST/SCRUM MASTER**  DECEMBER 2009 – DECEMBER 2010

**Millennium Infotech Inc.** Hyderabad, INDIA

* Led and facilitated successful **Requirements Gathering** and **Elicitation** meetings
* Organized Monthly Business Review meetings with the **Client Executives**
* Involved in discussions with the Development Team regarding the Flows for all **7 Salesforce Applications**
* Conducted **Daily Stand-Up, Sprint Planning, Sprint Review, Sprint Retrospective and Backlog Grooming Meetings** which resulted in better Team Performance and Communication
* Gathered the requirements for the Sales Cloud applications that were being customized to automate certain business processes and increase the efficiency of the Sales Representatives
* Provided **training on Products** to Internal Users, Sales & Marketing Teams, and End Users
* Anticipated and communicated **blockers** and **conflicts**. Resolved conflicts in a smooth manner
* Defined & documented testing processes & standards for the **User Acceptance Testing** phase
* Led the testing of features and ensured that functional testing was done with 100% coverage
* Managed the **SharePoint Repository** of all the Project-related Documents
* Oversaw all the System Development Life Cycle (**SDLC**) phases of the Waterfall methodology
* Worked on Profiles and Role Hierarchies in Salesforce and Security Settings around them as requested by the Product Owner. Assisted with all system integration activities

***Environment:* Salesforce Platform, Java, Agile, Sales Cloud, Service Cloud, Reports, Dashboards, Salesforce Service Cloud, Team Foundation Server (TFS), MS Visual Studio, MS Word, VersionOne, SDLC, MS PowerPoint, MS Excel, Atlassian JIRA, Confluence, Technical Documentation, Elicitation Meetings, MS Project, MS Visio, Standard and Custom Objects, Development Sandbox, Test Sandbox, and Stage Sandbox**

**EDUCATION:   
  
Master of Science in Computer Science** New York UniversityNew York, NY