S. Tulsi Mohan

Business Analyst | Scrum Master | Product Owner
Ex: Product Manager

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Professional Competencies

- **Associate Project Manager, Scrum Master, Business Systems Analyst, Systems Analyst** with **around 18 years** of diversified experience in successful implementations of software projects involving in-depth understanding of Business Rules, Business Process, Business and functional requirements, Business case preparation, Development and Testing.
- Experience of 10+ years as **Business Analyst** in Healthcare include understanding of Business Requirement Gathering, Business Analysis and Joint Application Development JAD sessions with clients and referring to accessible documentation and procedure.
- Experience in tracking and monitoring project progress in Azure DevOps tool using metrics such as burndown charts, velocity and sprint cycle time.
- Expertise in Project Budgeting and tracking using standard rate sheets for Contract Staff, summarizing across all domains, And Capacity Planning in coordination with Domain leads and B2B guideline.
- Expertise in resource assignment planning with Domain leads and project task planning complete with resource model and milestones.
- Holding ownership of client's project billing artifacts, Statement of Work, Purchase Orders and Capital
- Expertise in Key Lead for Project Portfolio structures, PMO standards and practices.
- Encouraged and facilitate continuous improvement within the team by conducting retrospective and sprint review.
- Addressing conflicts within the team and work to resolve any impediments that may impact the team's ability to deliver.
- Expertise in maintaining and analyzing project schedule and prepares regular status reports for management and key stakeholders.
- Tracks project risks, opportunities and issues in order to develop resolutions to meet quality and timeline goals and objectives
- Managed full project life cycle including creation, design, specification, development, implementation, and overall change management thorough knowledge of **Waterfall, Agile, SCRUM and RAD methodologies**.
- Strong Knowledge on Power BI to import data from various sources such as **SQL Server, Azure SQL DB, SQL Server Analysis Services (Tabular Model), MS Excel** etc.,
- Excellent Business writing skills, including extensive writing of Business Requirements Document (**BRD**), Functional Requirements Document (**FRD**), Non-Functional Requirements Document (**NFRD**) and System Requirements Specification (**SRS**).
- Conducted **daily stand-up meetings** to get live updates from the team, helping Project Manager actively update the project status, detect risks at early stage and take corrective / preventive actions.
- Conducted successful **Joint Application Design (JAD) sessions** for requirements gathering.
- Hands on experience in conducting User Acceptance Testing and documenting the test cases and documenting in commercial lines of Property and causality insurance.
- Expert in **GAP analysis, Impact analysis, SWOT analysis, Cause & effect analysis, Cost benefit analysis, Feasibility analysis, Risk analysis, Net Present Value** (NPV), Return on Investment (ROI).
- Assisted product owner in backlog refinement and acted as **Proxy** to product owner in planning meetings.
- Acquainted in **UML Modeling** and **Business process modeling and notations (BPMN)** like **Activity Diagrams, Sequence Diagrams, Use case Diagrams, Process work Flow Diagrams,** created **UI/UX wireframes, mockup screens, and prototypes** in **MS Visio** and **Mockup Screens**.
- **Able to interact at various levels** and with various stakeholder types (business, technical, and managerial).
- Expertise Project Management in project planning, monitoring and ensuring execution of standard Project Documents, Functional Scope, Technical Design, Integration, Models and Data Analytics is completed per schedule.
- Experience in collaborating with the Product Owner to create & prioritize the product backlog, ensuring that it aligns with the overall project goals and vision.
- Facilitating Steering committee meetings to inform the project health, risks and issues and any decisions necessary.
- Experience in collaborating with the scrum team to allocate resources appropriately based on their capacity allocated by the resource managers for the project effort.
- Fostering a collaborative and self-organizing scrum team environment, ensuring that team members are empowered and motivated to deliver high-quality work.
- Strong time management skills and prioritization with the ability to work under specific timelines and fast-paced environments while prioritizing key deliverables.

Technical Skills

Data Base	SQL, MS Access, Oracle
Methodologies	Agile, Scrum, PMP, Waterfall, SAFe 6.0, UML
Office Tools	MS Word, MS Excel, MS Outlook, MS PowerPoint

Quality Management Language	T-SQL, R, Python
Operating System	Windows XP/Vista 2000/98/95
Business Modeling Tool	MS Visio, Power BI

Soft Skills

▪ Change Agent ▪ Thinker ▪ Team Management & Leadership ▪ Key Account Management ▪ Go-To Market Strategy ▪ Brand Management & Development	▪ Innovator ▪ Planner ▪ Adaptable and approachable. ▪ Business Growth & Market Penetration	▪ Communicator & Collaborator ▪ Team player with analytical knowledge ▪ Project Management ▪ Worked in the team as well as Individual

Education

- Executive MBA in Strategic Management from IIM Ahmedabad
- Executive MBA in Global Business Management from IIM Kolkata
- International Executive MBA from University of Brussels, Belgium, Europe
- Bachelors in Computer Engineering from Vinayaka Missions Foundation, Selam

Certifications

- Certified PMP from PMI
- Certified SCRUM Master from SCRUM ALLIANCE
- Certified Business Analyst Professional from IIBA

Professional Work Experience

Business Partner – Associate Healthcare Project Manager / Scrum Master - Stryker Inc   **Aug'17 – Present**

Project 1: - The project was to make enhancement to care radius which is a Point of care application which supports to organizations to manage all clinical documentation, including comprehensive assessments, physician orders, visit notes, medication process, labs and X-ray reports, pictures and maintaining the EHR. Agile Scrum methodology was used throughout the project.

Role: Healthcare Project Manager – Business Partner   **Nov'2020 – Present**

Key Role & Significant Accomplishments:

- Awarded the Business Excellence Award for significant contribution in the last financial year
- Managed multiple concurrent projects from initiation to closure, including project planning, execution, monitoring, and control.
- Developed comprehensive project plans, schedules, and budgets, and tracked project progress against milestones and deliverables.
- Conducted risk assessments and implemented mitigation strategies to minimize project risks and ensure successful outcomes.
- Facilitated effective communication and collaboration among project team members, stakeholders, and senior leadership.
- Prepared and presented regular project status reports and updates to executive management and key stakeholders.
- Serve as a strategic business partner, collaborating with key stakeholders to identify business objectives, define project scope, and develop project plans aligned with organizational goals.
- Lead cross-functional project teams in the successful execution of high-profile projects, ensuring adherence to project timelines, budgets, and quality standards.
- Drive continuous process improvements and innovation initiatives to enhance project delivery efficiency and effectiveness.
- Establish and maintain strong relationships with clients, vendors, and internal stakeholders to foster collaboration and ensure customer satisfaction.
- Provide mentorship and guidance to junior project management staff, fostering professional development and knowledge sharing within the organization.
- Collaborated with business stakeholders to define project objectives, scope, and deliverables in alignment with organizational goals and priorities.

- Developed and maintained project plans, schedules, and resource allocations, proactively identifying and mitigating risks to minimize project disruptions.
- Managed vendor relationships and contracts, negotiating terms and conditions to maximize value and ensure timely delivery of goods and services.
- Implemented project management best practices, methodologies, and tools to optimize project outcomes and drive continuous improvement.
- Conducted post-project reviews to evaluate project performance, capture lessons learned, and identify opportunities for process enhancement.

- **Project 2: -** The project was to create a programmable and customizable fluorescence technology for better identification of tissues and customize the defect injection rates which can be reduced by performing these activities highly effectively and introducing casual Analysis. Implementing Risk/Hazard Analysis using error Analysis there by building built-in safeguard to protect against use errors.
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Role: Regional Scrum Master   -   Stryker Inc   **Aug'2017 – Nov'2020**

Key Role & Significant Accomplishments:

- Executed as a Scrum Master and provide agile leadership to distributed development teams.
- Facilitates and participates in PI planning, create team PI objectives, review plans, business values, problem solving workshops resolved team conflicts and build team skillset.
- Participates in ART's System demo and Inspect and Adapts events.
- Enables teams to become self-organizing, cross-functional, and accountable while assisting them to achieve their Sprint plan by facilitating Scrum/Kanban/SAFe events, removing impediments, and resolving issues outside of the team's control.
- Leads and continuously refine agile ceremonies, Backlog Refinement, Team Planning, Team Sync, Review, and Retrospective
- Coaches and works with Product Owners, Scrum/flow Masters, Developers, and Stakeholders.
- Executed and followed the Agile transformation strategies laid out by the Agile Transformation Coach and transformation team, work as a good team player to enable understanding, learning and behaviors in an Agile way that drives customer and business value while creating a healthy Agile team culture.
- Accountable to the project budget, assist with gathering estimates, identify cost variances, and manage scrum resources efficiently.
- Resolved business and team conflicts with active involvement in technical matters, finding gaps and ensuring Product Owner involvement in business decisions and description of the business flow.
- Demonstrated a high level of expertise in understanding and estimating work effort, collaborating to refine prioritized backlogs, facilitating Scrum ceremonies or Kanban events, and related aspects of Agile methodology.
- Participated in sprint planning meetings to understand the scope of work for each sprint cycle and set achievable sprint goals.
- Efficiently written Business Requirements Document, Use Case Specifications, Functional Specifications and Workflows.
- Extensive Experience in Functional, Integration, Regression, User Acceptance UAT, System.
- Proficient in Developing and executing Test Plans, Test Case, Test Scenarios, also performing functional, usability testing and ensuring that the software meets the system Requirement.
- Facilitate Scrum ceremonies, including daily stand-ups, sprint planning, sprint review and sprint retrospective meetings.
- Manages SharePoint sites created to support key medical group initiatives as well as audit, compile, and analyze data to create reports for Steering Committees
- Utilized Agile Software Methodology using Scrum framework. Actively participated in creating the user stories and prioritizing user stories along with tracking of burn up, burn down charts to estimate sprint delivery
- Facilitated all Aspects of scrum framework, including product backlog, release backlog, sprint planning session, daily scrum meeting, sprint reviews and sprint retrospectives.
- As scrum master communicated dependencies and potential risk to the completion of the sprints including resources, costs and systems.
- Developing a single application to process data from multiple integration points, convert the data for reporting purposes and feed data into mainframe system to be compliant to reporting requirements.
- As Scrum Master maintained the capacity plan, iteration board, sprint backlog, velocity charts and burn down charts.
- As Scrum Master facilitated all aspects of the scrum framework, including sprint-planning sessions, backlog-grooming session, daily scrums product demos, sprint reviews and sprint retrospectives.
- Prepared Business Requirement Documents BRD's after the collection of Functional Requirements from System Users that provided appropriate scope of work for technical team to develop prototype and overall system.

Key Accomplishments:

- Built reputed partnerships within the cross-function community to build the Stryker brand in the region
- Credited for launching and executing GX IC Hub Project
    - A new tool for onboarding the Channel Partner (Dealer) into a single platform to access the Books & Records, Compliance & RAQA adherence

Environment Tools & Technologies: Agile Scrum, MS Office, MS Visio, MS Project, JIRA, SharePoint, UML, SQL

Product Manager - Business Analyst – Zimmer Biomet India Pvt. Ltd   **Jun'12 - Aug'17**

Key Role & Significant Accomplishments:

- Good knowledge and exposure to US Healthcare System, EHR, Managed care plans, Medicare, Medicaid, and complete Claims Processing System.
- Managed all the Scrum processes from initiation to management to delivery, making sure inter-team risks, impediments, and blockers were identified and resolved, thus improving the team velocity, throughput and burn-down.
- Experience in all phases of the Software Development Life Cycle (SDLC) including Design, Development, Testing and Deployment. Participated in several testing methods such as Black box testing, Functional Testing, Regression testing, Performance Testing, Integration testing as well as User Acceptance Testing (UAT).
- Leveraged Jira and Confluence to elicit and define business and technical requirements, track requirements, prioritize features and maintain the scrum artifacts such as Product Backlog and Sprint Backlog.
- Worked on the end-to-end cycle of Data Migrations as a TPA (Third-Party Administrator) Functional lead by coordinating with the vendors and Product Managers.
- Elicited, gathered requirements to define and create data mapping rules from both legacy and target systems by understanding the complete business flow and architecture of the systems.
- Prepared artifacts such as technical specification documents, execution calendars, issue trackers and reports for the Business review.
- Managed and facilitated the Daily stand-up calls along with the handshake calls between the onshore and the offshore teams.
- Offered analytical support and took ownership to deep dive into issues and generated workaround strategies and ensured that milestones surrounding the test and the production activities were met.
- Facilitated requirement gathering sessions to gather scope & migration approach & employed analysis techniques like GAP analysis, Impact Analysis & Root-Cause Analysis throughout the project cycle.
- Employed SQL queries for reporting purposes and employed JIRA tool for tracking all the incidents.
- Created Use Case Diagrams, Sequence Diagrams, Data-Flow Diagrams, Process Work-Flow Diagrams and using MS Visio to map the business process for data migrations.
- Facilitated meetings with technical team, clients and SMEs to clarify business rules & resolve impediments and translated functional requirements into user stories using JIRA.
- Coordinated with the technical teams to discuss process improvements and took the ownership to drive and track the changes.
- Worked extensively on analyzing issues and deep dived to perform RCA on issues that arose during the execution process.
- Took up the challenge to learn all the data mapping rules and dependencies and worked on manually creating the MBC (Master Business crosswalk) and dependency crosswalks and validating all the fields within the crosswalks.
- Successfully delivered all the required artifacts for migration with 100% accuracy and no issues were reported after the completion of the migration.

Environment Tools & Technologies: MS Visio, UML, MS Office, Agile Scrum, SSRS

Abbreviated Experiences:

▪ **India Medtronic Pvt. Ltd. in CRDM Division, Hyderabad as Business Analyst**	**May'10 - Jun'12**
▪ **Johnson & Johnson Medical India, Deputy Division, Hyderabad as System Analyst**	**May'08 - May'10**
▪ **Sanofi Aventis Limited, as Business Analyst**	**Feb'06 - May'08**
▪ **Ranbaxy CV Life Division, Business Analyst**	**Feb'05 - Feb'06**