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PROFESSIONAL SUMMARY

- Excellent knowledge of Software Development Life Cycle (SDLC) including waterfall, Agile, RUP Methodology, requirement analysis, test strategy and project management.
- Experienced Business Systems Analyst/ Product Owner/ Certified Scrum Master.
- Adept at preparing business requirements documents (BRD's), defining project plans, writing system requirements specifications, and delivering project/status reports.
- In depth knowledge of ITSM and ITBM modules of Service Now.
- Experienced in new process technology implementation and conducting system and user acceptance testing.
- Experienced in working with business users to define accurate, meaningful and measurable business cases.
- Team player and driven towards self-improvement, development, and achievement.
- Encompasses excellent inter-personal, written, and verbal communication skills.
- Ability to adapt and learn new tools, techniques, and approaches.
- Possess a positive and strong work ethic with a "get-it-done" attitude.

TECHNICAL SKILLS

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| Project Management | Risk identification, Issue Resolution, Resource Allocation, Preparing- Gantt charts, Network Diagrams, Project Plan, Cost Management |
| Business Analysis | Requirement Analysis, Gap Analysis, BRD, FRD, URD, SDD, Detail Design, Business Rules, Data Flow Diagrams, Data definition Table, Use Case Analysis, Data Modelling, System Integration |
| Software Tools | MS - Office, MS Visio, MS Project, Enterprise Architect, Work front |
| Design Tools | UML with Rational Software modeler, Clear Quest, Balsamiq, Snagit |
| Languages | C, C++, C#, SQL |
| Reporting Tools | Micro strategy, Tableau, ServiceNow Reporting, ADPR |
| Databases | MS SQL, Microsoft Access & Oracle, Java Script |
| Software | Rational Rose, Microsoft Office Suite (Word, Excel, Access, Power Point and outlook, Visio) |
| Testing Tools | HP Quality Centre, QTP, Product Studio |

PROFESSIONAL EXPERIENCE

E & J Gallo Winery, Modesto, CA
April 2016 - Current

IT Business Systems Analyst/ Scrum Master/ Service Now Admin

E & J Gallo Winery is a winery and distributor headquartered in Modesto, California. I planned and designed effective end-to-end service management solutions that drive business value across complex and heterogeneous environments. I led various projects from IT side supporting multiple business domains such as Legal, Human Resources, Corporate Security, Pricing and Reimbursements.

RESPONSIBILITIES:

- Gathered requirements for business definition and facilitated JAD sessions with stakeholders to refine functional requirement and created detailed user stories and acceptance criteria that the sprint team can develop into potentially shippable product increment.
- Represented project stakeholders throughout planning, development, and release processes
- Prepared and Analyzed User Requirement Document, Business Requirement Document (BRD), Technical Requirement Specification and Functional Requirement Specification (FRS).
- Developed user stories through interviews, surveys, prototyping and worked with team to identify gaps and defects.
- Managed all reporting data requirements for report development, the parameters as well as (KPI) key performance indicators from all Business Units for the data warehouse with assistance from the Business Objects Team.
- Delivered Dashboards to Leadership.
- Analyzed, Prioritized and reviewed product backlog and sprint backlog.
- Facilitated the product backlog grooming with business and technology partners.
- Conducted User stories Workshops. Supported the product owner in maintaining the product backlog and scheduling next release
- Acted as a liaison between technical teams and business clients to accomplish application enhancement and production.
- Conducted daily Scrum meeting, Sprint meeting and Sprint review meetings.
- Coordinated cross functional team and the project initiatives with providing solutions.
- Tested the user stories for accuracy and compliance to ensure undisputed acceptance and validation of stories.

Client: Albertsons Companies, Pleasanton, CA
Jan 2016 - April 2016

Business Systems Analyst

Albertsons Companies, Inc. is an American grocery company headquartered in Boise, Idaho. Safeway USA was purchased by Albertsons supermarket chain and the project's aim was to convert retail stores under Jewel Osco division of Albertsons to use appropriate Safeway systems.

RESPONSIBILITIES:

- Partnered with Quality Assurance on development of test cases, and cross-walked functional specifications with test scenarios, and signed-off on risks, and final status of implementation.
- Responsible for coordinating efforts such as integration of systems, go-live initiatives, and development of verification and validation tests (UAT plans).
- Identified key stake holders and project team members.
- Prepared project time line and responsibility matrix using the Ms Project tool.
- Updated /published the most current version of all the project related artifacts on weekly basis.
- Participated in meetings with the developer and the QA team to facilitate the requirements understanding process, data collection, and data analysis.

- Reviewed development plans, quality assurance test plans and user documentation to ensure correct interpretation of original specifications.

Client: Molina Healthcare, Long Beach, CA
July 2015 - Nov 2015

Business Systems Analyst

Molina Healthcare is a FORTUNE 500 health care company that is nationally recognized as a Medicaid and Medicare leader exclusively focused on providing quality health care to financially vulnerable individuals and families eligible for government-sponsored programs. The scope of HP acquisition Project was to transition 30,000 HP members to QNXT, Molina’s core administrative system. The second project was Report Reconciliation project. There was need to build the weekly, monthly and quarterly reports from the scratch to eliminate existing errors.

RESPONSIBILITIES:

- Analyzed business workflow and system needs for new features and enhancements; assisted in data mapping.
- Performed extensive Gap analysis to determine the risks and assisted the PM in budget and resource planning.
- Updated existing BRDs and RRDs and created new BRDs and RRDs as required
- Conducted brainstorming sessions and walkthroughs with subject matter experts (SME).
- Developed a Traceability Matrix to keep track of the Requirements, Use Cases and Test Cases and created and maintained data mapping documents.
- Conducted JAD sessions.
- Developed Use Case Models, Entity Relationship Diagrams (ERD), Activity Diagrams, State Diagrams and Data Flow Diagrams (DFD) using Rational Rose
- Prepared a detailed functional requirement document using Requisite.
- Identified various business processes and developed process flow diagrams for the business processes and validated the processes with SMEs
- Performed Requirements planning and analysis of the different requirements and validate them with the HIPAA.
- Worked as a liaison between business users, testers and application development team so that all teams understand business needs and take them into consideration.
- Participated in and conducted weekly meetings to validate and verify the testing process.
- Worked to fully implement test phase entry and exit quality criteria, standard test reporting metrics and standard test artifacts.
- Acted as liaison between the senior management and different teams with effective presentations to achieve best results and Reported status to project management and project owners on a weekly and monthly basis.
- Performed client demos, presentations, and training.

Education and Professional Certificates

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| Master of Science: Computer Forensics & Global Tech Management University, USA | Fairleigh Dickinson |
| Graduate Certificate in Business Process Management Sheridan College, Canada | |
| Bachelor of Engineering: Electronics and Communication Engineering RIET, India | |
| Certified | Scrum |
| 2016 | Master |