**Rohit**

[abhay.oza@globalitfamily.com](mailto:abhay.oza@globalitfamily.com)

**5187340235 Ext :2119**

**Summary:**

Project Manager and with Project Co-ordinator, SCRUM master of 12+ YOE in software development using Agile, Scrum, Waterfall and Hybrid models in Insurance (Life, Annuities, Auto, Fire, health) Banking, Finance, Airline and Healthcare domains at fortune 100 companies.

.

**Skills And Strengths:**

|  |  |
| --- | --- |
| **Business Modelling Tools** | Rational Rose, MS Visio, MEGA Advisor |
| **Methodologies/Approach** | Kanban, Business Operation Guidelines (BOGs), Agile, RUP, Software development life cycle (SDLC) Waterfall, Spiral, Iterative, Hybrid, SCRUM, SAFe |
| **Requirement/Defects Management Tools** | Rational Suite (requisite Pro, Rose) Testlink, MEGA, BVM Repository, IBM DOORS, Atlassian JIRA, VersionOne, Trac, Test Director/Quality Centre, HP Quality Center, HP WinRunner, HP Load Runner, Microsoft Test Management tools. HP Service Manager, Gherkin Syntax for Cucumber |
| **Applications** | MS Project, Trello, Slack, Primavera P6, Confluence, SharePoint, ServiceNow, MS Visio, MEGA Advisor, Balsamiq, Pop, IBM Lotus Notes, GitHub, Google Analytics, Postman, Swagger, Grafana dashboards, MS power apps  Microsoft Office Suite (Word, Excel, Visio, PowerPoint, Access, One-Note), Enterprise Architect 7.0, MS Project, Trello, Slack, Primavera P6, SOAP UI, SQL toad, Extract Transform Load (ETL, Workday |
| **BPS Application** | Agent Portal, Agency Log In, Client Portal, Performance Plus (PPlus), Electronic Application (eApp), Electronic Delivery (E-Delivery), IVR Call Tree, AWD, New Business Accelerator (nbA), Wealth Management Accelerator(wmA), Business Analytics Suite (BAS), AirNET |
| **Database, Languages, Analytics and Cloud Computing** | Amazon Web Service (AWS), Tableau Desktop, Microsoft SQL Server, MYSQL, SQL, Json. Basic understanding of – Java, Java Scripts, HTML, Python, API’s, Microservices, Kafka topics, Rest API’s, Virtual machines, Webservices, |
| **Web designing Tools** | Balsamiq Mock-ups, Adobe Photoshop, Lightroom |
| **Domain** | Airline, Insurance, Annuity, Banking & Finance, HealthCare, Stock exchange, Corporate Printing Inserting & Mailing. Some- Automotive, Retail, E-commerce |

**SCRUM MASTER:**Lead daily stand-ups and scrum ceremonies, work closely with Product Owners to develop, and maintain project backlogs, problem solving and remove impediments to ensure that the highest business value user stories are delivered to the customers.Assist in product management.

PROJECT TEAM: Significant experience working with Customers, Project Managers, Program manager, Data Architects / Architecture, Business Architects / Architecture, Infrastructure Analysts, Developer, Testers, Project Planners, Product Owners, System Analysts, Data Analysts, Vendors, Contractors, Subcontractors, and technical teams for securing & executing concurrent multi-technology projects.

**STRATEGIST**:Support strategic direction by identifying success factors and measurements of continuous improvement and changes in culture through conducting surveys that provide insight to teams’ and customers’ overall satisfaction.

**INSURANCE:**Property and casualty (P&C), Life Insurance, Auto Insurance, Claim Management, Living Benefit, Death Claims, APR

**ANNUITY:**Annuities – Indexed Annuities (IA), Variable Annuities (VA), Deferred, Immediate Annuities (SPIA), Fixed IA, Fixed Annuities

**FINANCE:**Statement of Accounts/ Auto loans, Account Reconciliation, Payment plans, Quotations, Invoice

CORPORATE PRINT, INSERT AND MAIL COMMUNICATIONS:File Based Inserting (FBI), Intelligent Mail Barcode (IMB), 2D Barcode (2D), Batch communication, One-time mass mailing, Keyline Information on Mail piece, Indexing & Tagging, RICOH Process director (RPD), MQ Topic Queue (Pub Sub), Control D, American with Disability Act (ADA), Delivery Statistics User interface

**STOCK EXCHANGE**: Stock markets, Mutual Funds, Forex, Call/Options, Future and Options (F&O), Sensex, New York Stock Exchange (NYSE), Dow Jones, SP 500, Certificate of Deposits (CD), Fixed Deposit (FD), Equity Traded Funds (ETF)

HEALTHCARE: ICD 9 & ICD 10 standards, HIPAA, Allscripts (Sunrise Financial management), Sajix (I-Helix)

**OTHERS**:Keen and ability to learn new domains like Automotive industry, Construction, Retail, E-commerce, and manufacturingdomains quickly. Quick starter and self-learner.

Vast experience in Project management from end-to-end (Project start to project end, project close) development of software which includes requirement analysis, designing, coding, code review, testing, de-bugging, defect cause analysis, documentation, Risk review meetings and steering mitigation and contingency plan

Experience in managing overall operations for executing projects involving scoping, onsite / offshore ratio, high level design, resource mobilization, execution within cost & time parameters.

Lead and managed large, multi-million-dollar project portfolios and IT Infrastructure, guiding and mentoring multiple teams with team size of up to 75 programmers, including onshore and offshore vendors through the project life cycle in cross-functional matrix environment.

Experienced in Business Analysis, consulting, agile / traditional software development and client relationship management and service management.

Comprehensive background in business and technical environments, specializing in business development, systems development, support management, vendor management, negotiations, software delivery, and resource management.

Received Award of excellence for good project co-ordination from DXC at Client site.

Excellent People management skills, Client management skills, Team Management skills, Vendor management skills, planning skills, presentation skills and interpersonal skills and project management skills.

Directing, recruiting, Mentoring, leading, and motivating workforce. Proven background leading teams in stressful, deadline-oriented environments.

Flexible and adaptable to work in any environment. Curious, Innovative, Creative, and enthusiastically sees every problem as an opportunity

Possess excellent problem solving, Critical thinking, independent thinking, and leadership skills

Proficient oral and written communications skills in English. Individual with creative, resourceful, committed, and disciplined attitude.

**WORK EXPERIENCE**

**United Airlines, Houston, TX (Contract)**

**Scrum Master /Technical Project Manager 04/2023 – Current**

* Maintained 18 Line Maintenance Applications in both offshore and onshore models, collaborating with line and base users.
* Served as PM, Sr. BA, and Scrum Master for the project team in an Agile environment, leading efforts in infrastructure project management.
* Managed desktop and mobile applications (iOS - iPad), supporting 20+ high-priority support tickets weekly.
* Coordinated release schedules with cross-functional teams, providing production support for both desktop and mobile applications.
* Managing multiple applications, projects and cyber security initiatives for 40+ applications
* Identified and created over 40 new requirements monthly, following thorough grooming and refinement sessions with IT teams and business stakeholders.
* Oversaw weekly deployments and tracked cybersecurity vulnerabilities, managing annual SAST and DAST scans along with ServiceNow SLAs.
* Managed a portfolio of 42 applications for cyber digital risk (CDR) initiatives, effectively mitigating risks associated with TLM, TLS, and Wiz.
* Directed migration planning and hosting for cloud and on-prem applications, ensuring smooth transitions
* Led multiple projects and cybersecurity initiatives across 42 applications for three application owners.
* Created status reports, presentations, and weekly updates by gathering insights from all application teams.
* Planned and forecasted resource requirements, reviewed work performed, and conducted internal audits
* Led large, complex projects to achieve key business objectives, acting as a key resource for critical issues
* Demonstrated knowledge in networking, storage & computing, aligning technology solutions with business needs.
* Developed and documented technical solutions to support complex business systems and integrations.
* Defined observability metrics and service level objectives (SLOs) to enhance application performance.
* Motivated and inspired team members, solving complex problems and fostering innovative solutions.

**JP Morgan Chase & Co, Houston, TX (Full-time) – Banking**

**Vice President - Tech Business Analyst & Project Manager 05/2022 – 03/2023**

* Implemented process improvement to increase number tickets reviewed during refinement and grooming by 200%
* Defined new features for development with key business stakeholders for requirements analysis
* Wrote user stories for complex microservice solution architecture for technical implementation using synchronous (REST), Microservices and asynchronous (Kafka) messages.
* Review and identify new business rules. Document system architecture, software architecture, schemas, workflows
* Led Agile Scrum events for Software Dev team including stand-ups, plan, refinement, estimations, retrospectives.
* Managed aggressive backlog by prioritizing and completing 300+ user stories in JIRA utilizing Agile Methodology
* Analyze and developed solutions in partnership with senior leadership and executive stakeholders
* Coordinated project timelines and resources, ensuring on-time delivery of network upgrades while staying within budget and adhering to compliance standards
* Help the team embrace Scrum/SAFe core values, adopt, and apply Scrum/SAFe principles, and implement SAFe practices.

**Brighthouse Financial, Normal, IL**

**Project Manager and Senior Business Analyst06/2018 – 5/2022**

Brighthouse Financial (BHF) is a company MetLife established in 2017 as a spinoff of an existing block of 2.7M various insurance policies and annuities. DXC perform full administrative services of the 1.3M in force life and annuity contracts. Brighthouse chose DXC to be their third-party administrator for 1.3M of the total 2.7M in force life and annuity contracts, as well as their new business for both life and annuity. The T&T approach project is broken out into nine workstreams i.e., wmA10 upgrade to wmA 17, LPAS conversions, Lift, and Shift of VARI (vantage) and VRPS (version of RPS), Migration of VRPS to wmA17, Program management, HR and People transition, Life new insurance on wmA17, new Annuity product on wmA17.

VRPS is the conversion of ~47K BHF payouts from the VRPS system to wmA17

Conversion of the Term, Whole Life and UL policies from the LPAS system to BPS’ wmA17 administrative

SPIA is the launch of a new BHF Single Premium Immediate Annuity product on wmA17

Non-core is a block of ~29K Immediate Annuities and Structured Settlements serviced at MetLife.

Charles Schwab will sell Shield Innovation Advisory plans. Registered Investment Advisor (RIA) Role be added to nbA and wmA.

* Responsible for managing and creatingBusiness Operating Guidelines and Business process documentation for functions like Agency, Policy holder service (PHS), Complaint handling, New Business (NB), Underwriting, Claims, Call Center etc. and acted as single point of Contact (SPOC) from DXC for Client.
* Managed and created PILOT Test plan, SLA Spreadsheets, develop Project Plan for work tracks like Agent Portal, Client Portal, E-delivery, IVR Testing, Disaster Recovery Testing and Agency Log in.
* I performed New Business (NB) application processing in New Business Accelerator (nbA) tool with team of 4. (IGO/NIGO)
* Performing Strengths, Weaknesses, Opportunities, Threats (SWOT) and gap analysis for new functionality.
* Collaboratively working with the QA team to ensure adequate testing of software, maintained quality procedures, and ensured that appropriate test results are in place.
* Facilitated the User Acceptance Testing (UAT) with System Administrators and Business Users, documented any issues or defects in JIRA and eventually got sign off from the right parties
* Worked closely with BPS Operation manager and Business Partners for several functions like Finance & Accounting, Agency reporting & Commissions, PHS, Document Management etc.
* Tracking project budget, resource allocation in PPM tool. Worked with Program Planners to develop sourcing document to set milestone for projects, estimate hours for resources and make sure allocation is set up in PPM for each project to log time by activity
* Facilitated project planning, Product specifications, Architectural review, review action items, and walks with client.
* Coordinate and follow through Post Implementation Review (PIR) to discuss the changes implemented and provide feedback to project teams regarding implementation quality.
* Created reports, statuses, responsible for organizing reviews, presentations, daily stand-up meetings, planning, demos, Walkthrough, manage day-today activities and other status-related meetings.
* Interacting with OPS Team on project progress, issue resolution, problem-solving and relation management. Work through the Variance reports and get ready for invoicing team
* Very resourceful, Responsible foridentifying, recruit, train, On-boarding, and off-boardingof resources, manage resource training needs.
* Managing Appraisals and mid-term feedback for resources. Responsible for Timesheet SLA and Invoicing Improvement Initiative. Support PMO team for OPS resources
* Manage & monitor the team’s performance of project tasks and deliverables
* Performing Cost Benefit Analysis (CBA) for systematic process for calculating and comparing benefits and costs of the project
* Coordinate with Release and Change Manager to deploy project to production. Preserved Personally Identifiable Information (PII). Working through Issue & Concerns and requests raised by resources in OPS team.
* Perform Risk and Issue assessments/analysis throughout the project. Identify risks, maintain risk registers, and risk mitigation strategies
* Implementing change management process from project conceptualization to testing through project delivery, software development and implementation management in diverse business and technical environments
* Created performance measuring plan for Key Performance Indicators (KPIs)/metrics to measure effectiveness of the processes and supporting data sources and calculation mechanism of each of the KPIs/metrics

**Environment:** Agent Portal, Agency Log In, Client Portal, Performance Plus (PPlus), Electronic Application (eApp), Electronic Delivery (E-Delivery), IVR Call Tree, AWD, New Business Accelerator (nbA), Wealth Management Accelerator(wmA), Jaxnet, Business Analytics Suite (BAS), AirNET, ShareNet, Atlassian JIRA

**Ameritas Life Insurance Corp., Normal, IL**

**Project Manager and Senior Business Analyst 01/2017 – 06/2018**

DXC provides BPS services and IT solutions to support the introduction of three new life products i.e., Indexed Annuity, indexed Universal Life and Term to distributor marketplace. Speed to market project leveraged DXC BPS framework solution set and insurance suite of administrative products to implement new business and new distribution channel. DXC provided end to end BPS services and technology for these new products including new business, Underwriting, PHS including claims, Agency and commissions, Policy print and E-delivery, cash management and financial reporting to its clients.

* Managed all the approved BOGs and deliverables on SharePoint and Jaxnet for production use.
* Created and managed project plan, Project Road maps, create and manage project schedules,create, and handle Work Breakdown Structure (WBS)and facilitate Core team meeting. Leading daily stand-ups, Project Coordination work, Risk management, Issue Management, Dependency coordination, Routing documents and artifact for review
* Manage day-to-day activities and act as a coordination point for the DXC resources from project start till project end or project closure, project closing. Handled complex projects.
* Mentored and train new resources. Participated innegotiations, vendor management and annual reviews.
* PILOT Test lead Managed and created Test plan, Project Plan for work tracks like for Agent Portal, Client Portal, E-delivery, IVR Testing, Disaster Recovery Testing and Agency Log in work tracks.
* Manage and lead offshore testing resources by conducting interviews, hiring, and recruiting process, assigning work, approving timesheets,and tracking status of work.
* Responsible for reviewing and signing off on Test results from QA’s perspective.
* Generated daily reports on Business Analytics Suite (BAS) for the client and leadership reports.
* Worked closely with BPS Operation manager and Business Partners for several functions like Finance & Accounting, Agency reporting & Commissions, PHS, Document Management etc.
* Facilitated planning, requirements gathering, UAT, review action items, and walks with client.

**State Farm Insurance, Bloomington, IL**

**Senior Business Analyst& Scrum Master 07/2012 - 12/2016**

* Managed multiple projects at State Farm Insurance with budgets ranging from $500k to $2 million and cross-functional teams of up to 25 programmers and test analysts. Performed several roles and drove the high-quality completion of software development, testing and enterprise-wide implementation projects:
* Publishing and Subscribing Infrastructure (Pub Sub)
* Enterprise batch communication systems - 8 Iterations (EBCS 2.0)
* Customer communication print Changes (FBI/IMB/IPPD)
* Delivery Statistics processing (DSP & User Interface)
* Customer Communication on Bank Vehicle Loan
* Management of Financial Account information (MFI) letters
* HPE Upgrade to new version
* Accessibility for Ontarians with disability act (AODA)
* American with Disability Act Compliance communication (ADA)
* On Demand communication request w/ batch print and Mail
* Department of Labor fiduciary rule – Mass Mailings and reassignment.
* Communication Transactional systems (CTS 1.0)
* Acted as Scrum Master for Product teams with a focus on guiding the teams towards improving the way they work for Publishing and Subscribing project, Batch Communication project and Customer print project
* Back up of Project Manager and acting project manager for several other projects. Performed activities and responsibilities include but not limited to facilitating Core team meeting & Scrum meetings. Leading daily stand-ups, Project Coordination work, Risk management, Issue Management, Dependency coordination, route documents for review, completing Approval packages, IT Sol Cert, Project Artifacts for the project. Manage Biweekly Demo for Scrum areas, retrospectives, sprint
* Worked and assigned deliverables such as Project Portfolio, Administration, Business, Application, Technical, Data, Design, Digital, Sourcing, Service Strategy Artifacts and make sure deliverables are completed before 2 weeks of deadline and submit it for PRE-CAB review and approval process, then clear Quality Check and get approval from CAB-Change Advisory Board to complete SDAP – Solution Definition Artifact Package.
* Managing SDLC of multi-year projects (programs) on time and under budget with high quality, covering the inception, planning including creation of WBS, design, development, QA, UAT, monitoring overall status, implementation, change management and post-production support (overseeing KPIs, SLA and catalogues).
* Handled multi-million dollars of annual development portfolio, budgeting, forecasting, financial reporting, and procurement (statement of work (SOW) and contracts).
* Responsible for creating various project documentation like Architecture approach document,Service management deliverable, Service transition plan, Operational level agreement, Business volume metrics, SDAP, various approval packages (Planning, approach, requirements, validation, consolidated & closing), knowledge transfer plan, service resource document, service call flow document, use cases, Use cases diagram. Maintain Project requirements on Testlink tool and requirement repository.
* Led multiple releases of Integrated Customer Platform (ICP) Technical Engineering program in collaboration with Capability Owners, Product owners, Project Managers, IT architects, Marketing and Service Managers.
* Assisting business sponsors in preparing Project Charter and Business Case Documentation by identifying key business requirements, primary responsibilities, timelines, deliverables, and key milestone.
* Coordinate with Release Manager and helped him working on his project updates, Risk Matrix, Project Dependency list and Inter DC’s Dependency list.
* Tracking project budget, resource allocation in Primavera. Also worked with Project Planners to develop sourcing document to set milestone for projects, estimate hours for resources and make sure PAR is set up in Primavera for each project to log time separately.
* Assisted team to remove impediments by having an understanding the control and release processes
* Coaching, Coach to Product Owners in creation and maintenance of Product Backlog and sprint backlog.
* Facilitated getting the work done without coercion, assigning, or dictating the work
* Tracked and effectively communicated team velocity and sprint/release progress to all affected teams.
* Worked with Visually impaired resource to test the communication for AODA and ADA effort.
* Analyzed processworkflow and updated usingMS Visio and MEGA advisor.
* Managed project risks, Issue, dependencies, Requirement Change Notification (RCN),Change requests, Project correspondence, Project communication and managed and maintain stakeholders.
* Facilitate, gather, Analyze, document client business requirement, and drive the functionalrequirements specifications, Non-functional requirements, business requirements, Technical requirements for the project development by conducting requirement gathering sessions and document in Testlink.
* Collaboratively working with Senior IT Business leaders, IT Project Manager, IT Data Architects, Senior IT project Manager, IT Program Manager, Program analyst to help develop and maintain the 5-year IT roadmap to enhance operations and create project charter and project plan
* Worked with SME’s, Application, Technical, Data and Design Architects to document Business Case Process, BDD-Business Decision Document, and ADD- Application Decision Document.
* Executed personal interviews, brainstorming sessions, JAD sessions and focus groups.
* Developed User story / stories, burn down charts, calculate velocity and completing the sprint in desired timelines. Lead and be part of daily scrum meetings. Maintained Spring Backlog and product backlog.
* Agile Coach for team members on Agile principles and providing general guidance on the methodology
* Continuously learned Agile techniques and Scrum techniques and shared findings with the team.
* Engaged with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization.
* Prepared detailed project specifications (including specific business objectives) for each of the project story / stories and sprints. This included data acquisition, mapping, and process control enhancements. It also included phases for priority work assignments for business associates (stakeholders).
* Managed critical customers and stakeholder relationship perform stakeholder management and manage business communication, issues, risks, resources, and vendors as needed.
* Managed and mentored multiple large onshore / offshore / virtual teams, including employees and vendors.
* Partnered with business, project management office (PMO) and other IT organizations, Analyzing and articulating business processes and developing negotiated solutions based on business intelligence (BI) metrics.
* Determined project estimates for development, quality assurance and implementation, including calendar timelines for each of the project sprints and the overall project.
* A liaison among stakeholders to understand the structure, policies, and operations of an organization, and to recommend solutions that enable the organization to achieve its desired goals.
* Generate daily, weekly, and monthly reports, flowcharts using IBM lotus notes tool and communicate them to the Team Leads, Managers, Sponsors and Directors the status for analysis purpose and progress.
* Coordinate with incident and problem management Work Groups (WG#) when there are unexpected issues and outages during planned implementations.
* Resolved conflicts between stakeholders and development on quality assurance including clarifying Program workflow and acceptable data elements and data values. This also included changes/ enhancements to project specifications by the stakeholders that needed to be incorporated into the current project or delayed until a final enhancement after the project was completed / implemented.
* Transition between agile approach and waterfall approach depending on project specifications.
* Help train teams to follow the rules of SCRUM and SAFe.
* Help and influence teams to meet their daily and iteration objectives and get to finish line collaboratively.
* Perform Risk and Issue Assessments/Analysis sessions throughout the life of the project and generate risk-based testing approach and test deliverables. Identify risks, maintain risk registers, and risk mitigation strategies.
* Create project road maps, plans, schedules, and work breakdown structure.
* Collaborated with the QA team to ensure adequate testing of software, maintained quality procedures, and ensured that appropriate documentation is in place.
* Facilitated the User Acceptance Testing (UAT) with System Administrators and Business Users, documented any issues or defects and eventually got sign off from the right parties.

**Environment:** AGILE-Scrum, Java J2EE, Lotus Notes, Windows Enterprise, Adobe Experience Manager (AEM), IBM-Business Process Manager (BPM), HP [Extreme](http://www.hpengage.com/products/exstream), Adobe LiveCycle ES, MS office, MEGA, SharePoint Test Link, Mega Advisor, Primavera, SQL Server, Win Runner, Load Runner HP Quality Center, HP Service Manager, ROVR and WAS 8.5.

**Price Waterhouse Coopers (PWC), Tampa, FL**

**Lead Business Analyst 12/2011 - 06/2012**

* Envoy R2 (MyEngage) is a cross Line of service (LoS) platform to be used by PwC practitioners and Service Delivery Centers (SDCs) to automate the workflow and share of information between client service teams and the delivery centres.
* Led offshore technical team that provided technical support related to dashboard development using IBM BPM Lombardi tool.
* Perform project planning, Project budgeting, hiring / recruiting new resources from identified vendors and conducting interviews, mentoring, created project schedules and supported delivery teams in the implementation of major legacy and Business applications. Managed onshore and offshore with team size of 35.
* Oversaw budget, maintained, and identified project stakeholder, project risks, project issues and project dependencies on other functional areas. Managed resource utilization of project team and resource burn metrics.
* Worked with business to define scope, requirements, and package software releases for production deployments. Responsible for Analyzing requirement and getting clarifications from on-site team and business. Responsible for defining the scope and implementing business rules of the project.
* Communicated requirements to technical personnel by constructing basic conceptual data and process models, including data dictionaries and volume estimates.
* Create invoices for the vendors and accounting team, participated in audit. Help account managers in negotiations with vendors,purchasing, procurements, negotiation with staffing companies.
* Managed and coordinated with multiple project teams to align resources with business priorities and dependencies. Maintained & prepared Statement of purpose (SOP) related to projects.
* Interfaced with user acceptance teams to triage, prioritize, and manage defects found during testing. Identified and resolved key performance issue with the project team.
* Performed reviews for the enhancements and update of project lessons learned document. Improved and support business activities as needed for the entire project lifecycle.
* Creating project correspondence which includes project metrics, forecast, for the leadership. Always keeping customer service as the top priority by keeping all the regulatory, legal, safety, standards, governance, and Protocols in mind.

**Environment:** IBM WebSphere Lombardi BPM, Rational Rose Enterprise, SQL, SQL Toad, SOAP UI, DB Management, MS Access, MS Office Suite, Lotus Notes, MS Visio

**AllScripts Healthcare, Boston, MA**

**Lead Functional Designer 09/2011 – 11/2011**

* Allscripts project Scope is to Develop and improve their existing Sunrise Financial Management (SFM) application. SFM will beadded to their applications. Main work involved upgrading to ICD10 Standards, creating new User interfaces, upgrading from Patient Financial manager (PFM) to SFM, Sunrise clinical manager (SCM), and AM etc.
* Responsible for Analyzing the Healthcare Industry trends and Impact analysis for readiness of ICD-10 conversion
* Prepared the Business Plan, Business Requirements, Functional Prototype (using Balsamic Mock-ups).
* Facilitate development of key dashboards by gathering requirements, performing inventory and data quality analysis, identifying, and recommending options for improving existing reporting solutions, and developing business requirement materials, including data visualization (wireframes).
* Created detailed requirements for the technical team from Business requirement documents (BRD), such as Functional Design. Identified the gaps in process flows and update them using MS Visio.
* Studied the AS-IS process of patient access functionalities in PFM and fit the same with upgraded features and abilities into SFM. Experience with creating statement of purpose (SOPs) and documentation for configuration for installation, implementation, development, use and maintenance of all development/configuration items
* Developed Extract Transform Load (ETL) logic to transfer data from systems to the data warehouse environment using the available ETL code and tool set for implementation.
* Worked closely with other Business analyst, Testers, Architects, Subject Matter Experts (SME), Project Managers, Functional Managers, Functional Designersto get in consensus with the common goal and made collective decisions on critical issues.
* Identifying the Security Risks in the application that being built and address them in the requirement document to avoid the security breaches.

**Environment:** Rational Rose Enterprise, MS Office Suite, Balsamic Mock-ups, Sunrise Financial Management (SFM), MS Project, MS Visio

**Shriram Transport Finance Company, Bhilai, India**

**Management Trainee 05/2008 – 06/2009**

* Responsible for planning, organizing,operational, software maintenance and manuals, Performing operation Audit and Internal Audit.Counsel various departments for the electronic data needs. Maintaining and managing data related with employee, customer’s records, Office Accounting and BRS (Bank Reconciliation Systems).Using authorized payment system and process customer mortgage payment of vehicle loan. Communicate, educate customers on lender loan requirements for obtaining mortgage, Commercial Vehicle Finance and Refinance.

**Area Of Expertise:**

Software Application Development Management| Project management | Program Management - Front-end and Backend Projects | Leadership, Collaboration and Empowerment | Strategic Planning | Problem Management | Service Management | Continuous Improvement | Lean Process Improvement | Cross-Functional Team Leadership | Business Case Development, Build/Buy/Partner, | Process Improvement Software | Development Life cycle (Waterfall & Agile) | Project Management Professional PMP | Agile Development| Scrum|Business Analysis | Joint Application development (JAD)| Requirements Gathering | Business/Functional requirements documentation| UML Methodology| User acceptance testing (UAT)| Personally Identifiable Information (PII)| Anti Money Laundering (AML) framework| Office of Foreign assets control (OFAC)|Anti-Fraud| New Business | Contact Centre / Call Centre (Verbal) Processing | Agency & Commissioning | Privacy, Data Security & Awareness | Health insurance portability and accountability act (HIPAA)| Protected Health information (PHI)| Non-public personal information (NPI) |California Consumer Privacy Act (CCPA)| Project engagement | aware of state projects

**Certifications:**

* PMP Certification - Project Management Professional | PMI
* Scrum Master Certification - Certified SCRUM Master CSM | Scrum Alliance
* Amazon Web Services Certified Cloud Practitioner course (AWS CCP)
* Certified Software Business Analyst
* Certified SIX SIGMA white & yellow belt
* Primavera P6 online course certificate
* HP ALM and Quality Centre online course

**Education:**

* Ferris State University (College of Business), Big Rapids, MI from master’s in management information systems (scholarship recipient) & Advanced studies in Management Tools and Techniques.
* Rajiv Gandhi Proudyogiki Vishwavidyalaya (RGPV) University, in Bhopal, India, bachelor’s in engineering - Electronics and Communication | Sports, Essay & Debate teams.