

Service Delivery Lead ◊ IT Product Manager ◊ Lead Business Analyst ◊ Agile / Scrum Methodologies Agile Framework | Transformation & Program Management | Product Ownership

Ability to Translate Complex Concepts for Audiences of All Levels and Technical Understanding

Accomplished IT Product manager, Lead Business Analyst & Scrum Master – armed with an analytical acumen in designing, implementing, and optimizing end-to-end technical solutions for transforming organization at an enterprise level. Chief Technological Advocate - deliver enterprise development projects, conduct business analysis, sprint planning, and build functionalities & features, in interaction with the client after assessing IT applications. Successful in understanding business and existing IT applications and designing a roadmap for further software development; product vision and requirements, mapping business requirements for process enhancements & translating these requirements into functional specifications.

IT Product Manager with an amalgamate experience in recommending robust product roadmaps, implementing high-quality code in an Agile Framework, test-driven development environment. Drives improvement in team delivery commitments & capacity planning for sprints through mapping & tracking hidden tasks that augments customer satisfaction.

SIGNATURE SKILLS

- Strategic IT Planning & Execution
- Change management
- Business, Technical & Process Solution Design
- Transformation Program Delivery
- Resource Management
- Business Intelligence
- Budgeting & Cost Control
- Project Leadership
- Enterprise-wide solutions
- Project Planning and Scheduling
- Negotiations
- Transition & Migration
- Business & Functional Analysis
- Team Leadership

AWARDS - 2022

- 2022 One Equifax awardee (Customer recognition)
- #1 Award of UST- "STELLAR Performer"
- UST - "SUPERSTAR"
- UST - "SHINING STAR"

Visa

- Subclass 482 - TSS visa for Australia_valid till 2026

NOTABLE ACCOMPLISHMENTS

Orchestrated high-profile IT projects and programs for F100 industry leaders like Kaiser Permanente and Equifax

Holds the merit of guiding and leading teams of up to 12 and managed multimillion-dollar budgets

Driving the data center migration project for Equifax while acting as a business analyst, scrum master, and change coordinator.

EDUCATION

MBA – Project Management | 2015
Sikkim Manipal University – Distance Program

BE – Electronics & Communication Engineering | 2011
Anna University
First class with Distinction

HSC
First class - 75%

SSLC
First class - 92%

CERTIFICATIONS

- Advanced - Certified Scrum Master (A-CSM)
- Certified Safe 5 Agilist
- Lean Six sigma certified
- Salesforce Admin Certified
- Project Management Professional Certification (PMP) - Expired
- PRINCE2 & CBAP Certification - Training-In-progress

CORE COMPETENCIES

- **IT Business Analysis:** Analyze the business domain, document its processes and systems, outline business requirements, and match a software business model with the software being built, while ensuring the team lives agile values/principles and follows the processes and practices that the team agreed they would use.
- **SCRUM/AGILE:** Facilitate daily scrum, sprint planning, sprint demo, and retrospective meeting, resolve conflicts by focusing on scrum values of openness, honesty, and respect. Forecast the number of deliverables possible in an iteration based on evidence; drive the adoption and enforcement of Scrum rules, remove impediments and foster self-management.
- **IT Product Management/Ownership:** Manage expectations of the product and conduct system analysis and design, build functionalities & features; acquire ownership of queries/complaints and turn them into innovative solutions from concept through to requirements, design, delivery, and engage stakeholders at all stages of the product life cycle.

- **Change management:** Responsible for monitoring and supervising changes to business processes and systems, technology, job roles, and structures within the organization and playing a crucial role in ensuring that the team embraces the change. And also ensure that change projects are implemented on time and within budget.
- **Team Management:** Recruit, mentor, and build teams to maximize productivity levels; impart continuous on the job training to the workforce for enhancing productivity & operational efficiencies via. knowledge enhancement/skill-building.

PROFESSIONAL NARRATIVE

UST, Sydney | Service Delivery Lead Aug 2023 - Till date

- Owning the production delivery of 37+ on prem and cloud applications.
- Articulating stakeholders metrics to the scrum teams and accurately reporting progress, risks, success and failures through say-do ratio, velocity, backlog health and value delivered for each release
- Drive and support the team by removing impediments and ensuring no delays in accomplishing sprint goals.
- Mentored and trained over 30+ Business Analysts
- Provide periodic status review reports to management and highlight the issues on time to the right forum that will affect the quality/delivery of the product.

Projects Handled:

Title: ANZ Data center migration project_Aug 2023 - Jan 2024

Description: IBM is shutting down their Data Centre. Due to this there is a need to migrate the application hosted on IBM DC which would not complete their transformation journey. This would impact the availability of all the application/product/services/datasets on the AS-IS Data Centre. The DC migration program would primarily focus on moving the application/services/datasets/products out of IBM DC to a future state DC.

UST, Trivandrum | Lead II Business Analyst/Scrum master May 2021- Aug 2023

- Transform the results of a business requirements analysis into specifications for technological outputs.
- Collaborating with a variety of stakeholders, including technical teams, project managers, and business users.
- Supervise a business analytic team supporting one large legacy transformation system with responsibilities including work allocation, budget and planning, performance evaluation and other duties as assigned
- Leading a team of BAs assigned to my product line to deliver the expected outputs.
- Immensely contribute to the sprint ceremonies and highlight dependencies constraints impact from a business standpoint.

Projects Handled:

Title: ANZ Consumer Transformation Program_May 2021 - Sep 2022

Description: The main aim of this project is to transform the business model from a credit bureau to a data and analytics company. As part of the program, we need to build new services, migrate legacy data and improve the customer experience by providing reliable and stable systems.

Technology Used: Angular 12 & Java, REST APIs
Database: CloudSQL, Firestore
Tools used: Jira, Confluence, Adobe XD, Lucidchart

PREVIOUS EXPERIENCE

Conde Nast India Pvt Ltd, Chennai | Associate Project Manager - Product operations Jan 2021 – May 2021

- Handled the team to build Obsidian - a cookie-less solution that uses AI-powered machine learning to reach high-intent audiences through a combination of content intelligence, audience models and audience interactions.
- Constant collaboration with release management and other scrum masters to synchronize cross-team dependencies.
- Supported the team in effort estimation and guided them to provide a long tail digital experience.
- Actively engaged with development teams and exceeded sprint deliveries by over 95%

SourceHOV India Pvt Ltd, Chennai | Assistant Manager - FP&A July 2016 – Dec 2020

- Hired by one of the leading global organizations, and delivers solutions on digital transformation and business optimisation, and data-driven innovation for all businesses.
- As a Product owner, conducted a detailed IT business analysis, outlining problems, opportunities and solutions for developing new products.
- Coordinated with FP&A team for data collection, tracking tech issues and design digital reports as per the customer requirements.

- Streamline end-to-end full cycle of IT projects (Finance department), right from scratch till its deployment, with a specific focus on Business Intelligence (BI) projects
- Organize and facilitate sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings
- Facilitate scrum ceremonies (grooming, sprint planning, retrospectives, daily stand-ups, etc.); enact change and continuous improvement increasing the productivity of Scrum teams
- Recruited resources and created a dynamic environment that fosters development opportunities and motivates high performance amongst team members

Project Handled:

Title: Contract Management Product

Description: The main aim of this project was to design an application that any business industry can use to manage the contract flow of its services. The budget was \$3M for enterprises to handle customer & vendor contracts.

Technology Used: AWS, REST APIs

Database: MongoDB

Tools used: Jira, Invision, Trello, MS Office, Goto Meeting

CSC Technologies India Private Limited, Chennai | Professional 1 Programmer Analyst

July 2011 – July 2016

Project Handled:

Title: ICD9 to ICD10 migration projects

Description: Worked as Performed Business Analyst and Developer for the ICD9 to ICD10 migration projects, developed as a highly secured platform and as a team. Migrated 18K mainframe programs from ICD9 to ICD10 with a budget allocated was \$10M within a scheduled timeline.

As a Mainframe Developer

Description: Upgraded the insurance data of the customer and worked with US clients to update the renewals and activation of insurance policies to patients as Mainframe Developer. Developed SAS programs that automated insurance policy approval flows and did production support whenever needed.

The technology used: COBOL, SAS, and DYL280 (Mainframes)

Tools used: WebEx, Remedy 7, MS office

ACADEMIC PROJECT

E-classroom with integrated e-board - Final year engineering project | Winner of 2011 Emerging projects