

First Name Last Name
City, State
Phone Number | Email Address | LinkedIn URL

PROFESSIONAL PROFILE

A Sr. Business Analyst, Engagement Manager, and Scrum master with proven history of successful product management. During 16+ years of experience, led several initiatives which directly improved productivity by following structured business analysis using globally recognized techniques to assess needs and design solutions to maximize value as outlined in BABOK®. As a trusted advisor, I provided technology consultation and maintained positive impact on clients. In product supports roles, I have improved processes to streamline operations and reduce cost. Coached team members by providing constructive feedback on their performance during frequent check-ins.

Areas of Expertise:

- Epics and User stories
- Marketing, Sales, CRM
- SAFe® and Scrum agile
- Operational Efficiency
- SQL, Power BI, API
- Cyber security, Audit, Compliance
- Analytics, Reporting, Tableau
- Jira, Azure DevOps
- Strategic vision and planning
- SAP, Microsoft, and Cloud

CERTIFICATIONS AND ADDITIONAL DATA

- Certified Scaled Agile Scaled Agile Framework SAFe® POPM.
- Certified Scaled Agile Scaled Agile Framework SAFe® Agilist.
- Certified Microsoft Azure Fundamentals AZ900.
- Practiced techniques from Business Analysis Body of Knowledge BABOK® published by IIBA®.
- Certified Scrum Master (CSM).
- Raised funds to the tune of \$25,000 for an Indian orphanage to support kids' basic needs.
- Served on Asian Business Group as co-chair on Deloitte's ABRG Nashville Inclusion chapter.

EXPERIENCE

'IT of the Future' Digital Workspace in Azure/Cloud

December 2019 to June 2020

Sr. Business Analyst / Engagement Manager

- Led a project to identify requirements to implement a workspace for IT professionals globally.
- Utilized interviews and surveys to gather requirements to reflect a day-in-a-life as IT professionals.
- Developed personas and user journeys to analyze user experience from multiple perspectives.
- Synthesized requirements into Epics, Features, and User stories.
- Responsible for reporting progress to engagement leadership and customers.

IT Due diligence for M&A

November 2018 to December 2019

Sr. Business Analyst / Scrum Master

- Documented disparate access requirements of users to be integrated through acquisitions.
- Standardized the integration process in shortest timeframe and cost to onboard onto DeloitteNet.
- Defined acceptance and evaluation criteria to assess multiple solutions and recommended a solution.

Digital Transformation

September 2015 to November 2018

Engagement Manager / Scrum Master

- Led global transformation project to re-platform Deloitte's intranet portal to fulfil a vision to move into Azure/Cloud for improved productivity.
- Guided strategic direction, operations, and maintenance for US firm's Intranet solution.
- Led scrum events: Daily scrum, Backlog grooming, Sprint planning, and Sprint review.
- Managed product backlog and owned requirements in Program Increment (PI) planning meetings.

- Responsible for project charters, SOW and estimating budget needs for delivering assigned projects.
- Prioritized requirements to determine relative importance to stakeholders.

Operations and Maintenance

September 2011- August 2015

Sr. Business Analyst / Product Owner

- Revamped operations resulting in >10% YoY cost reduction and improved process efficiencies.
- Developed tactical priorities to drive operations pipeline to ensure product issues are addressed within service level agreements.
- Prioritized requirements based on business need and set up review sessions with technical teams.
- Led scrum events- Scrum meetings, Backlog grooming, Sprint planning.
- Responsible and managed product backlog for a suite of products within the client's portfolio.

Alerts application

September 2011- June 2013

Business Analyst

- Elicited requirements to build an application to alert employees on crisis, app outages, and various communications.
- Recommended actions to increase solution value and sought stakeholder alignment.
- Leveraged interview, review, workshop techniques to communicate and align business analysis information.

Custom CRM OnDemand:

Business Analyst

July 2007 – September 2011

- Gathered requirements for a home-grown CRM system for sales representatives to enter pre-sales transactions.
- Managed stakeholder collaboration to encourage stakeholders to work towards a common goal.
- Responsible for quality, coordinated UAT sessions. Tracked defects through completion.
- Managed enhancement backlog and engaged tech teams to address user issues timely.
- Developed SQL scripts to generate ad-hoc reports based on business need and request.

Client Acceptance (Audit)

June 2006 – September 2007

Business Analyst

- Gathered requirements to implement client acceptance solution which enabled Audit practitioners to conduct acceptance process before approving a client or prospect.
- Conflict resolution, pricing consultation, risk review through review with practitioners and Industry leaders.

The Principal Consulting Inc. (Consulting)

May 2005 – June 2006

Product Owner/Business Analyst

- Led **world's largest Mobile Sales implementation** to allow entering pre-sales data through a thick client solution, which significantly improved productivity of over 6000 sales practitioners.
- Planned and executed campaign management, Contact and Client management processes.

Global Solutions, NJ (Consulting)

May 2004 – June 2005

Functional Analyst

- Responsible for configuring and capturing requirements for SAP middleware handle sales transactions.
- Troubleshoot issues in CRM and improved overall efficiency of various processes within the app.

EDUCATION

University Of North Carolina

NC, United States

Master of Science

May 2004

Kuvempu University

India

Bachelor of Science in Engineering

October 2001