**Naga J, PSM**

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**PROFESSIONAL SUMMARY**

* Creative and innovative thinker, team player with excellent communication and analytical skills, bringing energy, enthusiasm and leadership to problem resolution;
* Over 8years of IT industry experience working as a Scrum Master and Business System Analyst;
* Hands on experience in implementing Agile Practices at the Organization Level and at the Team Level
* Proficient in establishing Scrum Processes in the team, Training the Team and Product Owners and run the Scrums efficiently.
* Profound expertise in conducting Agile Ceremonies, Developing Scrum Plans and Burn Down Charts.
* Participated in several Scrum of Scrums and supported Chief Scrum Masters in facilitating the Larger Agile Initiatives using SAFe (Scalable Agile) Frameworks.
* Extensive experience in Requirements gathering using interviews, JAD sessions, BPMN/UML models; experience in documenting business and functional requirements (BRD, FRD); effective verbal and written communication skills;
* Strengths include big picture focus while developing strategic business solutions which can include:

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| * AS-IS/TO-BE process modeling and re-engineering; * Scrum and SAFe frameworks * Business process decomposition; | * Scrum of Scrums. * Sprint Planning, Daily Sprints, Reviews and Retrospective meetings * User stories, Burndown Charts; |

* Areas of Business Knowledge include:

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| * Financial –KYC – Know Your Client, AML – Anti Money Laundering; Master Data Management | * Healthcare – Pharmacy Discount Card Distribution/Processing; EHR / EMR; HIPAA 5010; EDI, Health Care Insurance Claims, PBM. |

* Relational database experience includes ORACLE, MS SQL SERVER; knowledge of Data Warehousing concepts, experience in designing and mapping ETL processes.
* Experienced in Data Analyses, Data Mapping using SQL and UML diagrams;
* Hands on experience in MDM, DWH, BI and AML Technologies.
* Successfully provided UI design using wire frames, mockups supplemented by functional requirements;
* Proficiency with Web CMS tools like Ektron & SharePoint.

**TOOLS**

Requirements – Excel, Word, Rational Requisite Pro;

Agile PM – JIRA, TFS, RallyDev

Project status – MS Project;

UML/BPMN models – Visio, Rational Rose;

Traceability – RallyDev, Excel;

Master Data Management – IBM InfoSphere MDM, IBM EAS

**WORK EXPERIENCE**

**NexGen Healthcare, GA - Lead Scrum BA July 2015 – Till date**

**Health Information Exchange - HL7 Infobutton Web Services:**

An Infobutton is a point-of-care information retrieval application that automatically generates and sends queries to electronic health information resources (e-resources) using patient data extracted from the electronic medical record and context information that is captured from the interaction between a clinical user and a clinical information system (e.g., user characteristics, patient demographics, task being performed by the user). Infobutton – WebServices was implemented to receive and respond to the Physician-Print Service requests and the Patient Portal Service requests using the HL7 Infobutton standards.

**Responsibilities:**

* Gathered requirements through a series of interview sessions and group meetings with the identified users and developers to design, build and release the Public facing Website.
* Conducted Joint Application Development (JAD) sessions with stakeholders throughout the Project to resolve open issues.
* Performed **HL7 standards** analysis and documented the enhancements to meet the end state requirements.
* Produced Visuals for the application using **Azure tool** and created Use Cases, State diagrams, Sequence Diagrams and Activity Diagrams.
* Developed **EPIC’s** from the **Themes** and Documented the **Product Backlog** for the release.
* Presented and Detailed Product Backlog Items to the Scrum Team in the **Sprint Planning Sessions** and assisted them in arriving at the **Story Points** for the **User Stories.**
* Reviewed **user Stories** and **Acceptance Criteria** with **the team**
* Assisted the Scrum Master in Creating and Managing the **Release Planning Documents** in the **VersionOne** and **Share Point** Repository.
* Assisted Scrum master in Developing the Task Sheet and **Burn down Charts**.
* Facilitated Demos of the software output of each Sprint and assisted Business in making Decisions on the release during the **Sprint Review Meetings.**
* Conducted **requirements Churns** between Sprints to update the product backlog.
* Conducted Analytics and Assessments to derive the **Team Velocity** based on the various Sprint Outputs.
* Designed HL7 mapping and UI document for the Website.
* Created UI mock ups and PoC’s for the Public facing user interface and the adverse event Reporting form.
* Extensively analyzed XML’s and documented business rules and Validations for XML documents.
* Worked closely with the Scrum Dev architects and Content Engineers for Design and Development of Infobutton WebServices.
* Worked with Scrum QA team to go over the various test scenarios for different types XML Elements and Data Fields in the WebServices.
* Created the UAT document and conducted the UAT testing and Smoke Testing for the Release.

**General Motors – OnStar Atlanta, GA – Scrum Master February 2013 - May 2015**

**Project 1: OnStar Remote Link Project**

OnStar Corporation is a subsidiary of [General Motors](https://en.wikipedia.org/wiki/General_Motors_Corporation) that provides subscription-based [communications](https://en.wikipedia.org/wiki/Telecommunication), in-vehicle security, hands-free calling, [turn-by-turn](https://en.wiktionary.org/wiki/turn-by-turn) navigation, and [remote diagnostics](https://en.wikipedia.org/wiki/Remote_diagnostics) systems throughout the [United States](https://en.wikipedia.org/wiki/United_States), [Canada](https://en.wikipedia.org/wiki/Canada), [China](https://en.wikipedia.org/wiki/China) and [Mexico](https://en.wikipedia.org/wiki/Mexico). The Project involved design and development of OnStar Enhancement requests for the OnStar Website.

**Project 2: OnStar Remote Link App**

The Project involved design and development of OnStar Remote Link App for IOS, Android, Blackberry and Windows Devices.

**Responsibilities:**

* Worked with the Product Owner to lay out the Product Backlog and Scrum Ceremonies
* Assisted Product Owner in putting the Scrum Team Together for the initiative.
* Conducted the Sprint Planning Meetings and Daily Scrums to ensure Progress of the Project.
* Collaborated with Scrum team to ensure smooth development and testing cycles for the tasks.
* Facilitated discussions between Business and PO; PO and Scrum Team for smooth transition of knowledge and requirements.
* Developed the Task Sheet and **Burn down Charts**.
* Participated in Web Content Management Sessions with Content Engineers and Clarified Requirements
* Assisted the Scrum Team in Devising the Tasks for Web Development and App Development
* Facilitated Demos of the software output of each Sprint and assisted Business in making Decisions on the release during the **Sprint Review Meetings.**
* Facilitated R**equirements Churns meetings** between Sprints to update the product backlog.

**Magnacare Rx, NYC – Scrum Master & Analyst April 2011 – December 2012**

**Project 1: Pure play Optimization rules station**

The project involved Modifying the Point of Sale application to ensure the removal of special drugs from being dispensed from pure play pharmacies and all retail pharmacies depending on the clients and the list of drugs.

**Project 2: AWP & AMP pricing system**

The Project was meant to allow AWP pricing for one client and a different price basis for another client, decided to Create a Pricing rule station within the existing application that would efficiently allow alternate methods of claims pricing based on client and NDC set-ups combined. The new system additions would allow client set ups to designate pricing options at the appropriate client level and would allow pricing options support varied pricing by service channel, drug type, and specific drug list.

**Responsibilities: -**

* Developed detailed work flow document and Process flow diagrams in the initial Analysis and supported the Product Owner.
* Gathered user requirements by interviewing focus groups and brainstorming with SMEs, Business users and Product Owners. Created targeted questionnaires for SMEs to refine requirements and translated into business rules
* Ensured that functional team understands requirements to implement the **Pure Play Optimization Rules Station.**
* Reviewed and revised a comprehensive list of **Retail and Pure Play Pharmacies,** to include them in the rules Station, with the help of the SME.
* Worked in coordination with the Legal standards department to incorporate mandatory and specific State laws, related to sale and distribution of Specialty drugs, in to the Rules Station.
* Conducted **Gap Analysis** to determine ways that allow **AWP pricing** for one client and a different price basis for another client.
* Facilitate Agile Planning Sessions and assumed the Scrum Master role for the agile initiative.
* Supported the Chief Scrum Master (Senior PM) in progressing with Scrum of Scrums and SAFe Frameworks
* Reviewed Team **Velocity** on a frequent basis and advised Scrum Team at various stages.
* Facilitated Sprint Planning and Sprint review meetings for Finalizing the Sprint Backlogs and Verifying the sprint outputs respectively
* Created **Release Tracking Document** in order to track the necessary changes.

**PDR Networks, NJ – Business Analyst November 2009 – March 2011**

**BUSINESS PROCESS REENGINEERING (BPR)**

BPR involves reengineering of the content workflow across various business processes and teams and development of a comprehensive Workflow Management System supported by Content Management System. The project also involved redefining various Business processes to suite the New Systems under development.

**Responsibilities:**

* Created Process Flow Document and designed high and low level **Process** / **Activity Diagrams** using **MS Visio.**
* Performed Workflow analysis and task Analysis for various operational teams in the company.
* Performed **GAP** analysis and Impact Analysis involving the current state and proposed state.
* Worked Closely with Application Architects and Business teams to converge on requirements for the New Workflow Management System and Content Management System.
* Assisted Business Analysts in development of the FRD and other relevant Documentation.
* Identified the key business processes to model by analyzing the requirements and modeling using MS Visio
* Worked in a team to develop use cases for their newly added application layout. I understood all the business processes related to newly added layout and designed **use cases** that helped Application developers to build application.
* Prepared **logical Data Models** that contain set of diagrams and supporting documents containing the essential business elements, detailed definitions, and descriptions of the relationships between the actors to analyze and document business data requirements.
* Participated in various sessions with Business to understand the business rules and to come up with naming conventions to standardize the data.
* Played a key role in the user acceptance testing **(UAT),** and implementation of system.

**Ernst & Young, GA – Employer: CMC India Ltd. July 2007 – August 2009**

**Offshore BA**

**Global Tax Solution Project**

EY is one of the world’s most globally coordinated tax practices, with network of 29,000 professionals in more than 140 countries dedicated to setting the standard for exceptional client service. The purpose of the project is developing a new web-based system where existing clients can order services, input the necessary information and receive finished work products. The financial and tax experts are enthusiastic about the service particularly because they spend 20-25% of their time working with clients to complete the current standardized but somewhat complex paper-based forms and performing error checking.

**Responsibilities:**

* Interacted closely with the Business users along with the administration and management to gather business requirements and analyze the functionalities to be incorporated into the system
* Participated in JAD sessions / conducted interviews for analyzing business requirements and reviewing them with business and technical teams
* Identified all necessary Business and System Use Cases from requirements, created UML diagrams, including **Use Case** Diagrams, **Activity** Diagrams and **Data Flow** Diagrams using MS Visio.
* Attended demo sessions to understand existing system functionalities
* Arranged interviews with all the stakeholders to review and understand the gathered business requirements
* Created and explained the Functional requirements to the Development Teams
* Conducted Demos and walkthroughs for Confirming Business requirements
* Developed UAT strategy, UAT Plan and facilitated UAT

Verified and validated all build or release related issues and resolved them through discussion with business analysts with users’ approval.

**EDUCATION**

Bachelors in Computer Sciences – March 2007

Certified "**Professional Scrum Master 1"** - 2016

ACP Agile Certified – Agile Professional – July 2007