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Business Analyst | Program Manager | PMO Analyst | Agile Delivery | Scrum Master

Phone: +91-xxxxxxxxxx
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LinkedIn: xxxxxxxxxxxxxxxxxxxxxxxxxxxx
Location: Bangalore, India

CAREER OBJECTIVE

Seeking challenging opportunities in Program Management, Business Analysis roles where I can leverage my expertise in Agile delivery, stakeholder engagement, and cross-functional collaboration. I aim to contribute to innovative, high-impact initiatives while continuing to grow as a strategic and adaptable leader in dynamic global environments.

PROFESSIONAL SUMMARY

Business Analyst & Program Management professional with 7+ years of cross-industry experience spanning Healthcare, Insurance, Manufacturing, and Pharma. Specializes in Agile delivery, requirement analysis, program governance, stakeholder communication, cross-functional coordination, UAT management, and process optimization. Demonstrated success in driving multi-market implementations, PMO reporting, dashboards, KPIs, release planning, change control, and digital transformation initiatives. Certified PSM | PSPO | SAFe Practitioner, with strong expertise in JIRA, Confluence, Salesforce Health Cloud, Power BI, SQL, and SDLC (Agile/Waterfall). Adept at enabling strategic execution and delivering measurable business value.

WORK EXPERIENCE

Xxxxxxxxxxxxxxxxxxxxxx Pvt Ltd, Bangalore
Senior Business Analyst | Mar 2025 – Present

- Manage end-to-end requirements lifecycle for Salesforce Health Cloud across international Payment Integrity programs, ensuring alignment with strategic objectives.
- Lead multi-project delivery using Agile + Waterfall methodologies, ensuring on-time delivery, scope adherence, and sprint progress visibility.
- Facilitate daily stand-ups, backlog refinement, sprint retrospectives, release readiness, and ensure JIRA hygiene.
- Lead User Acceptance Testing (UAT)—test planning, scenario building, execution, and business sign-off.
- Drive PMO governance, maintaining risk logs, change control registers, dependency trackers, and prioritization matrices.
- Build Power BI & Excel dashboards for KPI tracking, operational readiness, and leadership reporting.
- Conduct Quarterly Business Reviews (QBRs), presenting roadmap updates, risks, blockers, and business value delivery.
- Document SOPs, process flows, user guides, improving compliance, traceability, and audit readiness.

xxxxxxxxxxx Pvt. Ltd., Bangalore
Sr Business & Marketing Analyst | Nov 2023 – Mar 2025

- Led program execution for marketing and business operations, managing cross-functional teams across India.
- Designed and executed geo-targeted campaigns, improving lead generation and client conversion.
- Built client portfolios, driving retention through personalized solutions and data-driven decision-making.
- Conducted market analysis, consumer insights, and financial projections to support strategic planning.
- Created QBR decks, performance reports, and business dashboards for leadership.
- Improved operational workflows, optimizing cost efficiency and supplier management.
- Strengthened brand visibility through SEO, SEM, CRM analytics, and integrated outreach strategies.

Xxxxxxxxxxx Pvt Ltd, Bangalore
Business Analyst | Nov 2022 – Nov 2023

- Led web application BA activities, including requirement gathering, process mapping, UI/UX coordination, and stakeholder workshops.
- Facilitated Agile ceremonies—stand-ups, grooming, sprint reviews, and release planning.
- Improved sprint efficiency by optimizing backlog structure and risk mitigation plans.
- Ensured business–tech alignment through continuous collaboration with product owners, developers, and QA teams.

xxxxxx India Pvt. Ltd., Bangalore
Business Analyst | Aug 2018 – Oct 2022

- Delivered BA functions across insurance & healthcare transformation projects, driving requirement clarity and cross-functional alignment.
- Authored FRDs, BRDs, RTMs, SLAs, regression test suites, and user manuals for large-scale implementations.
- Developed custom JIRA dashboards, improving traceability and reporting accuracy.
- Conducted workshops, requirement validation sessions, and stakeholder reviews for complex business scenarios.

SELECTED PROJECTS

- **Salesforce Health Cloud – Payment Integrity**
  Requirement management, UAT planning, multi-market governance, KPI dashboard creation, change management.
- **Enterprise Web Application**
  Requirement elicitation, UI/UX coordination, sprint planning, release roadmap alignment.
- **Insurance & Healthcare Transformation**
  FRD/BRD creation, BDD acceptance criteria, JIRA optimization, stakeholder workshops.
- **Integrated Market Launch**
  Campaign analytics, SEO/SEM optimization, CRM-driven targeting, QBR reporting.

CORE COMPETENCIES

- **Business Analysis**: Requirements Gathering, BRD/FRD, User Stories, BDD, Process Mapping, Workflow Documentation, Use Cases
- **Program / Project Management**: PMO Governance, OKRs, KPIs, Sprint Planning, Scrum Ceremonies, RAID Management, Scope Management
- **Stakeholder & Client Management:** Cross-Functional Collaboration, Executive Reporting, QBRs, Communication, Prioritization
- **Agile Delivery**: Scrum, SAFe, Sprint Execution, Backlog Refinement, Release Management, Continuous Improvement
- **Testing & Quality**: UAT Planning, UAT Execution, Test Scenarios, Acceptance Criteria, Defect Tracking
- **Tools & Systems**: JIRA, Confluence, Salesforce Health Cloud, Power BI, MS Project, Visio, SQL (MySQL), Postman, Balsamiq, Lucidchart
- **Data & Reporting**: Dashboarding, KPI Tracking, Data Analysis, Governance Logs, Performance Metrics
- **Business Operations**: Change Control, SOPs, Risk & Issue Management, Compliance & Audit Readiness

EDUCATION

- **MBA (Marketing)**, **IIM Sambalpur**
- **B.E. in Computer Science**, R V College of Engineering, 2018

CERTIFICATIONS

- SAFe 6 Practitioner
- Professional Scrum Product Owner (PSPO)
- Professional Scrum Master (PSM)
- Market Research and Consumer Behavior – Coursera
- Google Project Management certification

ACHIEVEMENTS

- Enhanced project and program visibility through **dashboarding & KPI reporting**, improving leadership decision-making.
- Streamlined **governance processes**, improving change control and audit readiness.
- Strengthened stakeholder engagement through **structured QBRs** and transparent communication frameworks.
- Delivered **high-quality BA documentation**, ensuring compliance and reducing delivery risks.

PERSONAL DETAILS

- Date of Birth: 06-04-1995
- Languages: English, Hindi, Kannada

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