



## Profile

### Areas of expertise

- **Scrum and Kanban Framework**
- Client Relationship Management
- Team Management
- Manual Testing (Functional & Non Functional)
- Data Analysis (MS Excel)
- Healthcare Insurance

### Soft Skills

- Collaboration,
- Communication,
- Time management
- Agile planning,
- Meeting facilitation,

### Certifications

- SAFe 4.5
- Professional Scrum Master
- Certified ISTQB Foundation Level
- Professional Academy for Healthcare Management (PAHM)
- MS Office Excel Foundation Level
- Agile Essential (Internal)

### Organizations

- Optum Global Solutions 2015-2020
- United Health Group 2012 – 2015

- 8+ years of experience in US healthcare industry such as **Scrum Master**, Function Point Analyst, Test Engineer and Process Expert
- Facilitate Sprint Planning, Daily Scrums, Retrospectives & Stakeholder meetings
- Protect development team from outside distractions, impediments or team conflicts and maintain focus on product backlog
- Work closely with product owner in backlog refinement and continuous delivery of features.
- Educate and reinforce scrum methodology and agile framework to team members and stakeholders.
- Managed project scope to ensure delivery was compliant with scope commitment.
- Tracked and managed product backlog, burn-down metrics, velocity, and task breakdown.
- Gathered available documentation from the Application Development Repositories (ADRs) to conduct the function point analysis based on IFPUG rules
- Conduct calls with the Subject Matter Experts to gather and understand the requirements of the Project
- Strong experience in conducting User Acceptance Testing (UAT), designing and developing Test Cases and Test Plans.
- Understanding the Requirements and Functional Specifications of the application.
- Participated in identifying the Test scenarios and designing the Test cases.
- Good knowledge in Test case preparation, Test Plan reviews, Test case execution and Test reporting.
- Conducting brain storming sessions to bring new innovative ideas to enhance the process & other changes.
- Ability to work under deadlines, worked as an active team member and willingness to accept responsibilities.
- Experience in leading individual teams and on-boarding new associates into the team.
- Responsible for publishing daily performance reports for both internal and external teams along with quality & productivity details.
- Provide coaching and feedback to team members to enable them to improve their performance and focus on their career path and advancement within the organization.
- Is eager to take on more responsibilities and should be able to execute the ad hoc tasks.

### Academic Record

- Master of Computer Applications from Osmania University, Hyderabad – 201

### Project # ICUE (Integrated Clinical User Experience)

**Organization:** Optum Global Solution

**Role:** Scrum Master - ICUE

**Team Size:** 9

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**Personal Data:**

Gender: Male  
Nationality: Indian  
Marital Status: Paired

**Languages known:**

English, Hindi and Telugu

**Interests:**

Playing Cricket & Caroms

ICUE Powered by eSync is one web-based clinical platform that includes three core components and a variety of features and functions required to effectively deliver our service. It is used by UHG internal nurses, health advocates and wellness coaches to enable a consistent, intuitive, and flexible Integrated Clinical User Experience. Care Management, Disease Management, Complex Medical Conditions, Wellness Coaching, etc are Streamlining the user’s administration of care for the member to create one shared holistic view of the member across UHG. Member programs are initiated from member-oriented data received from eVisor or manually created member program referral. Program History provides the user with a complete listing of all member programs (active and inactive) for the member.

**Roles and Responsibilities**

- **Work closely with project owner in backlog management and continuous delivery of features.**
- **Educate and reinforce scrum methodology and agile framework to team members and stakeholders**
- **Proficiently organized and facilitate Sprint planning, Daily scrums, Sprint review, Retrospective, and release planning**
- **Collaborate closely with product owner in backlog refinement to keep product backlog relevant and prioritized, ensuring acceptance criteria are agreed upon and stories are ready to sizing**
- **Responsible for communicating project status to business stakeholders**
- **Educate and reinforce scrum methodology and agile framework to team members and stakeholders**
- **Facilitated release planning, sprint planning, and retrospectives and responsible for creating tasks in CA Agile.**
- **Coaching stake holders & Product Owner for maintenance and re/prioritizing the Product Backlog User stories for implementation based on user value and time**

**Project # (QNXT - Trizetto)**

**Organization:** Optum Global Solution  
**Role:** Scrum Master - QNXT - Trizetto  
**Team Size:** 8

**Project Details:** The Cognizant Trizetto @ QNXT solution is a comprehensive healthcare management and administration suite of software designed exclusively for payers. The QNXT solution serves multiple lines of business including commercial/Individual, consumer directed health, Medicare/Medicaid and Dental. QNXT complies with multiple healthcare and government requirements. The QNXT platform automates and streamlines critical business functions such as claims processing, Member enrollment, premium billing and customer services. The QNXT application user interface is organized into several functional portals, each including modules and utilities serving a particular business requirement.

**Roles and Responsibilities**

- **Proficiently organized and facilitate Sprint planning, Daily scrums, Sprint review, Retrospective, and release planning**
- **Collaborate closely with product owner in backlog refinement to keep product backlog relevant and prioritized, ensuring acceptance criteria are agreed upon and stories are ready to sizing**
- **Tracked and managed product backlog, burn-down metrics, velocity, and task breakdown.**
- **Assisted with prioritization and resolution of software defects**

**Achievements:**

- *Received star award for automating the process (configuration 2018)*
- *Received sustaining edge award for the quarter IV of 2012, quarter II of 2014 & quarter III of 2015*
- *Awarded as star performer of the process for 6 and 4 times in a calendar year (2013 & 2016)*

- **Built relationship with Product owner and other stake holders to facilitate team's interaction with them**
- **Coached Product Owners in creation and maintenance of Product Backlog**
- **Tracked and effectively communicated team velocity and sprint/release progress to all affected teams and management**
- **Worked with the Scrum Team and the Product Owner to negotiate the minimum viable product for delivery**

***Project # (Alere Health – Configuration Scrum Master)***

**Organization:** Optum Global Solution  
**Role:** Scrum Master - Configuration  
**Team Size:** 8

**Project Details:** Apollo is a totally integrated system that provides a single view of the participant across the full continuum of healthcare Alere offers in the web market. Apollo integrates Alere Disease Management, Case Management, Wellness and Women’s and Children’s Health solutions into a common process and technology system that centers on delivering the right care at the right time to each individual, at that teachable moment. The Distributed Configuration Platform (DCP) is built upon the Apollo Portal giving users the ability to configure major aspects of the portal in a distributed nature.

**Responsibilities:**

- **Enforced Kanban principles as a scrum master that resulted in reduction of Cycle time by 10% thus increasing team's velocity**
- **Enabled improvement in team delivery commitments and capacity planning for sprints by identifying & tracking hidden tasks that increased customer satisfaction**
- **Facilitated Release Planning, Sprint Planning, Backlog Grooming, and Retrospective meetings**
- **Removed team impediments on a daily basis to allow the team to deliver the sprint goals and deliverables**

***Project # Agile Portfolio Estimating Portal (APEP)***

**Organization:** Optum Global Solution (UHG)  
**Role:** Test Engineer  
**Team Size:** 9  
**Description**

It’s a web based application which is integrated with CA Agile Central (Rally). APEP will help project managers to generate and maintain project estimates for agile projects maintained in CA Agile Central. Project Managers can create different types of plans for a project with multiple combinations and permutations under APEP tool, and then they can choose best plan which best suites their project needs.

**Responsibilities –**

- Strong experience in the entire Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC) and specialized in validation.
- Propose improvements to current practices ensuring that approved enhancement is fully implemented and the repeated errors are eliminated
- Working with the Business Analyst onshore to resolve issues.
- Strong exposure in SDLC which are Waterfall and Testing Techniques.
- Conduct Internal Test Case Peer Reviews

- Thoroughly involved in different types of testing's like Smoke, GUI, Functional Testing, System Integration Testing, Re Testing, Regression Testing, and Browser Compatibility Testing.
- Responsibility involved in Peer Reviews (Manual Test scripts).
- Creation of High level design of test cases which will reciprocate the coding

#### ***Project # Function Point Center of Excellence (FPCoE)***

**Organization:** United Health Group

**Role:** Function Point Analyst

**Team Size:** 17

**Description:** This Project involved Developing the Estimation Process and in rolling out the IFPUG FP Sizing methodology in various applications across UHG. This includes sizing application baselines, project counts using which the project effort will be estimated with the help of SEER Tool. IFPUG Function Point Analysis and SEER based estimation

**Responsibilities:**

- Sizing the Project functional and non-functional requirements in terms of function points and SNAP Points at Solution, Design and Deployment phases of Project life cycle by conducting meetings with the project managers and subject matter experts to gather and understand the requirements of the project
- Work closely with developers and testers to ensure Technical Design Documents are translated into working Functional Requirement Documents. Understanding the requirements through software specification document and using test cases for functional analysis
- Conducting peer reviews for the completed count sessions for better accuracy.
- Updating function points in FP Tracking Database and share with Application team.  
Responsible for initiating and implementing Continuous Process Improvement strategies to improve the productivity of team.

#### ***Project # Function Point Counter Management System (FPCMS)***

**Organization:** United Health Group

**Role:** Test Engineer

**Team Size:** 5

**Description:** - FPCMS is Web based application where function point counters can manage and track their work. The system sends automatic alerts to counters whenever there is any change in their work

**Responsibilities:**

- Understanding the business requirements from Rally.
- Designing test cases and test data documents using the requirement documents.
- Defects were tracked, reviewed, analyzed, compared and get them fixed in rally
- Attend daily status calls and daily status meetings.
- Preparing test data as per requirement.
- Interfacing with the offshore/Client teams
- Creation of detailed test cases by understanding the end user requirements for manual testing

### ***United Health Group – Process Expert (SME & QA)***

**Organization:** United Health Group

**Role:** SME & QA (Process Expert)

**Team Size:** 30

- Promoted as Internal & External Quality Analyst in OPTUM Health Care solutions
- Team player who always supported the team and business as and when required
- Handled additional responsibilities of MIS
- Had been the backup of most of the SME & Managers tasks

#### **Roles and Responsibilities:**

- Member have to attend the screening or health tests and have to submits on certain departments, basis
- Investigation on why the member form and file were valid, duplicate or reject
- Conducting process trainings for two different businesses (MD forms & Offline files)
- Mentor new and existing processors to meet client requirements such as quality & productivity metrics.
- Review the completed transactions and rectify the errors to meet quality scores & share the feedback to the processors if any errors found.
- Ensuring outlier improvement on both people & error types basis on month on month performance
- Conducting Refreshers & Error review sessions to ensure team follow all the process updates and all will be on same page.
- Developed training aids such as training handbooks, job aids etc.
- Assist new hires such that they are productive on the floor in the shortest possible time frame
- Provide inputs to Leadership on process gaps that exist.
- Send confirmation details to member on a daily basis
- MIS support: Offline files client audit report, Inventory reports, Team metric reports, Job aids updating, Internal Quality audits, floor support, training new hires, special project and ad hoc tasks given by onshore

#### ***Professional Competencies***

- Team approach to meet challenges.
- Aiming at excellence in work through self-motivation.
- Good communication, self-motivated and team player.

#### ***Personal Strength***

Positive thinking, hard working with dedication and involvement