

## Kapil Geed

17-Jeevan Kala Society near Vejalpur Police Chowky, Ahmedabad (Gujarat) 380051  
Cell: 9893612767, 7201999709; Email: [kapil.geed09@gmail.com](mailto:kapil.geed09@gmail.com)

### Technical Business Analysis| Product Analyst| Scrum Master | Project Management

Dynamic and accomplished professional with independent and decisive mind set and having **more than 5.7 years** of experience in Information Technology & Services like **Financial IT, Credit Analytics/Risk Assessments, Credit Ratings and US healthcare Services(IT)** industry including various roles like **Product owner, Business Analysis, Scrum Master, Project Management, UAT testing, L3 support and Product Management.**

#### Objective:

To contribute in a professionally driven environment where I can apply my Domain knowledge, Technical, Analytical and communication skills to grow, while fulfilling organizational goals.

#### Professional Synopsis:

- Experience in implementing strategic project targets to integrate **Credit Analytics, Credit Risk Solutions and US Healthcare services**. Responsible for Stories Development for CA, Product feature design & product Launch, Process Re-engineering that yield significant and sustainable corporate and client benefit.
- Experience on designing product mock-ups, Data flow design with its architecture which suits best to the functionality.
- Experienced in DEVOPS culture and working in a DEVOPS environment with the release engineering team and having hands on experience with **Jenkins**.
- Experience of Business Analysis in traditional **Waterfall Model** as well **Agile- Scrum/SAFe** Methodology.
- Experienced in SAFe (Scaled Agile Framework) and it's end to end process, ceremonies and handling Agile Release Train (ART) also having an exposure to implement lean at enterprise level using SAFe.
- Adept at preparing business requirements documents (**BRD's, FRD's and RTM**) defining project plans, writing system requirements and design specifications.
- Experienced in **Wireframing tools** like **Balsamiq/Axure** and **Lucid chart**.
- Experience in testing lifecycle, testing analysis and UAT before going the product live. Also Work with UAT and QA teams by reviewing **test Cases, BDDs and defect log** to ensure development meets the business requirements.
- Strong experience on **MSSQL and MYSQL** includes creating Triggers in order to track intermittent issues, monitoring all the DB logs, performing Periodic Backup, Restoration of DB and performance and query optimization techniques
- Defining the logic to Create and execute Stored procedures in MSSQL to retrieve static data and providing it to development team in order to implement it on the production as well test environments.
- Significant expertise on Credit Risk Analysis with all its comprised models (**Probability of Default, Credit Model, PD Model for Private Companies, Macros and Loss Given Default**).
- Significant exposure of Project Management and its aspects to maintain project health, state and status.
- Providing L2 & L3 support including monitoring and bug fixes.
- Elicitation of business requirement for the new introduced projects right from the **Discovery** phase till its completion.
- Analysing the **stakeholder analysis** before getting started with the project execution.
- Prioritizing all the requirements using **MOSCOW** rule.

#### Significant Achievements:

- Certified SAFe 5.0 Scrum Master from Scaled Agile Inc.
- Have worked on to remove the dependencies on the data layer to obtain the which saved time in waiting for data availability on other cross functional teams.
- Have worked with the team to implement DDOS prevention mechanism to prevent **DDOS attack** on the system and improving product efficiency and speed.
- Provided an idea for 24\*7 server availability as a part of High availability project so that the product should be available for the customer with its full capacity even when one of its hosting servers is not functioning.
- Have improved product support process by implementing queue-based approach for all the product support cases.
- Have brought some unique ideas to improve scrum process and making all of its ceremonies so integrative to make everyone vocal.
- Implemented some lean ideas to make the process stable, efficient, time boxed and business oriented to make the delivery on time.

## Professional Experience:

**S&P Global | Business Analyst | Project Management | Ahmedabad April 2019 – Till Date**

## Key Responsibilities:

- In Depth analysis of business as well as functional requirements shared by product managers/Clients and further splitting it down into EPICs followed by features and User stories using Dataflow and Mockups.
- Responsible for translating the product vision into clear plans and Serving as a liaison between the Stakeholders and Scrum team.
- Collaborate with project sponsors and other stakeholders to determine project scope and vision.
- Supporting Technology teams with day to day issues and prioritizing to ensure the planned delivery is on track.
- Maintaining Inline Projects throughout its Lifecycle starting from its sizing, execution and till the closure of the projects.
- Help complete templates, produce and proofread detailed documents and prepare and collate information obtained through risk and compliance assessments.
- Defining priorities on the CPPs along with the planned deliverables and resolving inter team dependencies in order to deliver the items smoothly.
- Driving all the scrum ceremonies and representing the team in SoS along with maintaining Proper and Healthy Agile Metrics.
- Defining solution architecture through schematic representation of business and function flow (Tools used - Excel, PowerPoint, and Tableau and Wireframing tools).
- Solution document preparation including roadmap definition for product enhancements.
- Defect review, prioritization and defining priorities of the defect and resolving impediments with proving solution to fix it.
- Maintaining Product as well as sprint backlog with product managers to create product as well as release roadmap.
- Conducting refinement, elicitation and Program Increment planning session on a regular basis with the technology (Development and QA Team), Solution Architects and Product Managers.
- Responsible for communication with other cross functional and offshore teams in order to mitigate the roadblocks and dependencies.
- Estimating all the future CPPs with the stipulating the time which will be taken by the technology team to deliver the MVPs.
- Assigning the roles and responsibilities for each of the tasks, milestone on project using **RACI chart**.
- Working closely with client/Product Support Team (L2/L3) to track the issues reported by customers.
- Team management for smooth transition and delivery of product for the stakeholders.
- Conducting the timely product demos with stockholders and Product managers.
- Research, reviews and analyze the effectiveness and efficiency of existing requirement-gathering processes and develop strategies for enhancing or further leveraging these processes.
- Create process models, specifications, diagrams and charts to provide direction to developers and/or the technology team.
- Creating Stored Procedures as and when needed in order to retrieve the data and providing to the technology team for further reference.
- Conducting and providing trainings sessions to the new joiners on respective domains owned by individual teams.

**eClinicalWorks India PVT. LTD. | System Analyst | Ahmedabad | June 2015 – April 2019**

## Key Profile:

- Joined as **Software Specialist (June 2015)** at eClinicalworks and was responsible for handling **L1/L2 support** tickets to resolve the customer issues.
- Transitioned to **System Analyst Role (Jan 2017)** based on performance and responsible to review and resolve critical code (**JAVA/JSP/Servlet**) issues and for global fixes, report them to development team.
- Also, as an extended role, perform DBA role on production environment.
- Along with above roles also work as QA to perform functional as well as Quality testing of software.
- Along with above roles also working as product analyst as a clinical analyst for EHR application and its integrated clinical modules.
- Also Worked as Fulltime Product Analyst/System Analyst for eClinicalWorks. Also worked to resolve the issues related **Database, Tomcat and Class Files**.
- Involved in requirements gathering and getting those groomed with the team.
- Was working as a module owner for one of the products and was the only point of contact for adding/making any new changes to that module.
- Along with Product Analyst and DBA also worked as QA to perform functional and QA Manual of EMR.

## Responsibilities:

- RCA (Root Cause Analysis) Investigation of Application Errors through:
  - Tomcat Logs (Jasper/Localhost / Catalina)
  - MYSQL DB Logs (Binary/Trace / Slow Logs)
  - JSP / Server Error Logs
  - Class files and Class Loader issues in various builds
  - JSP / Servlet Code review for specific functions
  - Network issues via Fiddler and Wireshark
- RCA (Root Cause Analysis) of Client PC issues through:
  - DLL /OCX issues via procmon (Process Monitor)
  - .EXE dependencies via Windows Registry Settings
- DB issues and fixes:
  - Periodic Backup and Restoration of DB
  - DDL & DML queries for data issues while DCL Queries for specific user access requirements
  - DB Corruption (Tables) and restoration
- QA involves validating latest release and patches in lower environment.
- Managing Clients and understanding the new requirements.
- Managing Product Backlog with timely managing all the items there in the backlog.
- Deciding priorities on the stories available in the backlog and tracking the end to end process in order to deliver it to the production environment.
- Applying patches/upgrades to maintain security level
- Find solutions to issues / queries related to unknown or new scenarios and Update the knowledge base portal
- Fixing the issue related with JSP and class files and varifying the same on other builds.
- Taking periodic backup and restoring the database on requirements.
- Perform manual functional and quality testing of the product.
- Find solutions to issues / queries related to unknown or new scenarios and Update the knowledge base

## Educational Details:

Qualification	Board /University	Percent /Grade	Year
B.E /B.Tech	R.G.P.V	7.29 CGPA	2015
12 <sup>th</sup> H.S.S	M.P. Board	80.2%	2011
10 <sup>th</sup> S.C.C	M.P. Board	81%	2009

## Technical Skills:

- Expertise: Business Analysis, Product Analysis, Project Management, Team Management, Agile Methodology, Scaled Agile Framework, Scrum/Kanban, Software Testing, User Acceptance Testing, US Healthcare, Technical Support and Product Management.
- Operating Systems: Windows OS – XP, 7/8/10 Administration
- Languages: Java (1.7), HTML, CSS, PHP
- Monitoring Tool : Job Scheduler Chorme, Fiddler, Wireshark
- Databases: MS SQL Server / MySQL
- Tools: Azure Devops, Jira, Tableau, Jenkins, Github

## Professional Certificates:

- Certified SAFe 5 Scrum Master (Cert ID: 68714476-0195)
- Certified Microsoft Technology Associate (SQL Database Fundamentals)
- Certified Microsoft Technology Associate (HTML, CSS Fundamentals)

## Personal Details:

<b>Father's Name</b>	Mr. Anant Geed
<b>Mother's Name</b>	Mrs. Anita Geed
<b>Date of Birth</b>	09-Dec-1993
<b>Hobbies</b>	Wildlife Photography, Football, Wildlife Conservation, Travelling
<b>Strengths</b>	Positive Attitude, Confident, Strong Leadership, Excellent written and oral communication skills and Critical Thinking skills
<b>Languages</b>	English, Hindi, Marathi and Gujarati
<b>Permanent Add.</b>	54, Juni Kasera Bakhal, Near Khajuri Bazar, Indore, (M.P.)

**Place: - Ahmedabad**

**Kapil Geed**