Nagendra Kumar Gangavarpu
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Highly motivated and solution-oriented Business **Analyst/Scrum Master** with very good technical analysis and agile skills. 15 years of proven track record in SDLC for the enhancement and development projects. Looking forward to work in a challenging business establishment where I can utilize my knowledge and skills for professional growth and contribute to achieve organizational goals

PROFILE SUMMARY

- Over 15+years of experience as a **Business System Analyst/SCRUM Master** in the Information Technology Industry.
- Experience as a Business **System Analyst/SCRUM Master/Salesforce QA/Functional Tester in Salesforce CRM, web applications, SAP R/3.**
- Experience on Salesforce **Sales/Service Cloud, Salesforce CPQ, Salesforce Marketing Cloud, Salesforce Vlocity**.
- Experienced and in-depth knowledge with different phases of System Development Life Cycle (SDLC) and methodologies such as Waterfall, Agile-Scrum and Waterfall-Scrum Hybrid.
- Involved in conducting different analysis like As-Is and To-Be Analysis, GAP Analysis, Feasibility Analysis, Impact Analysis and Risk Analysis.
- Actively conducted requirement-gathering sessions such as discovery sessions, one-on-one interviews, prototyping, brainstorming sessions, workshops, document-reviews, plan setup, plan configuration with Business Owners, Subject Matter Experts (SME's) and Business users.
- Well versed with creating and documenting Requirement Artifacts such as Business Requirement Document (BRD/HLD), Functional Requirement Document (FRD), user stories and communicate the requirements to all the various stakeholders involved in the project.
- As a **SCRUM Master**, facilitated all the **Scrum ceremonies (Planning Meeting, Daily SCRUM, Sprint Review Meeting, Sprint Retrospective Meeting, Product Backlog Refinement Meeting), Time-Boxing the events, maintained the artifacts like Product Burn down chart, Sprint Burn down chart, and Sprint Burn Up chart**.
- Experienced in creating the process flow/UI Design based on the user requirements.
- Mentored/handled scrum team of 10 resources to deliver quality product.
- Utilized Agile practices to help the team increase their velocity.
- Experience in conducting user training and helping business in product adoption.

Experience

Year	Company	Role
Jun 2022 – till date	Infosys Pvt ltd Bangalore	Lead Consultant
Mar 2007 – Jun 2022	IBM India Pvt. Ltd	Package Consultant

Skills

Skills	Clouds/Tools
Salesforce CRM	Sales Cloud, CPQ, Service Cloud, Einstein, Vlocity Omni Studio Developer
Technical	Salesforce Admin, APEX, SOQL/SOSL, AURA/LWC, Java Script, HTML
Tools	Jira, Rally, VSTS, Salesforce Data Loader, Salesforce Inspector

TRAININGS / CERTIFICATIONS

- Certified Scrum Master
- Salesforce Admin 201 Certified
- Salesforce App Builder Certified
- Salesforce CPQ Specialist
- Salesforce Omni Studio Developer

EDUCATION

Year	Examination	School/Institute	Average
Aug2002-June 2006	B.E. (Electronics and Telecommunications)	Technocrats Institute of Technology, Bhopal(M.P.)	71.2 %

Clients and Projects

Jun' 2022: till date   **Business Analyst/Scrum Master – Mould Masters US**

Roles and Responsibilities:

- Gathered requirements and prepared Requirement Specification by interviewing business users and SME's.
- Managing Product back log and conducting backlog refinement meetings.
- Map As-Is CRM process with Salesforce CRM and Identify the gaps.
- Preparing EPIC, Feature and User Stories
- Performing UAT and helping business team in understanding Salesforce Custom application.
- Helping Development and QA team in understanding the requirement.

Jan' 2022: Jun' 2022   **Business Analyst– Barclays Bank UK**

Roles and Responsibilities:

- Gathered requirements and prepared Requirement Specification by interviewing business users and SME's
- Performed GAP Analysis to check the compatibility of the existing system infrastructure.
- Preparing EPIC, Feature and User Stories
- Working closely with Product Owners and other stakeholder and prioritizing Business Requirements.
- Performing UAT and helping business team in understanding Salesforce Custom application.
- Helping Development and QA team in understanding the requirement.
- Preparing Process flow diagrams.

Jan' 2019: Dec' 2021   **Salesforce CPQ Business Analyst – Shell Oils UK**

Roles and Responsibilities:

- Map As-Is Quote process with Salesforce CPQ and Identify the gaps
- Build CPQ Quoting & Product configuration, pricing for Shell Oils – Commercial Lubes and Marine business line. Customer has a large family of product with many dependent components and were adding product at individual SKU level.
- Business had Quote Creation process built in .Net using SQL Stored Procedure and maintenance of application was expensive.
- Ask was to replace existing quote creation process with Salesforce CPQ.
- The ask was to improve the user experience, simplify the quoting process and help the sales team with guided selling and product configuration.
- Worked with business and created multiple product options and then built the selected configuration.
- Used the pricing rules to build the discounting logic and reduce the complexity of existing process.
- Used the Product rules to build the product selection/filter/validation logics which helps Account Managers in creating quote quickly.
- Worked on salesforce CPQ areas like – Product configuration, Pricing Methods, Discounting, Rules, MDQ, POT.
- Map the AS-IS quote process with the CPQ features and identify the gaps.
- Conducting user training and help in product adoption

May'15: Dec'17   **Salesforce Quality Analyst – Shell Oil UK**

Roles and Responsibilities:

- Understanding Technical and Functional requirements.
- Writing test cases based on User Stories
- Execute Test Cases and capture test results
- Prepare Test Status and share with stake holders
- Defect Management
- Performed Data Migration testing from SAP to Salesforce and SAP to Salesforce.

Jan'09: Apr'15   **Test Specialist – TD Bank Canada**

Roles and Responsibilities:

- Understanding Technical and Functional requirements.
- Writing test cases based on User Cases
- Execute Test Cases and capture test results
- Prepare Test Status and share with stake holders
- Defect Management
- Worked as onsite Co-Ordinator and helped offshore team in understanding requirements.

Mar'07: Dec'09   **IBM Internal Project**

Roles and Responsibilities:

- Joined as Graduate Hire and trained on Lotus Notes.
- Worked with IBM Internal operations team.
- Comparing system and manually prepared reports.