

RAHUL GUPTA

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Assistant Vice President-Tech Business System Associate Professional with 14 Years WorkExperience

- **Proven Expertise** in Business Consulting-Product Development • Project Management • Business and Functional Analysis • SDLC-Agile, Waterfall and Wave Development • Quality Assurance • Resource Management and Competency Development. • International work experience (6 Years in USA).
- ❖ Scrum Certified,Innovative and solutions focused IT professional,specializing in leading high-performing and multi-disciplinary teams from product development through product launches. Accustomed to managing multiple projects and priorities in fast-paced environments.Total experience of 14 Years in **Project Management** and **Product development**.
- ❖ Knowledge and experience with widely successful Agile techniques: **User Stories, ATDD, TDD, Continuous Integration, Continuous Testing, Pairing and Agile Games**.
- ❖ Experienced Scrum Master applying **Scrum principles, theory and practices**.
- ❖ Excellent Communication skills and knowledge of **servant leadership**, situational awareness, conflict resolution, and increasing transparency.
- ❖ Executed software projects for **BFSI, Credit Card and Insurance industry**.

Software Skills

- ❖ Processes:RationalUnifiedProcess,ITIL.V3,IBM-QMS(QualityManagementSystem),SDLC-Waterfall model/Wave model /Agile methodologies- XP/Lean/Scrum practices.
- ❖ Tools:Microsoft Visio, Microsoft Project Server ,MS Office, HP-ALM, Rational Unified Software,IBM Rational Team Concert, IBM Rational Requirements Composer,JIRA, Data Analytics With R software.

Professional Certifications

- ❖ Certificate in Robotic Process Automation Business Analyst and Developer from Ui Academy
- ❖ Certified Advanced Scrum Master
- ❖ Certified Scrum Master
- ❖ Certified Scrum Product Owner
- ❖ Certificate in Advanced Business Analytics Using R from Indian Institute of Technology,Hyderabad
- ❖ ITIL V3
- ❖ IBM Project Management (PM36 and PM54) and PM Lite.
- ❖ Guidewire Claim Center 7.0 –Functional Certification
- ❖ IBM Certified in Requirements and Use Case Management (Part 1 &Part 2)
- ❖ AINS 21-Property and Liability Insurance Principles.
- ❖ National Stock Exchange of India certified in Financial Markets.
- ❖ National Stock Exchange of India certified in Derivatives Market.

Educational Qualification

- ❖ **Master of Business Administration-(Information Technology) –DISTINCTION-2006**
Institute:Symbiosis International University, Pune, Maharashtra.
- ❖ **Bachelor of Engineering(Electronics and Instrumentation)-DISTINCTION-2003**
Institute: Karunya University, Coimbatore

Career Record

- ❖ Wells Fargo International Solutions Private Limited from January 2015 to Till date.
- ❖ IBM Global Services from October 2006 to January 2015. [Worked in USA for 6 Years \(March 2008 to Feb 2014\)](#)
- ❖ Photon InfoTech Private Limited from February 2006 to October 2006.
- ❖ ITC-Paperboards and Specialty Papers Limited from October 2003 to July 2004.

Professional Experience

❖ Wells Fargo International Solutions Private Limited – (January 2015 – Till date)

Assistant Vice President-Tech Business System Associate

Work Location : Hyderabad,India

Methodology : Agile

Role : Product development and Project Management

Products : Finance and HR Domain

Project Scope:

Wells Fargo is providing Business Consulting, application development and support to Wells Fargo Bank for Customer based applications.

Opportunity:

To develop products for Wells Fargo Bank customers and team members by eliminating manual processes, enhancing the risk management and decision making process.

Skills:

- Market (SWOT) analysis.
- Competitive analysis.
- Knowledge of software design and development (SDLC-Agile and Waterfall).
- Experience in Business Consulting,Product development ,Project Management and Customer experience roadmap principles

Contribution:

- Develop,own,communicate and set a long term vision and strategy for the product.
- Ensure execution of product strategy by identifying opportunities to sunset and/or design new product development and create business cases, strategies and methodologies to be presented to leadership team.
- Create, maintain, prioritize, and groom the Product Backlog according to business value and define Release and Sprint Goals and communicate continuously with the Scrum Team and Stakeholders to achieve realistic and attainable expectations for the Product Release.
- Establish and deploy robust requirement-gathering processes to define product requirements as well as build continuous feedback.
- Identify and define EPICs from a goal,write atomic user stories (URD's) from EPICs and acceptance criteria through working with stakeholders.Single point of contact for clarifications of requirements for development teams.
- Develop process flow diagrams, Mock UI (wire frames) using MS Office Suite(MS Visio) and iRise tool and contribute to feature release documentation.
- Evaluate proto-type samples with an eye for critical aesthetic points, partnering with Tech Design/Engineering in preparation for Design review.
- Accountable for scrum team deliverables and KPIs.Monitor and measure progress on user story delivery and sprint team velocity. Identify issues impacting the product line and recommend next steps/solutions.
- Track iteration's progress (day-to-day work), report impediments, risk logs, make sure iteration's commitment are fulfilled and point bottlenecks in the delivery process.
- Communicate,collaborate and strategize development with global offices –India and Phillipines by coordinating with key stakeholders throughout the full development cycle.
- Manage product dashboard and communication to leadership and internal teams.
- Conduct sprint retrospective after every implementation.

Program Management Specific:-Application Owner

- Application Owner for six applications with 20000+ Users.
- Establish clear plan of record commitment and and drive prioritization.
- Develop program indicators (Planning, Tracking,Execution,Risk mitigation,Communication and status updates) to manage program health including quality and timelines.
- Manage application role entitlements based on need to know and least privilege.
- Manage and setup application portal security (login attempts and lock out policies) and Data archival and Recovery settings (RTO and RPO).
- Represent the product in governance and investment decisions.

Result:

- Eliminate redundant applications in Finance and HR domain by developing products for Bank Customers and Team members.
- Developed report data acquisition process by eliminating manual data derivations and calculations managed in local files.

❖ IBM India Pvt Ltd – (October 2006 – January 2015)

Team Lead

Client : Nationwide Insurance Company and American Express

Work Location : Columbus,Ohio and Fort Lauderdale,Florida

Methodology : Agile and Waterfall

Role : Iteration Manager and Lead Business System Analyst,Test Coordinator-Business Line

Project Scope:

IBM is providing Business Consulting, application development and support to Nationwide Insurance to reduce costs and Improve Resource level flexibility to ZOOM project for implementing Proof of Insurance (POI) and Memorandum of Insurance (MOI) that is used by Customer Support Representatives at Help desk of Personal Lines Service Centers (PLSC).

Opportunity:

To enhance overall efficiency of Help Desk discipline across the enterprise and improve Cost savings with reduced call-Handling time and improve Customer retention.

Skills:

- Knowledge of software design and development (SDLC-Agile and Waterfall).
- Business Consulting –Project Management and Test Management

Contribution:

- Work with business partners/stakeholders to understand the business problem and propose/devise appropriateSolutions and develop Conceptual and logical Business models.
- Collaborate with product owners to elicit, analyze the business requirements, strategic Intent, Critical Success factor and Organizational Impact.
- Conduct Joint Application Development (JAD) workshops for the product owners to capture and document detailed business requirements in the form of user stories.
- Identify business rules and Review business object model to identify gaps/inconsistency.
- Translate User requirements and business process knowledge into business entities,relationships or classes.
- Asses and document AS-IS business process models to identify process gaps and define TO-BE business processes and document the BRD (Business Requirements Document) and FSD (Functional Specification Document).
- Facilitate business review sessions by using existing platform/systems and developed business object models and use case models.

- Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
- Perform Integration and User Acceptance Testing with Business Sponsors.
- Review Test Strategy, Test Plan and Test Conditions with the team.
- Execute tests according to established plans and scripts, documents and communicates results. Retest corrections to ensure problems are resolved
- **Agile Specific:-**
 - Define Product Backlog & Sprint Planning.
 - Creating & Managing Epics, User Stories, Tasks for sprint backlog
 - Conducting daily SCRUM as a SCRUM Master & resolving blockers for achieving daily target.
 - Conduct Sprint retrospective.

Result:

- Generated groundwork solution to address the Business problem and established cross-departmental, boundary-less Enterprise Demand Management Process
- The Call-Handling time of the CSR was reduced from existing 10 Min to 4 Min for any POI and MOI generation, resulting in cost savings and enhanced customer management.

❖ **Photon Infotech Private Limited (Feb 2006 – Oct 2006)- Assistant Project Manager**

- Manage projects of Small and Medium Enterprises.
- Involved in pre-sales and sales activities.

❖ **ITC Limited-PSPD Division (Oct 2003 – July 2004)-Trainee Engineer**

- Involved in IT department support activities.
- Manage accounts and payroll applications.