**SERAN MEGHA B**(682)-358-1222 | seranmegha14@gmail.com | linkedin.com/in/seranmegha/ | Miami, FL 33172

**SUMMARY**

Dedicated and results-driven Scrum Master and Product Owner with a strong background in project management, team leadership, and software development. Proven ability to foster collaboration and coach teams to deliver exceptional results. Skilled in identifying and resolving quality issues to ensure efficient project delivery. Seeking a dynamic position where I can leverage my expertise to drive teams and achieve organizational goals.

**EXPERIENCE**

**Lead Scrum Master/Product Owner** | NationsBenefits, Florida | Aug 2020 - Aug 2022

* Managed diverse projects, including FHIR- Healthcare data exchange, OTC mobile application, Virtual care development, PERS e-commerce application, and Healthy Foods portal.
* Translated business problem statements into actionable user stories and articulated product vision to development teams.
* Collaborated with stakeholders to develop Epics, User stories, etc., and prioritized them effectively.
* Led 15 teams through successful Agile transformations, guiding them from traditional project management to Agile methodologies.
* Investigated technology improvements and provided valuable recommendations to management.
* Organized Scrum-related meetings, including project planning, stand-ups, reviews, retrospectives, and release planning.
* Ensured adherence to project commitments and maintained clear visibility of team progress through Scrum artifacts.
* Utilized Microsoft Projects 2010 and MS Visio as Project Management tools and managed changes according to the change management plan.

**Scrum Master/Product Owner** | NationsBenefits, Florida | Jan 2019 - Aug 2020

* Guided Product teams in improving work processes and collaborated with stakeholders to develop and prioritize Epics and User Stories.
* Conducted walkthrough sessions with business, development, QA, and end-users to review requirements.
* Assisted in removing impediments and facilitated internal and external communication.
* Played a key role in transitioning the organization from Waterfall to Agile methodology.
* Tracked team velocity, sprint progress, and communicated updates to relevant teams and management.
* Acted as a Scrum Master on a data migration project, improving sprint velocity by 8 story points.

**Quality Analyst II** | NationsBenefits, Florida | Jan 2018 - Dec 2018

* Collaborated actively with developers and business stakeholders to clarify requirements and ensure testability, consistency, and completeness.
* Developed detailed test plans and created Requirements Traceability Matrix (RTM) and Production Readiness Checklist (PRC) documents.
* Conducted Gap Analysis and Feasibility Analysis for new functionality requirements.
* Documented web service APIs using Swagger and Postman and utilized complex SQL queries for source-to-target data mapping.
* Improved defect resolution time by 20% by collaborating with development teams and generating Test Case scenarios.

**Quality Analyst/Trainee Developer** | Hansai Technosoft Pvt Ltd, India | Jun 2016 – Dec 2017

* Created the Project Initiation Document (PID) for project planning and designed comprehensive testing plans.
* Demonstrated strong testing skills and provided demos to UAT testers and clients.
* Conducted knowledge-sharing sessions and participated in product reviews.
* Developed custom controls and user controls using C#.Net with Asp.Net, enabling reusability across web pages.
* Integrated shipping services with the existing system using Web Services and SOAP API.
* Developed and implemented quality standards and best practices.

**EDUCATION**

**Master of Science in Information Systems Business** Analytics | Florida International University, Miami, FL | Aug 2022 - Dec 2023

**Bachelor of Technology in Computer Science** | Andhra University, India | Aug 2012 - May 2016

**SKILLS**

SAFe Agile | Azure DevOps | Jira | Microsoft Office Suite | FIS | Data Analyst | Balsamiq | CRM | Release Management | Kanban | Change Management | HTML | Clarity PPM | Salesforce | Team Foundation Server (TFS) | Writing Stories | Backlog Management | CI/CD | SharePoint | ServiceNow | Whiteboard

**CERTIFICATIONS**

* Certified Scrum Master
* Certified Scrum Product Owner
* Lean Six Sigma Yellow Belt

**Open for relocation.**