

## **SUMMARY**

Hybrid IT leader with 10+ years of experience spanning product management, business analysis, software engineering, Agile delivery, and enterprise system modernization. Known for translating complex business needs into actionable requirements, improving delivery velocity, reducing defects, and leading cross-functional teams through high-impact digital transformations. Recognized for strong stakeholder management, rapid learning, and the ability to stabilize and scale mission-critical systems across pharmaceuticals, underwriting, commercial insurance, and claims platforms.

## **CORE COMPETENCIES**

Business Analysis | User Story Writing (Gherkin & Acceptance Criteria) | Agile (Scrum, Kanban) | HTML5 | CSS | JavaScript | Java | XML | SQL & Relational Databases | Guidewire | Duck Creek | API & Systems Integration | Azure DevOps | Splunk | Postman | Jira | Confluence | Sprint & Release Planning | Backlog Management | Continuous Improvement | Root Cause Analysis & Triage | Production Support & Incident Management | Product Road mapping | Feature Prioritization | Data-Driven Decision Making | KPI Definition & Success Metrics | Figma (Wireframing & Prototyping) | UX Design Collaboration | Cross-Functional Collaboration | Stakeholder Management | Coaching & Mentoring | Strategic Planning | Problem Solving | Critical Thinking

## **E X P E R I E N C E**

### **MANAGER, BUSINESS ANALYSIS – SOFTWARE PRODUCT ENGINEERING**

#### **Eli Lilly and Company | 2024 – Present**

Translate complex business needs into clear, actionable requirements that accelerate delivery and improve operational efficiency. Partner with Product Managers and UX Designers to shape roadmaps, define feature priorities, and ensure alignment between business strategy, user experience, and technical execution.

- Write detailed user stories and requirements for multiple product groups, ensuring alignment with engineering and product roadmaps.
- Improve requirement quality through structured analysis, clear acceptance criteria, and consistent documentation standards, reducing rework and ambiguity.
- Strengthen collaboration across engineering, UX, and business teams through refinement sessions, design reviews, and demos.
- Enhance team performance by optimizing agile processes, backlog readiness, and cross-team alignment, increasing sprint predictability.
- Standardize BA practices, templates, and requirement techniques to elevate organizational maturity.
- Drive continuous improvement using retrospectives, throughput metrics, cycle time, and quality indicators.

#### **PRODUCT MANAGER / INCIDENT LEAD**

#### **Capgemini – Client: Liberty Mutual Insurance | 2023 – 2024**

Led hybrid Agile team delivering underwriting features and Level 3 production support for multiple underwriting applications.

- Prioritized product and sprint backlogs using business value, impact, and urgency, improving transparency and delivery alignment.
- Led triage, impact assessment, and root-cause analysis for critical incidents ensured SLAs were met, and structural fixes were implemented.
- Managed incident communication with senior IT and business leadership, providing clear updates on impact and remediation.
- Coordinated onshore/offshore developers and QA teams to resolve high-severity issues and validate production fixes.
- Managed multiple releases and production validations under tight timelines with minimal business disruption.
- Improved team engagement with end users and business stakeholders through structured feedback loops.
- Leveraged DB2, Cloud Forge, Bamboo, Jira, Confluence, and Power BI for analysis, tracking, and reporting.

#### **MANAGER, SOFTWARE ENGINEERING**

##### **GEICO | 2020 – 2023**

Managed multiple production support and delivery teams for GEICO's Commercial Insurance Sales and Service systems. Owned planning, triage, and remediation for production defects and data issues, while also driving modernization efforts and vendor collaboration.

- Directed teams handling defects, bugs, and data issues ensured rapid triage and prioritization based on customer and business impact.
- Implemented Kanban and enhanced Scrum practices, achieving a 10% monthly reduction in production defects and improved team velocity.
- Developed repeatable processes for data fixes, compliance work, and remediation workflows with defined SLAs and signoffs.
- Managed vendor and contractor relationships; reviewed SLAs, performance metrics, and quality outputs; led quarterly assessments.
- Served as a primary escalation point for vendor-related issues, ensuring timely resolution and delivery quality.
- Led Agile teams on commercial insurance state rollouts, improving requirement intake, automation testing, and signoff processes.
- Oversaw multiple production releases, coordinating with internal and external teams to minimize risk.
- Earned the moniker "FAST & FURIOUS" for rapid issue resolution and cross-team alignment.
- Coached engineers, analysts, and QA staff on delivery, communication, and career development.

#### **LEAD TECHNICAL SYSTEMS ANALYST**

##### **GEICO | 2019 – 2020**

Led analysis and requirements for Personal Auto Insurance systems, focusing on state rollouts, coverage functionality, and conversion from legacy to modern platforms.

- Directed 5–7 analysts across two Scrum teams; drove detailed analysis, data mapping, and requirements for coverage features.
- Streamlined enhancement and change request processes, improving clarity and delivery timelines.
- Formed and led a specialized tiger team to resolve coverage-related production issues, reducing customer impact.
- Managed large-scale conversion project; coordinated 7–10 scrum teams to maximize daily policy conversions.
- Built and monitored Splunk dashboards to track conversion errors and prioritize urgent issues.
- Maintained strong relationships with business stakeholders, secured signoffs, and provided daily updates to senior executives.
- Mentored 7–10 analysts; several promoted due to improved performance and visibility.
- Recognized as “Ganesh-conversion master” for leading final conversion of legacy policies.

#### **SR. TECHNICAL SYSTEMS ANALYST II**

Supported the launch and maturation of GEICO’s Indianapolis Center of Excellence (CoE) and played a key role in SAFe Agile implementation, commercial auto modernization, and Sales API initiatives.

#### **GEICO | 2018 – 2019**

- Served as Agile coach, mentored Scrum Masters and created Confluence documentation for SAFe processes.
- Partnered with engineering managers to form 7–10 new Scrum teams; interviewed, onboarded, and mentored interns and junior analysts.
- Led analysis for Commercial Auto Sales Reimagined and Sales API projects; decomposed epics into features and user stories.
- Orchestrated testing strategies with QA including regression, manual, and automation planning.
- Analyzed legacy commercial systems and quickly learned Duck Creek to support modernization.
- Acted as SME for microservices enhancements in auto sales.
- Earned IT Associate of the Quarter for impact on delivery and Agile team formation.

#### **SR. TECHNICAL SYSTEMS ANALYST I**

#### **GEICO | 2016 – 2018**

Supported Digital Claims (ATLAS – Guidewire) initiatives and related ISO integration, focusing on requirements, UAT, and production readiness to support the end users.

- Created detailed flow charts mapping UI elements to backend integrations.
- Refined complex epics into actionable features and user stories; supported developers after hours to meet acceptance criteria.
- Conducted UAT, defect analysis, and prioritization with business stakeholders.
- Built and maintained regression test suites with Automation QA.
- Acted as liaison between business and IT during UAT; communicated impacts clearly.
- Authored and delivered training to 100+ pilot users and supervisors.
- Participated in MOB programming to implement UI enhancements and reusable templates.

#### **TECHNICAL SYSTEMS ANALYST III / PRODUCT OWNER / SCRUM MASTER**

Held multiple roles within the Claim System (ATLAS – Guidewire) organization, gaining experience as a Software Engineer, Scrum Master, Product Owner, and Technical Analyst.

#### **GEICO | 2014 – 2016**

- Served as Product Owner; prepared backlogs 2–3 sprints ahead to ensure continuous delivery.
- Led Agile transformation; first Scrum Master to run Agile pilot team; partnered with Agile coaches to measure improvements over Waterfall.
- Created Confluence documentation for Agile processes and ceremonies.
- Instituted Kanban process for production defect resolution.
- Troubleshoot production issues using Splunk, Java/GoSu, and SQL.
- Implemented GUI enhancements in Guidewire Studio.
- Earned STAR employee award and contributed to Corporate Quality Award for automatic bill payment implementation.

#### **SOFTWARE ENGINEER II / III**

#### **GEICO | 2014 – 2015**

Joined GEICO as a Software Engineer working on Claim System ATLAS – First Party Medical.

- Completed Guidewire boot camps; earned Claim Center Functional & Technical certifications.
- Developed and debugged GoSu/Java code; implemented UI enhancements and fixed defects.
- Analyzed Splunk logs to identify root causes; executed SQL queries for validation.
- Participated in peer code reviews and integration work with ContactManager and web services.

#### **EDUCATION**

##### **MS, Information Technology Management – Campbellsville University | 2021 - 2023**

Core coursework: Management Information Systems, Team Management, Project Management, Negotiation & Conflict Management, Information Systems Security, Information Systems Infrastructure, Current & Emerging Technology, Disaster Recovery Planning, Cyberlaw, ITM Capstone.

##### **BS, Information Systems & Operations Management – George Mason University | 2010 - 2014**

Core coursework: Java Programming, IT Problem Solving, E-Commerce Business System Development (ASP.NET/C#), System Analysis & Design, Database Management Systems, Software & Data Quality Management, Management of Technology Projects, Introduction to IT, Computer Hardware & Fundamentals, Business Information Systems.

#### **CERTIFICATIONS**

CSPO - Certified Scrum Product Owner | SM - SAFe Scrum Master (4.5) | Jira Atlassian Introductions (Simplilearn) | Artificial Intelligence Fundamentals (IBM) | Microsoft Azure Fundamentals (AZ-900) | Microsoft Data Fundamentals (DP-900) | Lean Six Sigma Yellow Belt | Guidewire Claim Center Functional, Configuration & Technical Certifications.