



Rachana Agrawal
Project Manager/Scrum master/ Lead PMO
(Ex -Morgan Stanley| MIM –ESCP Europe |PSM-I| PSPO-I)

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Certifications

- Professional Scrum Product Owner (PSPO-I)
- Professional Scrum Master (PSM- I)
- SAFe 6 Agilist Certified
- Azure Fundamental Certified (AZ-900)

Achievements

- Outstanding Delivery Recognized by Morgan Stanley for outstanding delivery in 2020 and 2021
- Champion of Giving back EnC award 2022 in Morgan Stanley
- IST award for giving back 2022
- Global Tech award of Giving back 2022
- Firm Value Award 2020-Philanthropy
- Full scholarship dual degree program from ESCP Europe

Product / Functional Skill

- Product Discovery
- Product Roadmap
- Requirement Gathering
- Business Analysis
- Backlog Management
- User Journey
- Problem solving Workshops
- Planning and prioritization
- Business Process Flow

Profile Summary

- An ambitious professional with **14+ years** of experience as **Lead Scrum Master/ Agile Project Manager /Lead PMO/ Product Owner** in creating **Digital products for Investment Banking/ Wealth Management/ Financial services/ Asset Management.** Skilled in building and **managing relationships with clients and Internal Stakeholders** thereby working with them for achieving **Product strategic objectives & goals.**
- Hands-on experience in consulting practice with proven skills in preparing **product roadmap, managing product backlog, defining functional specifications, product/sprint goals** and **managing cross functional scrum teams and delivery.**
- Product enthusiast with **strong analytical, problem solving,** organizational capabilities and worked across onshore as well as offshore teams, providing exposure to diverse working cultures.
- International work experience in **Middle east, South East Asia and Europe.**
- Lead high productive teams of 25+ member in **Morgan Stanley and The Family Office Company** in middle east for developing Digital products.

Professional Experience

Jun'23 to Nov'23

Sr. Project Manager / Lead Scrum Master
The Family Office Company (B.S.C.), Bahrain

- Leading teams in implementation of Banking Digital Products to manage HNI wealth from product ideation till launch initiatives.
- Defining product strategies, **OKR's, KPI's, Roadmap, Product Backlog, Prioritization framework** to solve business-product prioritization complexity
- Engaging with various stakeholders viz Digital Risk, Legal, Compliance, Security, Fraud to support effective **solution designing & mitigate risk** by addressing NFR's.
- Active involvement with Product & Scrum team members to generate ideas, lead **discovery session, backlog refinement, epic and user story creation** with detailed acceptance criteria using Behavior Driven Development.
- Actively learning from **Insights driven Analysis** to drive the requirement & achieve better analysis outcome
- Tracking **costing and budgeting** of the products, Resource management in the departments and **vendor management.**

Feb'17 – May'23

Project Manager (Proxy Product Owner)
Morgan Stanley, Mumbai

- Led Migration Programs to move 85+ consumers from Mainframe to Distributed environment to avoid the technological risk and enhancing better performance.
- Successfully led an initiative to introduce Scrum to the team of 25 Members.

Project Management Skills

- Agile Framework – Scrum, Kanban, Scaled Frameworks -SAFe, Spotify
 - Stakeholder Management
 - Costing and Budgeting
 - Risk Management
 - Resource Management
 - Vendor Management
 - OKRs and KPIs
 - Timeline Management
 - User story, Epic, Task
- Coached and mentored other team members for Scrum ceremonies and educated product owners in Agile which resulted in Customer satisfaction on Agile-led projects increased by 15% in the first six months, benchmarked against non-Agile projects.
 - Key contributor in Morgan Stanley - CDRS **Agile Fleet transformation** journey
 - Closely worked with Senior management and delivery teams to help them adopt an agile delivery mindset. Successfully transformed multiple teams from traditional delivery approach to Agile delivery.
 - Empowering teams by guiding and educating them on Agile practices like – scrum ceremonies, Kanban, limiting work-in progress, Paired programming, CI/CD, test derive development
 - Defining the scrum master and PO role for the fleet and empowering scrum masters
 - Coaching and mentoring new budding POs and SMs
 - Defining agile maturity survey and conducting surveys to define fleet maturity.

Tools & Software

- JIRA / VISIO
- Postman
- Microsoft Office
- Azure DevOps
- Mainframe Adabase file, Cobol and Natural programming

Academic Profile

- MIM – ESCP, Paris 2012
- MBA- AIT Bangkok 2012
- MCA -Banasthali Vidyapith, Jaipur 2004

Apr'14 – Jan'17

Sabbatical break for Childcare

Oct'13 – Mar'14

Business Analyst

Allianz Global Assistance, Paris

- Lead Ops initiatives at global level across multiple Subsidiary by defining best practices and sharing **target-operating processes**. Conducted business requirements analysis with SME's using stakeholder interviews and focus groups to define scope. Established stakeholder registry, performed gap analysis and presented business cases to sponsoring partners.

Mar'13 – Oct'13

Market Research Analyst

GDF Suez, Paris

- Led market research program focusing on Indian energy sector, key player and their strategy, challenges and opportunities and presented recommendation on GDF Market Entrance Strategy to Indian Market to the management.

Sep'09 to Jun'10

Senior Business Analyst

Tech Mahindra, Mumbai

- Siebel CRM implementation project for a Telecom client. Analyzing the requirements, providing UAT training to the client.

Feb'07 to Sep'09

Escalation Engineer

Oracle, Bangalore

- Managed SLAs for Siebel CRM customers by understanding their needs, converting them into advance change request (ACR's) and new product version.

Feb'06 to Feb'07

Business Analyst

Birlasoft, Noida

- Identified and implemented the business requirements for telecom client.