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**RAVI PRAKASH**

**PROFESSIONAL SUMMARY**

Certified Scrum Product Owner® (CSPO®) and seasoned product management professional with extensive IT industry experience, specializing in diverse software development roles across domains including Healthcare and Clinical Trials. Results-driven leader with a proven record of managing technology and business projects, consistently delivering optimal outcomes for stakeholders. Skilled in motivating teams with situational awareness, negotiating effectively in challenging, resource-constrained environments, and maintaining composure and decisiveness during crises. Recognized for efficiently resolving issues and removing roadblocks, tailoring communication to diverse audiences to ensure alignment, and enhancing testing efficiency to reduce time-to-market while maintaining high software quality. Experienced in designing and delivering solutions leveraging Robotic Process Automation (RPA) tools.

**CORE COMPETENCIES**

* Extensive working knowledge and hands-on experience in multiple roles, including Sr. Business Analyst, QA Automation Professional, Onsite Coordinator, Scrum Master, and Testing Engineer, with a strong focus on delivering products using the Scrum framework.
* Domain expertise spanning Healthcare, Insurance, Finance, Retail, Education, Training, Green Energy, Blockchain/Smart Contracts, and Analytics, with significant involvement in multiple Healthcare and Clinical Research projects, including testing EDI transactions.
* Solid understanding of the clinical trial lifecycle and GAMP-5 V-Model; proficient in Section 508 Standards, IQ/OQ/PQ protocols, and 21 CFR Part 11 compliance.
* Consistently delivered ROI-driven results by applying key Agile practices such as PI Planning, Customer Centricity, Develop on Cadence, Release on Demand, and building Continuous Delivery Pipelines with DevOps.
* Working knowledge of SAFe® Software Application Development; collaborated with multiple cross-functional Agile teams to align execution with Strategic Themes and Lean Portfolio Management.
* As Product Owner/Sr. Business Analyst, applied various prioritization methods, planned releases, tracked progress, estimated business value, led sprint review meetings, and actively participated in sprint planning.
* As a SAFe® Practitioner, worked with Agile teams to deliver value to Agile Release Trains (ART), aligning with program-level goals, coordinating portfolio epics with governance requirements, and maintaining portfolio vision aligned to enterprise strategy.
* As QA Automation Engineer and Lead, developed automation test suites, led offshore teams, and conducted extensive API testing.
* Familiar with DevOps practices aimed at improving value flow through the Continuous Delivery Pipeline; experienced in FedRAMP implementation.
* Experienced in designing and delivering RPA (Robotic Process Automation) solutions using UiPath and Microsoft Power Automate.
* Strong background in performance optimization and conducting comprehensive User Acceptance Testing (UAT).

**PROFESSIONAL EXPERIENCE**

# Business Analyst (Digital Infuzion LLC, MD ) Apr 2024 – Present

* Led requirements elicitation for the Clinical Research Management System (CRMS), collaborating with stakeholders, Product Owner, and development teams to ensure alignment with clinical research program needs.
* Designed workflows, wireframes, and documentation; facilitated communication between business and technical teams; and supported software validation through test script development and review.
* Applied expertise in software quality assurance and compliance, ensuring adherence to CMMI, GAMP, Section 508, FDA 21 CFR Part 11, and Good Clinical Practice regulations for clinical trial systems.

# Product Owner/ Sr. Business Analyst (Worley, Aus) Jan 2023 – Sep 2023

* Led stakeholder engagement and executive communications, translating high-level business needs into detailed requirements and proposing viable digital solutions.
* Delivered projects in Green Hydrogen Transportation, Blockchain for Energy, Net Zero (Scope 1–3), and Risk Management applications, driving system enhancements and new solution development.

# Product Owner/ Sr. QA Analyst (Assurant, NY) Mar 2022 – Dec 2022

* Led the migration of the Order Management System from a BizTalk-based solution to an Azure cloud platform, improving performance, ensuring high availability, and securely moving all on-premises data sources to the cloud.
* Collaborated with business leaders on solution design, streamlined processes based on system analysis, and conducted extensive API testing (Postman, SoapUI) for new and legacy integrations, including automation for regression testing.

# Sr. Business Analyst (Emphasys Software, FL) Apr 2021 – Mar 2022

* Gathered and managed stakeholder and functional requirements to modernize legacy applications into web-based systems, collaborating with executives to define strategies, prioritize needs, and oversee holistic solution implementation.
* Created technical and system design documents, guided optimal use case and database design, and automated manual processes by identifying inefficiencies and proposing innovative solutions.

# Business Analyst (Fitch Ratings, NY) Oct 2018 – Mar 2021

* Managed stakeholders across geographies, gathered business requirements using various elicitation techniques, analyzed existing systems, and mapped business processes to address pain points and user expectations.
* Ensured project deliverables aligned with business needs and facilitated Agile ceremonies, including sprint planning, daily stand-ups, reviews, and retrospectives.

# Offshore Lead QA (Digital Infuzion, MD) Aug 2016 – Sep 2018

* Led offshore QA for Biosurveillance application enhancements, producing traceability matrices, improving processes, managing defect triage, and ensuring high-quality, on-time releases.
* Automated smoke tests with Selenium WebDriver and performed UAT, delivering feedback that boosted performance, improved user experience, and supported successful launches.

# Sr. QA Analyst/ Auto. Test Engineer (Multiple Projects) Apr 2006 – Aug 2016

* Developed and executed comprehensive test plans, including manual and automated testing (QTP, Postman, SoapUI), device certification, and defect management, ensuring alignment with engineering results and quality standards.
* Led QA efforts as Offshore Lead and Onsite Coordinator, managing test resources, coordinating releases, and handling cross-team communications and escalations.

**PROFESSIONAL CERTIFICATIONS**

* [CSPO](https://bcert.me/sbaxqtasd) - Certified Scrum Product Owner® (CSPO®) from Scrum Alliance
* CSTE - Certified Software Tester, from Quality Assurance Institute

**EDUCATION**

* Bachelor of Engineering (B.E.) ­ Visvesvaraya Technological University (VTU), India.