**OLEKSANDR GANDZYUK**

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SUMMARY

An enthusiast who devotes every day to the strategic goals of the organization, an enabler of the social infrastructure of any team. Extensive experience in entrepreneurship and multi-million projects at scale. Professional with an Agile mindset looking forward to innovating and delivering the best possible value in products and services. Certified Professional Scrum Master (PSM), Professional Scrum Product Owner (PSPO), Professional Scrum with Kanban (PSK), and SAFe Agelist.

WORK EXPERIENCE

**AMADEUS IT GROUP** Boston, MA

**Technical Business Analyst/Scrum Master at R&D Division** March 2018 – present

* Led knowledge transfer from core component teams in Nice (France) and forming team in NORAM market on Notification Engine and Quotation products with being subject-matter expert on products to all business stakeholders of the region
* Was a part of Air Canada PSS migration roster monitoring successful implementation of Notification Engine in production, its first transactions and traffic
* Hands-on experience on the following Amadeus products such as Departure Control System, Push-to-Customs, Altea Inventory, Dynamic Intelligence Hub, Amadeus Reservations WEB, Amadeus Selling Platform Connect, Amadeus Business Rules, BI Reporting
* Successfully delivered more than 15 projects for Air Canada and Southwest Airlines with a wide range of complexity and technology
* Enthusiastically promoted change transformation activities by offering alternative solutions, descoping time-consuming tools and procedures
* Served as a Scrum Master to the team of 8 by facilitating the team’s decisions, coaching and mentoring, removing impediments
* Applied Agile Lean techniques such as VSM (Value Stream Mapping), Gemba walk, BMC
* Initiated a set of team-building activities – indoor soccer, classroom contests and games, provided multiple workshops on industry trends and best practices in software development
* Designed XSD schemas for Unified Quotation content for further encoding into Google Protocol Buffer standard
* Was responsible for the delivery of stand-alone specification documentation, High-level Design document, data dictionary repositories and drafting XML business data for downstream applications
* Utilized UML (MS Visio and MagicDraw) for the composition of sequence and activity diagrams with mapping services involved
* Led Agile Scrum ceremonies – Sprint Planning, Sprint Review, Sprint Retrospective, Daily Standups and Refinement Sessions
* Mocked-up PNRs (Passenger Name Record), injected SOAP-based service EDI messages, validated loops and segments of various requests and responses, and successfully executed demo sessions to the senior management and other business stakeholders
* Participated in all projects’ stages, from high-level estimation, budgeting until deployment in production
* Created, maintained, administered all JIRA artifacts such as Portfolio, Projects, Epics and User Stories.
* Used Swagger for maintenance of JSON documentation for REST API services, utilized JSON Editor for mocking-up service layouts
* Served as an investigation entry point in 300+ opened defects in PRD and UAT from airlines by assessing transactions and logs
* Was responsible for writing user stories, presenting them to the team during the refinement session, estimating them, monitoring the completion of tasks associated, writing acceptance criteria
* Executed end-to-end test scenarios by injection of SOAP-based service EDIFACT (EDI) messages, reviewed logs and validated output
* Utilized Axure RP for creating UI prototypes, wireframes, as well as updated user guides of related front-end applications

**AETNA** Manhattan, NY

**Senior Business Analyst at Aetna Digital** December 2016 – February 2018

* Worked on Incentives product of Fortune 50 company, updating client-specific rules of Incentives platform, working on performance improvement enhancing real-time data processing and batch runs
* Represented team during PI planning ceremonies at HQ of the company as a part of Agile Release Train (ART) under Scaled Agile Framework (SAFe), with more than 1000 participants across multiple “trains” for building AetnaHealth mobile app
* Represented the team at Scrum of Scrum meetings, assisted with defining PI objectives for the team, identification of dependencies and risks
* Provided updates and enhancements to including but not limited Incentives activities as Digital Coaching, Telephonic Coaching, Physical Activity Tracker, Health Risk Assessment, Blood Pressure, Body Mass Index
* Exposed restful API services (Set, Get, Post) on application, utilized JSON Viewer and JSON Editor
* Trained, supervised and engaged five Business Analysts in the team
* Was responsible for gathering, analysis, management of business requirements from the business side and incorporating them into user stories assigned into sprints
* Created Wireframes using UML for different applications consuming Incentives backend to better understand requirements for impacted applications
* Configured at the backend Incentives program, activity groups, activities and rewards for the product by running SQL scripts
* Worked back-to-back with Scrum Master while estimating user stories, assigning iterations, hosting and organizing daily scrum meetings with Development and Quality Assurance teams, as well as actively participated in sprint review and planning meetings
* Extensively applied SQL skills during validation of PROD defects, preparation of various reports, reviewing test scenarios and test cases
* Utilized JSON for pre-prod service calls, future date processing queries, prepared edited JSON templates for developers
* Acted as a Scrum Master by facilitating daily stand-up meetings, reporting on schedule, budget and resources risks, constantly monitored proper updates on tasks progress from the team in Rally CA Technologies
* Was responsible for preparation of Tech Release and Business Release notes with further presentation of items to Product Management
* Prepared together with QA team demo for the Product owner and actively participated in User Acceptance Testing
* Used Oracle SQL Dev for updating Incentives Data Schema, extracted and provided to the business new Entity-Relationship Diagrams
* Utilized UML MS Visio to create Activity, Dataflow, Process flow, Use Case diagrams, as well as created Wireframes and Prototypes for better understanding of user requirements
* Worked closely with UX team while analyzing user experience preferences, expectations and further product enhancements
* Created, elaborated, defined and estimated more than 100 user stories during five product releases
* Worked with Drools while analyzing existing rules, reviewing decision and data tables for Incentives Question-Answer-type, Improvement-based activities
* Organized an End-to-End testing between six different systems involving APIs, Stored Procedure and ETL processes, provided guidance and direction during its execution, supervised the proper test data set-up and gathered sign-off from the business

**CENTER FOR INNOVATION & ENTREPRENEURSHIP** Fall River, MA

**Marketing and Business Analyst – Graduate Assistant** June 2015 – May 2016

* Conducted marketing business analysis and provided recommendations written in the requirements document, using process and data flow diagrams for improving existing Content Management System (CMS)
* Was responsible for front-end enhancements by restructuring website layouts and improving content management system of T4 platform

**ROCK DESIGN LLP** Kyiv, Ukraine

**Deputy CEO, Co-Founder & Entrepreneur** September 2011 – August 2014

* Founded in 2011 as the first domestic manufacturer of sanitary engineering (bathtubs, shower trays and sinks) from cultured marble in Ukraine with two Golden Awards from National Business Ranking agency for excellence in business
* Was responsible for the company's start-up legal documentation, permits, obtaining licenses, establishing the production division, making the company's first hires and business operations kick-off
* Generated over $1M in sales revenues in the third year of business with holding first place in market share since 2011 ongoing
* Developed and implemented marketing strategy (4 P’s, Brand Concept, Product Mix)
* Developed a flexible wage for employees, that increased productivity twice
* Negotiated and signed a long-term contract with the largest Ukrainian retail network, the “Epicentr K” company
* Worked with the engineering and design teams launching five new products corresponding to the customers’ needs

EDUCATION

**HARRISBURG UNIVERSITY OF SCIENCE & TECHNOLOGY**  Harrisburg, PA, USA

***Master of Science in Project Management with a concentration in Agile Lean*** — GPA 4.00/4.00 July2017 – May 2020

**UNIVERSITY OF MASSACHUSETTS**  Dartmouth, MA, USA

***Master of Business Administration (MBA)*** — GPA3.90/4.00September2014 – May 2016

**SKILLS**

* **Languages spoken:** English, Ukrainian, Spanish, Russian
* **IT Skills**: Microsoft Office Suite, Microsoft Visio, Outlook
* **Digital Marketing**: Google AdWords, Google Analytics, Prezi, Keynote, iMovie, LucidPress, LucidChart, HootSuite, ConstantContact
* **Project Management Tools**: JIRA, HP ALM, Rally, FlowDock, Confluence, Daptive, MS Project, Trello, Srummage, Slack
* **Technology experience**: SQL, UML, XML, XSD, GitHub**,** SWIFT, DROOLS, JSON, Oracle SQL Dev, JAVA, Rest & Soap type APIs, EDI (Electronic Data Interchange), MS Visual Studio, Google Protobuf
* **Data Visualization tools**: Tableau Desktop – creating worksheets and dashboards

**CERTIFICATIONS**

* Managing an Agile Team (December 2016) – University of Virginia, through Coursera
* Business Analysis for Decision Making (December 2016) – University of Colorado, through Coursera
* Database Management Essentials (March 2017) – University of Colorado, through Coursera
* Data Analytics for Business (May 2017) – University of Colorado, through Coursera
* Bloomberg Market Concepts (April 2017) – Bloomberg Institute
* Professional Scrum Master (PSM I) (July 2018) – Scrum.org
* Professional Scrum Product Owner (PSPO I) (August 2018) – Scrum.org
* Professional Scrum with Kanban (PSK) (July 2020) – Scrum.org
* SAFe (Scaled Agile Framework) Agelist (August 2019) – Scaled Agile Inc.
* Project Management Professional (PMP) (in-progress) – Project Management Institute

ADDITIONAL INFORMATION

* Hobbies: Soccer, Martial Arts, Entrepreneurship

VOLUNTEER EXPERIENCE

* 2015-2016: Member of Techstars Southcoast Massachusetts chapter – organized 3 StartUp Weekends (powered by Google for Entrepreneurs)
* 2019: Cradles to Crayons in Boston, MA: sorting assistance at distribution & logistics facility