Sarat Ram

Scrum Master | Project Management | Test Manager | Business Analyst

CSM® ,PRINCE2® - **Foundation ,** PRINCE2®- **Practioner**, ISTQB®, BCS ISEB Foundation

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OBJECTIVE

Develop a career in IT Management roles by contributing to the organization's business growth, driving strategic initiatives, and leverage significant executive-level network and experience in Scrum Master, Project/ Program Management, Resource/ Transition Management, Business Analyst, Test Management with a growth-oriented organization
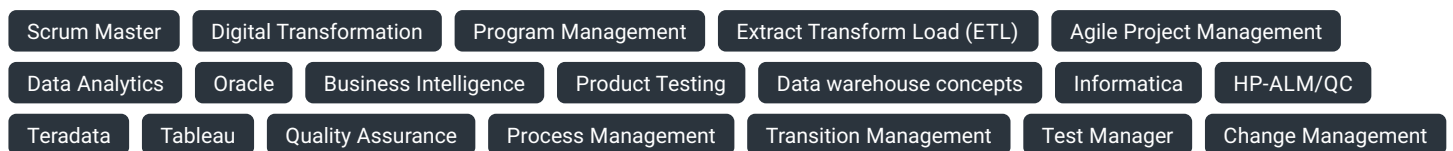
PROFILE SUMMARY

A result-driven professional with 13+ years of experience in IT Software Industry and accomplished management professional in the role of Scrum Master, Project/ Program Management, Resource/ Transition Management, Business Analyst, Test Manager, Data Analyst, Offshore Delivery. Managed multiple projects with a proven track record of handling real and virtual teams working on the same and different technologies (15 + team) and delivering the project on time with high quality

5+ years' experience as a Scrum Master and hands-on experience in Agile Project Management/Team Leadership in the software development life cycle . 8+ years of relevant Experience in Test Management, UAT management, OAT management, Defect Management planning, preparation, execution, reporting

Strong Hands-on experience in handling multiple Support Projects using various Tools with SLA, PMO activities (such as Project Contracts, Mapping resource to projects, necessary s/w-h/w request, necessary access to applications, resource mobilization, timesheet approval/ invoicing,WSR Dashboard showing project status in RAG, Resource utilization, Bench status), etc .Hands on Expertise in People Management experience such as Resource planning, Hiring, Training, Appraisal, Goal Setting, Career Development, Quarterly Resource Projection/Revenue Forecast, etc.

SKILLS

Scrum Master | Digital Transformation | Program Management | Extract Transform Load (ETL) | Agile Project Management

Data Analytics | Oracle | Business Intelligence | Product Testing | Data warehouse concepts | Informatica | HP-ALM/QC

Teradata | Tableau | Quality Assurance | Process Management | Transition Management | Test Manager | Change Management

KEY ACCOMPLISHMENTS

Currently handling in delivering an over all project worth of £4.3M and appreciated across the Accenture and client management for agile delivery excellence

Well Appreciated from the Accenture Leadership for delivering around £1.8M worth of revenues in the form of milestone payments

Successfully delivered transformation projects with budgets of 400-500K USD spanning over 6 months and Well appreciated by stakeholders for performing ambiguity reviews of business requirements, data, and functional specifications; and dealt with ambiguity while at the same time being decisive (strong business/systems analysis fundamentals)

Awarded ACE (Accenture Center of Excellence) for Client Delivery Excellence category

Silver & Bronze Awards for outstanding commitment and contributions in various projects during the last three years

EDUCATION

• **B. Tech (Information Technology)**
ANITS engineering college affiliated to Andhra University
03/2003 - 06/2007   *67%*

WORK EXPERIENCE

Scrum Master/Program Management

Accenture Solutions Private Limited

09/2020 - Present

Client : Trustmark Insurance -Offshore

Achievements/Tasks

- Facilitated Scrum framework – sprint planning, backlog grooming, daily scrums, sprint reviews, and sprint retrospectives.
- Planned Agile best practices and encouraged team cohesion, overcoming impediments, and hurdles to productivity
- Drove Scrum team progress to overcome obstacles and realize success throughout the life of each sprint
- Researched emerging technologies and current trends to stay knowledgeable in methods that could benefit the Scrum team
- Managed product backlog and supported the Scrum framework for monthly sprint releases
- Facilitates scrum/agile events – Backlog grooming, release planning, Sprint planning, Stand Up, Sprint review, Demo, Retrospectives, and continuous improvement· Manage Project Constraints i.e. Cost, Schedule, Scope, Quality, Risk, Resource, etc
- Identify key KPIs and Prepare, publish reports on the progress and success

Scrum Master/Program Management

Accenture Solutions Private Limited

02/2019 - 09/2020

Client : Thames Water-Onshore

Achievements/Tasks

- Facilitated Scrum framework – sprint planning, backlog grooming, daily scrums, sprint reviews, and sprint retrospectives.
- Drove Scrum team progress to overcome obstacles and realize success throughout the life of each sprint.
- Led sprint reviews, daily scrums, and planning meetings to realize full team engagement.
- Planned Agile best practices and encouraged team cohesion, overcoming impediments, and hurdles to productivity.
- Coached teams in Agile practices and provided necessary training to create a positive mindset for Agile methodologies.
- Researched emerging technologies and current trends to stay knowledgeable in methods that could benefit the Scrum team.
- Managed product backlog and supported the Scrum framework for monthly sprint releases.
- Encourage scrum team quality practices – including Agile architecture, continuous integration, acceptance test-driven development (ATDD), and collective ownership
- Built and utilized reporting systems (Burn down ,Burn up , stories were committed versus completed per sprint) to keep customers and management in the loop with the latest information
- Facilitates scrum/agile events – Backlog grooming, release planning, Sprint planning, Stand Up, Sprint review, Demo, Retrospectives, and continuous improvement·**Manage Project Constraints i.e. Cost, Schedule, Scope, Quality, Risk, Resource,** etc

Scrum Master

Accenture Solutions Private Limited

03/2017 - 01/2019

Client : United Utilities-Onshore

Achievements/Tasks

- Facilitated Scrum framework – sprint planning, backlog grooming, daily scrums, sprint reviews, and sprint retrospectives
- Drove Scrum team progress to overcome obstacles and realize success throughout the life of each sprint
- Assessing the Scrum Maturity of the team and organization and coaching the team to higher levels of maturity, at a pace that is sustainable and comfortable for the team and organization
- Mentor the project/ program team for knowledge sharing and best practices
- Removing impediments or guiding the team to remove impediments by finding the right personnel to remove the impediment
- Facilitating getting the work done without coercion, assigning, or dictating the work
- Facilitating discussion, decision making, and conflict resolution
- Identify key KPIs and Prepare, publish reports on the progress and success
- Monitor schedule and velocity escalate to the key stakeholders for deviations and Communicate with main stakeholders
- Oversee and manage scope, timeline, quality, goals, and deliverables that support business goals

WORK EXPERIENCE

Scrum Master
Accenture Solutions Private Limited

08/2014 - 02/2017
Client : United Utilities -Offshore

Achievements/Tasks

- Facilitated Scrum framework – sprint planning, backlog grooming, daily scrums, sprint reviews, and sprint retrospectives Working effectively with management and team members to clarify needs and plan the delivery of major product changes, future versions, and new products
- Effectively maintaining and managing agile project management tools and processes, including documentation and artefacts
- Responsible for assuring quality user stories that meet organizational standards which may require the Scrum Master to facilitate in or assist with writing team-driven user stories
- Track and report on development team metrics such as velocity, risks, sprint burndown, release burndown, cumulative flow, etc. and work to improve the efficiency of the development team
- Organized bug queue reported from the support team and relay issues to Engineering team for quick resolution proactively
- Providing Daily/Weekly/Monthly updates on the Sprint activity to all the corresponding /Dependent teams, Stakeholders, and leadership management team members regularly
- Interacted with the Business Analysts for requirement analysis and created Functional Specification documents based on the business requirements
- Work closely with all Team Leads, Project Managers, Software Engineers, and Account Executives to ensure successful delivery of the project

Associate Test Manager
Accenture Solutions Private Limited

08/2012 - 06/2014
Client : Bank of America, Inc

Achievements/Tasks

- I hold as Offshore QA Test Manager worked on all the phases such as Requirement Analysis, testing, Postproduction defects. As part of this, I used to take care of tasks such as assigning work to the team, help the team in all aspects and share the progress status with the client
- Lead a Team of 15 in Major and Minor enhancements to the existing system, BUG fixing and providing Production Support/ Maintenance
- Preparation of document of understanding and estimates and review for the same.
- Analysis and Review of the specification (Design) document provided by the client
- Performing Code Review as per Bank of America code standards.
- Involved in the creation and execution of test plan, test strategy
- Involved to improve the performance of ETLs by using a push-down optimization and collect statistics methods.
- Performing Reconciliation check between source and target Perform Auto Sys, Teradata, and Informatica Sanity Checks and Data loading process for the Release activities and making the environment free from environmental issues for the given release
- Addressing issues and raising the defects in Test Director accordingly to the development team
- Doing code reviews for the code changes and system testing, Integration testing, Performance Testing in a TEST environment

Test Lead
Accenture Solutions Private Limited

07/2011 - 07/2012
Client : Cisco Systems, Inc.

Achievements/Tasks

- Team Lead (Major and Minor enhancements to the existing system, BUG fixing, and providing Production support/ Maintenance)
- Understood the requirements and provided a better solution approach along with alternate approaches (Advantages and disadvantages of all provided solution approaches)
- Perform Teradata, and Informatica Sanity Checks for the Release activities and making the environment free from environmental issues for the given release
- Writing and executing the Test cases, Functional Test cases, Data validation Test cases, Performance test cases, and verifying the quality of code and other deliverables
- Addressing issues and raising the defects in Test Director accordingly to the development team
- Communication with Onsite coordinators and to the Down streams during the Release Environments
- Involved to improve the performance of ETLs by using a push-down optimization and collect statistics method
- Analysis and Review of the specification (Design) document provided by the client and performing code Review as per CISCO code standards

Senior Test Analyst
Accenture Solutions Private Limited

06/2007 - 06/2011
Client : Cisco Systems, Inc.

Achievements/Tasks

- Working on the Cisco Client location as POC
- Writing and executing the Test cases, Functional Test cases, Data validation Test cases, Performance test cases, and verifying the quality of code and other deliverables
- Resolving issues in Informatica workflows and Teradata related issues
- Migration of retrofitted code into testing using Kintana and resolving the code migration issues.

CERTIFICATIONS

Certified Scrum Master (CSM)

Certified Prince 2 Foundation

Certified in ISTQB Foundation Level

Certified Prince 2 Practitioner

Certified in BCS ISEB Foundation Level

Certified in Oracle 9i OCA - (SQL/PL SQL)