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Best Time to call: 10AM to 12PM IST

Agile Coach | Agile Program Manager

Professional summary:

Agile Coach who has **6 years of international experience facing clients (USA, Australia)** with a service mindset and hands-on agile **scrum master** experience in managing large **enterprise** software development projects as part of Digital, Data and Transformation initiatives. Also, an **agile project manager** highly regarded for orchestrating critical implementations with PaaS, **SaaS** and IaaS on both **cloud** and On-premises. Sought for cross-functional expertise in Business Intelligence, Data warehousing, AWS cloud and Software Development Lifecycle (**SDLC**) management. Exceptionally good at resource spreads, cost **optimisation**, **profit** marginalisation, identifying revenue **risks**/recognition, contract review, people management. Highly efficient in uplifting, streamlining **KPIs, Scorecards** aligning to organization and client needs. Established **Sales OKR's** for product LOB. Adept at delivery on projects and programs integrating multiple **COTS** products into existing client eco-system, with less re-engineering efforts and **zero tolerance** on schedule slippage. Responsible as **agile coach** for transforming traditional waterfall projects into agile for an entire line of business constituting 60 projects.

Skills:

Management	Regulations/ Boards	Core Activities (SDLC)	Paradigms and Models	Methodologies and Frameworks	Industry Experience
• Program Planning • Capacity and scalability planning • Release Management • Vendor contracts and Relationships • Infrastructure Management • Operations Management • Cost estimation and budgeting • KM Management • Risk Management • Change Management	• HIPAA • CMS • CHIP • ICD 10 • CPG 235 • BCBS 239	• Processes • Requirements • Design • Engineering and Construction • Testing • Debugging • Deployment • Operations and Maintenance	• Waterfall • Agile • V-Model • Clean room • Prototyping • Incremental	• DevOps • Agile • Lean • Kanban • XP • RAD • Scrum	• Healthcare • Banking & Insurance • Retail & E-Commerce

Tools/ Products/ Apps:

• Informatica • Post man • Gatling • Cognos • Power BI • JIRA • HP ALM • Microsoft Azure • PEGA • BI-SAM • SaaS based applications-AWS (EC2, EBS, S3, VPC) • Microsoft Azure Dev-Ops • Cognos • DocFinity • WinSCP • puTTY • Sybase • SQL Studio • Informatica • MoveIT • Blaze
• ForgeRock • Rally

Education:

• Corporate Post Graduate Diploma in Business Administration- Major in IT
• Bachelor of Sciences- Major in Computer Science

Certifications/Trainings:

• Tricentis API 11.X • IBM Python 101 DS • AWS Cloud Essentials • Certified Ethical Hacker
•RPA –Building Bots • HIPAA • Oracle 1Z0-007 • AWS • CSA • CSM • AI and ML
• Banking and Financial Services Level 2 • ISTQB • Global Agile Certified

Value addition Summary:

- Aligning the client eco-system of applications and architecture to BCBS 239 standards and stringent Data lineage and ownership resulted in **a quarterly savings** of $2M for each end to end application processing cycle.
- Lead transformation for **agile delivery** for 2 major accounts and provided consulting services resulting in **250+ projects** adopting agile approach from waterfall.
- Successful decommissioning of legacy applications with **PEGA workflow integration** and streaming to Big Data Platform for analytics reporting, the solution resulted in saving more than a $10M per year.
- More than **10+** large scale **data migration initiatives** delivered of +$120M value, across leading financial institutions in USA and Australia.
- Rolled out multiple portfolios for **SDET transformation** and shift left approach strategies as part of Automation transformation and early to delivery.

Professional Summary:

Agile Program Manager/Agile Coach
Locations: India

Clientele: Government Health Services (NH, AK, MO, MD)
Organization: Conduent/**Jul 2020 till date**

- Worked as **agile coach** and groomed scrum masters for PBM LOB to reap benefits of **Azure Dev-Ops**.
- Worked as a **coach, mentor, guide** and a **mediator** to help **multiple teams** self-organize with agile mindset
- Lead the **agile end-to-end** product **delivery** life cycle by **prototyping** and robust infrastructure that is scalable.
- **Mitigated** the risk of schedule **slippages** by managing **parallel scrum** teams to meet common project objective.
- Conducted **scrum of scrums** across geographies and helped teams work towards common goal.
- Identified **unhealthy patterns**, practices across **multiple teams adopting** agile and guided them in right direction.
- Participated in **scrum events** to observe, mentor when outcome of **events is at risk.**
- Accountable for product migration from **on-prem** to **Azure cloud** for clients.
- Engaged senior technology **architects**, **product owners** to create out of the box solutions to address both technical, functional and infrastructure challenges.
- Built and delivered products aligned to **CMS mandates** and strengthened the PBM/CMds IT portfolio by building a healthy pipeline of **demos** for various states.
- Lead and directed the **platform modernization** for the legacy Rebate PBM applications.
- Managed a team of **vendors**, in house employees of BA/Development/QA teams to meet the project timelines.
- Upgraded an entire **tech stack** software for a major client which included VMs, DBs, Xpression, Docfinity, COTS-Informatica/Cognos, IWA, Blaze and the IBM stack.
- Successfully migrated the **data centers** to new locations, with zero data loss by **detailed cut-over** strategies.
- Addressed multiple challenges on **compatibility** with infrastructure and latest **versions** and suggested simple yet robust solutions with stringent process in place.

Agile Scrum Master
Locations: Australia, USA & India

Clientele: Westpac, Suncorp
Organization: Infosys/**Nov 2015 to Apr 2020**

- Lead and facilitate daily scrum, **sprint reviews**, **retrospectives**, sprint and release planning.
- Collaborate closely with product owner on backlog **grooming** to prioritize stories aligning to customer needs and size them in subsequent sprints in future.
- Effectively track teams progress, including **burn down**, velocity, burn up.
- Work with scrum masters across functional teams to carve out any **dependencies** from a roll out per say.
- Review release notes and ensure **CI/CD deployments** happen on agreed frequency with QA.
- Provide customization for each scope item level in **Dev-Ops** to track **defects** effectively and produce quality software.
- Gather required agile **metrics** to align to CMMI guidelines for organization from development, quality assurance and business teams.
- Ran organization wide agile workshops to train and work with teams having challenges.
- Spearheaded first of its kind **agile and SDET within sprint** for shift left approach for integrated testing teams.
- Worked with release managers and reduced dependency for go-live dates for projects handled.
- **Trained** the entire organization (leading financial institution) on **SDET transformation** to reap the benefits of reduced regression and effective automation scripts
- **Built customized metrics** to showcase the ROI for clients adopting SDET+ **CI/CD at sprint level** and was appreciated for the efforts.

Sr. Technology Consultant
Locations: Manhattan, New York

Clientele: Morgan Stanley
Organization: Ernst & Young LLP USA/**Feb 2015 to Aug 2015**

- Transformation of the existing **financial platforms** through OFSAA (Oracle Financial Services Analytical Application) for leading financial institutions is done resulting in automating the business processes.
- Executed and implemented **projects on time** and within budget constraints while ensuring high levels of service throughout the process.
- **Streamlined** acquisition of reporting requirements and specifications to disseminate across multiple business lines and IT support teams.
- **Provided** solutions for reducing defect injection rate for critical end customer facing applications.
- **Established** the change management, release management processes across several LOB's.
- Offered **decision-makers ROI** and cost-benefit projections to guide project development and implementation.

Team Lead/Consultant

Locations: India & USA

Clientele: Express scripts, Cigna, Anthem BCBMS, State Farm, Travelers
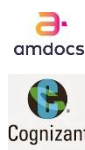**Organization**: Accenture/**Feb 2010 to Feb 2015**

- Met with stakeholders, contractor product teams and customers throughout the entire software **development** life cycle resulting in positive outcomes to the business.
- Facilitated release **planning**, **sprint** planning, **backlog** grooming, and **retrospective** meetings.
- Delivered multiple projects every year with consistent record of meeting timeline, scope and budget requirements.
- Identified, addressed and either resolved or escalated project **issues**.
- Oversaw on-site and off-site teams of up to 60 professionals working on diverse IT projects across geographies (USA and Manila).
- Developed and implemented Daily, Weekly and Monthly **report** to manage project data and keep **leadership** informed of progress.
- Trained end-users in best practices to minimize errors and protect **key data**.

Prior Experience

Locations: India

Clientele: Ameriprise Financial, AT&T
Organization: CTS and Amdocs/**Jul 2006 to Feb 2010**

- Worked on diverse data migration and ETL projects using detailed test cases. Reviewed configuration files, logs to raise defects.
- Documented identified defects using HP QC and helped developers complete further testing and resolve issues.
- Automated all functional and regression testing approaches using stored procedures.
- Compiled data on quality issues and **vulnerabilities** and reported all findings to technology architect with suggestions for improvement.
- Developed and wrote concise test **plans** for waterfall type projects.
- Met with **project managers** and developers to discuss requirements and automation processes.