**PUNEET ARORA**

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**Career Objective**

To be a part of the organization that provides me a challenging environment and learning experience which would enable me to add value to the organization and enhance my skills and personal creativity.

**Professional Summary**

Scrum Master having around 10.5 years (5 years in Agile methodologies and around 3 years as Scrum Master) of experience in working for application support, maintenance, development, enhancement projects as well as in project management, requirement gathering, automation, business intelligence using Microsoft technologies, tools and Agile methodologies.

Active participation in organising meet-ups in Chandigarh to create an Agile Community for sharing the best practices and discussing the challenges and their resolutions all of us face during our journey.

**Certifications**

* [PSM 2 training completed](https://www.scrum.org/user/299443)
* [PSM 1 Certificate](https://www.scrum.org/certificates/332816) (Score: 98.8 %)

**Skills and Technologies Inventory**

* **Methodologies:** Agile, Waterfall, Scrum, Kanban
* **Project Management Tools:** JIRA, Confluence, Redmine, Microsoft teams, Google Docs, Microsoft Excel, MS-word
* **Technologies:** C#.net, Oracle 10g, SQL, WPF, WCF, SSIS
* **Development Tools:** TFS, Fiddler, HPSM for incident management, SQL server management studio, Visual Studio 2010/2015, UIPath, Toad for Oracle, HP Open View for monitoring issues.

**Experience Summary:**

**Sopra Steria (Mar 2020 to present)**

**Noida | Project Lead**

**Project Details:** The application has been used by UK based airline client for ticket booking, cancellation and refunds etc. both by their agents and in-house staff.

**Role and Responsibilities**

* Leading 2 teams of 8 members each as a Scrum master.
* Release Scope and stakeholder management.
* Agile KPI collection and discussion with the Scrum team.
* Facilitated the scrum ceremonies like Daily Scrum, Sprint Planning, Reviews and Retrospectives.
* Increased team’s efficiency and keep them motivated and focused to deliver the work committed during the sprint planning meeting.
* Working with Product Owner in maintaining the Product Backlog.
* Participated in Scrum of Scrums meetings to share the team’s progress and their challenges with Program Management and anticipate the risks and dependencies.
* Enabled new processes for the team to ensure quality and timeliness.
* Conducted team building activities.
* Conducted knowledge sharing scrum session and working with team to get self-organized.
* Removing team impediments on daily basis to help team delivering the Sprint goals**.**
* Configuration of JIRA and confluence in align with our processes.
* Building a positive team culture by encouraging the team to celebrate success, provide each other with feedback.

**Watermark Insights India Private Limited (Aug 2018 to Jan 2020)**

**Chandigarh| Scrum Master**

**Project Details:** We are developing a product which empowers institutions to engage educators and learners with better data to demonstrate and improve institutional effectiveness, program quality, and student learning. This product can be better understood as a data collection tool used by US Colleges in order to conduct the research for preferred courses in the area and also to get accreditation from the US governing body. We have been using Domain Driven Design approach using micro-sprints for product development. All the scrum teams work towards achieving a common goal.

**Role and Responsibilities**

* Lead different teams of 7-9 members as a Scrum master, Agile Coach through the software development phases.
* Facilitated the scrum ceremonies like Daily Scrum, Sprint Planning, Reviews and Retrospectives.
* Increased team’s efficiency and keep them motivated and focused to deliver the work committed during the sprint planning meeting.
* Worked with Product Owner in maintaining the Product Backlog.
* Participated in Scrum of Scrums meetings to share the team’s progress and their challenges with Program Management and anticipate the risks and dependencies.
* Enabled new processes for the team to ensure quality and timeliness.
* Conducted team building activities.
* Conducted knowledge sharing scrum sessions.
* Made the team self-organized.
* Helped the team in creation of team charter.
* Removed team impediments on daily basis to help team delivering the Sprint goals**.**
* Configuration of JIRA and confluence in align with our processes.
* Refining and implementation of the company-wide processes.
* Building a positive team culture by encouraging the team to celebrate success, provide each other with feedback.

**Capgemini Technology Service India Limited (June 2010 to August 2018)**

**Noida |Consultant**

**Project Details:**

**RSA (Sweden based Client) - Insurance Desktop application**

* 5+ years of experience in application support and maintenance as Scrum developer and Scrum master.
* 5 months at client side in **Stockholm, Sweden** (September 2015 to January 2016)

The client provides insurance in P&C i.e. product and casualty domain and had developed an in-house desktop application based on WPF with C#.net using WCF for communicating with SQL database for maintaining claims for the user like payment, closing claim, booking appraiser for Sweden and Denmark. I handled a project known as CABAS and technically,

**Roles and Responsibilities**

* Guided the team about the importance of Scrum events, rules and artefacts.
* As part of Scrum, I had handled the scrum call and ceremonies including the team query resolution, client concern handling and resolving conflict during sprints at the initial stages but after some time the team had started handling these on its own and my part was to facilitate when requested or needed.
* Acted as scrum protector and implementer in our team of 8 members.
* Performed the role of developer for the same project which helped me in understanding the problem faced by the development team and resolving it.
* Resolved issues faced by the user during working on the application like data issue or identify code error and provided workaround to the user or raise a change request, if required.
* Worked on the transformation of SSIS batches from version 2005 to 2014 and handled the team of 2 people.
* Mentored my colleagues for the project and performed automation of the processes as a part of my development.

**Bupa (UK based) – Insurance Desktop Applications**

* 2 years 7 months in Application support.
* 5 months as Scrum developer in Application development.

The application used for maintaining all the insurance related activities for their customers. This application is used by an employee to monitor each activity like insurance claims, subscription and payment for their customers as well as for their health service providers.

I gained technical and functional knowledge while working on this application as well as communication, analytical, interpersonal skills, team skills and analysing the problem in a faster way.

**Training Description**

* Training for 2 months (14th June 2010 to 2nd Sept 2010)
* Two months training in .net covering the HTML, XML, JavaScript, C#.net, Vb.net, Web Services, WPF and SQL server 2005 concepts.

**Education**

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| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Degree** | **Instituted** | **University** | **From** | **To** | **Aggregate%** |
| 1 | B.Tech. | S.U.S.C.E.T.,  Mohali, Punjab. | PTU | 2005 | 2009 | 76.5% |
| 2 | HSC | G.M.S.S.S., Sec-33/D, Chandigarh. | CBSE | 2004 | 2005 | 84.2% |
| 3 | SSC | G.M.S.S.S., Sec-35/D, Chandigarh. | CBSE | 2002 | 2003 | 80.4% |

**Personal Details**

DOB: 29th December, 1987

Sex: Male

Marital Status: Married

Nationality: Indian

Languages Known: English, Hindi & Punjabi.

**Hobbies**

* Reading autobiographies & novels.
* Investing in share market and teaching mathematics.
* Playing football & listening to different kinds of music genres.
* Tasting different varieties of local street food.