

**SATYA NALLANI CHAKRAVARTHY**

**Certified Scrum Master (CSM)|Certified Scrum Professional (CSP)| SAFe 4.0 Agilist| Agile Trainer/Facilitator| QA Project Manager| Delivery Assurance Manager| PMO**

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**CAREER SUMMARY**

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I’m an agile enthusiast with a firm belief in Agile having 17+ years of overall experience in Software Industry with around 14+ years in Project & Program Management / Agile Coach / Scrum Master/ QA Manager and Automation Lead and around 3 years of experience in Delivery Assurance Management. Have worked for different companies in various capacities and roles such as **Agile Coach/Trainer/Facilitator, Mentor, Scrum Master, PMO, QA Project Manager with specialization in both Manual & Automation Testing processes**. As a **Delivery Assurance Manager and Quality Process Specialist,** have worked to conduct Internal Reviews / Audits for various SDLCs such as for **Production Support, Operational Support, M&E, Agile, Development and Testing projects,** related to different technologies such as **Infrastructure, Cloud, Digitization, Analytics & Security** across the organization. Have developed an excellent Management, Technical, Functional expertise by working in various domains such as **Banking, Healthcare, Insurance, Retail, Telecom, Manufacturing, Supply Chain Management** etc. I have experience working with renowned companies in both **USA and India** which helped my career with diversifying experiences and new learning. I have successfully introduced an Agile Framework for various SDLC processes and transformed projects into Agile using the Agile Methodologies like **Scrum, Kanban, SAFe (Scaled Agile), Scrum of Scrums, DevOps**. Have conducted Agile Trainings and Workshops for different project teams workings in various SDLCs in the organization. As a Agile Project Manager, have managed teams, resources and utilized pair programming approach to ensure to deliver in time and with high quality and standards. Have experience working as Agile PMO for Delivery teams to provide necessary support and guidance. Performed R&D and prepared Testing lifecycle processes as an Engineering Process Group’s key initiative for BI and MDM Analytics platforms and frameworks.

I’m standard driven high performing Manager who takes my responsibilities sincerely, Customer centric & focused, proven to be positive role model having excellent analytical, decision-making, reporting, problem solving and conflict resolutions skills. I am a Self-motivated, Self-Driven, Proactive, Flexible, Quick Learner, Multifaceted and Good Team Player with an effective Communication, Analytical and Organizational skills and the experience of working with cross-cultural teams under multinational environments. I’m a Result oriented professional, ready to take up new responsibilities, and challenges with zeal to contribute to the growth of company.



**CAREER PROFILE**

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# Agile Practitioner / Facilitator /Coach Role

* + **Have 12+ Years of Experience in executing projects using AGILE and SCRUM processes**.
  + **Possess** strong credentials including Agile certifications in **Certified Scrum Master and Certified Scrum Professional from Scrum Alliance, Certified in SAFe Agile 4.0, Certified in UFT v12.0 and ISTQB–BCS Tester Foundation Level Certification.**
  + Undergone professional Program Management Trainings such as **PMP and Agile PMI ACP, Software Secure SDLC**, etc.
  + Certified as **Agile Train the Trainer** for providing trainings conducted by Academy in the organization.
  + Created new Agile Framework and Agile Tenets to enable Agile Implementation in various SDLC phases at Organization level and coordinate software process improvement (SPI) activities,.
  + Developed and delivered team and organization training materials and workshops, building knowledge and skills to facilitate the Agile transformation.
  + Worked with Scrum teams implementing Scrum ceremonies, Release Planning sessions adhering responsibilities on facilitating, mentoring, coaching continuously on improvement in delivery in alignment with customer expectation.
  + As an Agile PMO facilitated and coached Delivery Teams, Agile Teams, Senior Executives, Product owners, Scrum Masters to deliver software Projects by removing impediments, fostering team self-management and reinforcing Agile culture values and principles to promote continuous improvement ensuring team understand the importance of product backlog, sprint backlog, information radiators, and the value they bring to the business.
  + Participated in Enterprise Agile transformation and coordinated Agile adoption for teams across multiple sites in India. Conducted coaching & workshop on User Story writing adhere to INVEST, DEEP, estimation techniques to PO, SME & team members to ensure that continuous help on convert business requirements details into user stories, backlog prioritization, identifying and working on dependencies and Sprint deliverables commitments.
  + Facilitated the establishments of team Working Agreements, Definition of Ready, Definition of Done, Sprint Commitments and Working Transparency.
  + Proven experience on executing deliverables through SCRUM & KANBAN on complex projects Enterprises Data warehouse and Analytics, ERP, CRM SCM, e-commerce, Retail, Health insurance, Life Insurance, Airline products.
* Established and supported communities of practices to promote organizational understanding of Agile roles and to help individuals develop into them.
* Wrote Agile FAQs, articles and success stories which were distributed via newsletter and prepared the PPT presentations to post on a SharePoint site to improve the Agile maturity level.
* Coached Delivery teams, Business Analysts, Managers and Executives on Agile values and principles to promote continuous improvement and bring in Agile best practices time-boxing, code/design reviews, transparency, accountability, product visioning, self-management, empowerment and role training resulting in realized velocity improvements
* Collaborated with other Coaches on plans and techniques for accelerating and advancing the organization's transformation.
* Mentored teams, leading them to be self-directed with strong accountability, decision making, conflict resolution and transparency and mentored team on DevOps Engineering practices – Continuous Integration (CI), Continuous Deliver (CD), Continuous Testing (CT), TDD, ATDD, code refactoring, pair programming.
  + Proven experience in transformation of Waterfall to Agile in globalized teams on complex projects Data analytics, Data ingestion - ETL, Data science, historical data processing, data platform development using Big data technologies.
  + Facilitated the transition of the applications (70+ people) from waterfall to Agile as a Coach, while also acting as the Scrum Master of two mixed on/offshore teams.

# Project/Program Management

* + **Having 12+ years of experience** in QA Projects and Program Management, have successfully managed and executed multiple enterprise level projects in various domains that demand rigor, drive and dedication on delivering business outcomes in complex cross-functional, multi-vendor and multi-cultural teams. Performed validations and testing for the Software Applications related to Analytics, Digital and Mobile.
* Prioritization and Segregating of the Work Items for the Sprints and streamlining with proper planning of items for each Releases based on prioritizations and making sure that project deadlines are met and with all the scope items planned.
* Have been Flexible and committed in driving Defects and Critical Stories in Working sessions, follow-ups for closure
* Interact with product managers, customer experience teams, other technical program managers and multiple development teams to plan and deliver complex features and enable cross group collaboration through working sessions.
* Proven experience in understanding product features and customer acceptance criteria to reduce rework and issues.
* Experience in driving and working with PMO team to improve PMO Strategy, Strategic planning, Budget allocation to different teams/BUs, Capacity optimization, identify and implement process improvements, establish standards, etc.
* Pre identify Risks/dependencies of the project and resolve with effective and timely communication to ensure delivery the product as per planned timelines. Worked on preparation and review of QA test reports and weekly status reports.
* Collaboration with stakeholder with proper communication on projects through effective presentation with thorough status reports with proper data this leads to build strong relationship with all stakeholders and other dependent teams.
* Additional experience in managing ERP, CRM, data integration projects delivery; related issues resolution and communication across dependent teams in order to ensure maintain project health in right way.
* Worked on streamlining Build - Deployment Process, by defining the Deployment Plan and Deployment Dates, to deploy the Key-callouts/Exceptions and work on communications and approvals and manage to get the deployments done.

# Delivery Assurance Excellence

* For around 3 years served as a Delivery Assurance Manager, worked on the implementation of the Operational Framework with Core 5 Processes to bring stability in the projects in the areas of Operational SOPs, Technical SOPs, Ticket audits, Resource skill assessments, Monitoring shift handovers etc.
* Prepared and defined the Incident Management, Service Management and Event Management Operational SOPs
* Prepared detailed Technical workflows for each stream that helped improvise the Operational Stability and productivity
* Facilitated DA Process reviews from QMS, ISMS and conducted BCP tests and performed resource skill checks and training needs by reviewing Knowledge coefficient metrics and skill index reviews.
* Created the Shift Handover Templates and monitored the shift handover calls for reviews of Emails and Ticket queues providing status and emails accordingly.
* Conducted Tollgate, Checkpoint and Operational Reviews as per DA charter and track Non-Compliances till closure
* Defining of the Process definitions for the entire project lifecycle while identifying and acting upon leading indicators to avoid potential failures in any of the Release deliverables.
* Have been responsible for measuring the Measurable Business Impacts, Predictable Delivery Outcomes and Unique Partnership Experiences for the Technology Businesses growth.
* Participated in various Audits such as Internal QMS Quarterly Audits, ISO 9001:2008/2015, SOC Type1 and Type2 Audits
* Performed the ticket audits daily, weekly and monthly audits for closed, pending, cancelled/rejected tickets along with SLA adherence checks for each operational ticket to check the quality of resolutions for the project.
* Initiated PMWB, WSR, SMR, Bi-weekly / Monthly Status report, SLA Dashboard and the Client Senior Management Review Meetings for adherence and continuous improvement.
* As a Delivery Assurance PMO reviewed GTS dashboard weekly and initiated GTS meeting to validate weekly project health status of all the Delivery teams across organization. Also prepared and published the weekly project Demographics report to Senior Management with project details like PM, CP, SDLC, Engagement model, DA assigned etc.

**QA Manager/QA Project Lead Experience**

* + Have 12+ years of QA experience in complete QA software testing lifecycle using different methods including Integration, Functional, Regression, UAT, fueling early defect detection, swift corrective actions, significant cost savings and fault-free audits, provide efficiency-enhancing solutions both in quality assurance procedures and production activities as a whole.
  + As a QA Project Manager and QA Lead have worked on preparation and reviewing of test plans, test strategy documents and publishing WSR reports, provide comprehensive records of quality assurance activities and help businesses determine what’s working and what needs to be corrected within the production and manufacturing environment.
  + As a QA Managers established Quality Assurance Procedures by assessing current production systems and develop new solutions to enhance quality control, working with production managers and leaders to enact and improve procedures.
  + Experienced in Guidewire Application and played key role in testing the Policy Centre and Billing Centre application for the NJM Insurance Group and worked on Health Care Insurance applications
  + Have Good knowledge in Testing in Banking and Insurance domain for various enterprise level applications for reputed clients like JPMC, GEICO, New Jersey Manufacturers, New York Life, BT, Liberty Mutual Groups, PEGA Bank of America etc.
  + Have 6+ Years of QA experience in Automation Testing and worked on Automated Testing Tools like UFT v12.0, Rational Functional Tester v8.3, Microsoft Visual Studio 2010/2013, Selenium IDE, QTP 11.0/10.5, QC 10.0/12.01, Performance Center, etc. understand processes in order to develop improved and effective procedures.

**Current Company: Dell International Technologies India Pvt Ltd**

* Established the Agile Process for AX Teams - conducting the **Scrum of Scrum Meeting**, **Scrum Ceremonies, Coordinating with Different Location PMs and helping them in Release Planning, Sprint Planning and Sprint Reviews for AX Applications in Manufacturing Space**.
* **PM for China Facility:** **Managed one of the AX APJ Facility Program for China Facility and Managing Multipack Program** delivered all the planned items successfully in time by driving that program till closure and got appreciation from Management and Biz.
* **As TPM:** **Handling multiple AX programs: Coordinating** **with AX Site PMs,** Biz Factory Managers and Development, Functional and E2E Teams for various Releases and supporting in Release and Feature Level Deployments.
* New Enhancements and Enablement Team AX Programs like Bolero, Trident, ISG, UIP, D365, Isilon , EMEA and APJ projects, hence my role is to coordinate projects and PMs across many programs and functional areas in order to deliver items planned for Feature and Major Block Releases thus driving Deliverables for AX Applications to Closure.
* Understanding team delivery concerns and dependencies and coordinating with right teams across all Interlocking Applications to get quick resolutions.
* Taking up new initiatives and focused on improving deliverables to Biz by performing different roles based on Demand.
* Worked on continuous improvement process to improve quality and productivity by identifying, analyzing value added activities, creating new ideas to run Scrum Meetings and following improvements processes for establishing best practices in AX Teams and encouraged teams to come up with Root Cause Analysis of the problems and implements faced in order to get permanent solutions and ensure that those won’t recur.
* Facilitate effective communication and collaboration across multiple disparate groups with competing priorities in order to enhance teamwork and to meet release deadlines and organizational goals.
* **Responsible for Change and Release Management:** Work towards Release Level activities by creating RFC Tickets in Service Now (Request for Changes), drive and coordinate the Release activities during Deployment days across all Teams Development, Functional, E2E, PIT at AX Application Level
* Work on creating a change requests and creating tickets in ServiceNow and control every aspect of the IT change processes from creation to approval and follows up for approvals with required Stakeholders, with clear information on risk and scheduling conflicts and plan Releases according and work for monthly deployments.

**Project Management & Agile Mentorship in Dell:**

* Worked with stakeholders to identify scope, constraints, dependencies, and risks and act as an enabler for the effective functioning of a software development team using Agile Methodology.
* Arranged Grooming sessions between teams to give the Heads-up on the new program, understanding scope, Release targets, number of Stories planned and Team sizing requirements, identified risks and communicated to stakeholders.
* Ushered projects through the entire project lifecycle, Schedule and track project progress, with well-defined milestones, ensure all scrum processes are used as intended.
* Supported in assessment of the quality of releases through monitoring of incoming defects and code changes to identify quality issues and trends, interact with Leads in the program to understand gaps and bridge by identifying the cause and resolution. Ensured best practices and industry standard processes are followed, help the teams be more efficient.
* **As TPM,** creating Request for Changes and following up with stakeholders to drive the RFCs for Feature/Block Releases.
* Driving the Release Management activities and attending the Release Management calls and updating and sending the AX Application hourly status on the Release activities to all the required stakeholders and coordinating in case of any issues.
* Facilitating the Team and Leads with the details needed for timely delivery of the items for the Adhoc Releases.
* Worked and coordinated with the stakeholders and Business to get the required approvals and DRs raised, for planned and unplanned deployments, ensuring that all items in scope are successfully deployed in right environments.
* **As Agile Mentor,** I have set expectations and process changes to AX POs, BA, Dev, Functional and E2E teams on how to follow the Agile Process and update the TFS accordingly in Daily Stand Ups, Reviews, Retros, Demos and Capacity planning and thus streamlining and implementing the Agile process for AX teams
* Define requirements and deliverables required for each Sprint, ensuring team understands the process flow on steps/phases of SDLC to be followed for Story / Defect and linking defect to a story. This process was not followed earlier and helped in easy tracking of the defects till closure , coordinating with different Teams to get the deployments completed.
* Driving Scrums of Scrums and calling out the priorities from each team and creating the current Sprint Backlog accordingly.
* Understanding the priorities, communicating biz on the current status in Daily Check point calls and create the working session to get clarifications and resolutions
* Reviewed the fields to be updated in TFS by Teams (Dev, PO, Test) and check for Story Compliance with correct data in fields such as Release Target Dates, Tags, Comments, Sprint Burn down, QE/E2E/UAT and Groomed.
* Facilitated POs and Teams to work on assigning the Stories/Defects in the Sprints based on the priority and Release Targets.
* Facilitating Scrum Ceremonies and Maintaining Sprint Backlogs, Release Plans, Team Capacities in TFS and driving Sprint items to closure, publish reports to ensure the product owner is updated about the teams progress.
* Facilitated Scrum of Scrum calls for seven different billing applications following Agile process
* Facilitated the transition of the applications (70+ resources) from waterfall to Agile as a Coach, while also acting as the Scrum Master of two mixed on/off shore team

**Appreciations Received in Dell:**

* Successfully handled multiple Major Block & Feature Releases – Handled All Block & Feature Releases from June 2019 till Jan 2021 (Working till Date)
* Received Appreciation from CEO, VPs and Senior Management in DELL Townhall for my contribution in AX Application for support successful deliverables.
* Received Emails from Reporting Manager
  + For effective Tracking and Reporting for the AX Team to be TFS Compliant and introducing best practices of Scrum.
  + PM AX2012 C6 Program- in getting the right people involved and in getting Deliverables driven to closure in time.
  + For the Commitment and support driving Production Issues/ Defects to closure through Effective Communication, tracking, Scope consolidation and RFC Work, work demonstrated in Release/Feature Level deployments.



**OVERALL EXPERIENCE ACCOMPLISHMENTS**

* + Participated and Won second prize in the Org level **@ Designathon Event**. Provided idea, designed and developed Prototype from scratch for “**Simpli Audit**” tool, is completely web-based Audit Management Tool with Cloud Architecture, that would reduce the Audit Planning and execution time by 50%.
  + Created Operational and Technical Workflows which are used as posters displayed in ODC for easy reference to the team which was highly appreciated by Client.
  + Conducted Agile trainings for **SCRUM** adoption for ~70 members across 10 different teams, on **KANBAN** and Lean adoption for ~50 members from Delivery / IT / Operation teams, participated as a Co –Trainer and conducted Weekend Agile workshops on Scrum, CSM & SAFe trainings.
  + Improved communication process for distributed teams by streamlining the sprint planning, scrum stand-up and retrospective meetings. This arrangement helped in reduction of cycle time by more than 12%
  + As an **Agile Facilitator and Certified as Agile Trainer** setup new Scrum, teams and transformed projects from Waterfall to Agile environment using Scrum framework & Kanban, and spearheaded agile transformation across the organization in different Teams by coaching & mentoring teams to adapt to Scrum practices.
  + Optimized **Regression Test Suites** containing 2500 test scripts and reduced execution cycle time from 8 to 3.5 hours
  + Defined Testing baselines organization wide and received **Recognition** Card in 2011 for my contribution in leading and successfully delivering VLF 2.0 project.
  + Received **Best Release Award in 2013**, for successfully managing and completing the Release within the time and budget.
  + Have been a Core and Active member of the **“Women In Trianz”** group.



**AREAS OF EXPERTISE:**



**TECHNICAL & TOOLS EXPERIENCE:**

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| **Software Testing and Project Management Tools** | Rational Functional Tester 8.3, QTP 10.0/11.0, Unified Functional Test Tool 12.0), Test Drive, Win Runner 7.0, HP ALM Quality Center 9.5/10.0/12.01, JIRA 5.2/8.2/8.4, JIRA Confluence, Rational Test Manger, Rational Clear Quest, Microsoft Test Manager (MTM), Microsoft Visual Studio 2010/2013, Interface Testing using Web services using SOAP UI Tool, Coded UI using Microsoft Visual Studio 2010/ 2013, Bug Tracker, SharePoint, Microsoft Project Planning tool (MPP Tool), Rally Tool, MS Project, Bug Tracker, Bugzilla, Guidewire Insurance tool |
| **Trained in Tools** | Selenium Web driver, Load Runner 9.5/11.0, Performance Centre, Test Director 6.0, Silk Test 5.0 |
| **RDBMS Technologies** | SQL Server 2005/2008/2012/2013, Oracle 11i / 9i, MySQL 5.x, SIMM Database for MAC, TOAD, SQL Developer, PL/SQL Excel Macros |
| **SCM Tools** | Rational Clear case, CVS, Tortoise SVN, GitHub Extension, Team Foundation Server (TFS), SharePoint Server 2016 |
| **Service Management** | Service Now Tool (Cloud Ticket Management tool for Operational Tickets), BMC Remedy |
| **Agile Methodologies** | Agile Methodologies (SCRUM, Lean, Kanban, XP, SAFe Implementations), Waterfall, Spiral/Prototyping/Iterative, V&V and High-Level Velocity Driven Methods, Agile with DevOps Engineering Practices. |
| **Languages** | VB Script, C++, C#, Java, J2EE, Java Script, Visual Basic, .NET (C#, ASP.NET), SOUP UI, XMLs |
| **Operating System** | Windows 95/98/NT/2000/XP, Mac OS-X |
| **Web Browsers** | Internet Explorer 6.0/8.0/10.0, Chrome, Safari, MAC, Opera 6, Mozilla Firefox, Netscape 7.0 |

Agile Principles SCRUM, KANBAN, LEAN | XP Practices | Agile in Distributed Teams | Sustaining Agile | Scaling Agile | Agile Facilitation | Training | Mentoring | Agile Empowerment of Teams | Engineering Practices – XP | Delivery Assurance | Tactical & Strategic Planning | Process Improvements | Project & Test Management | Creative Solutions | Continuous Integration | Test Automation and Manual Testing | Communication & Collaboration | Managing and Facilitating Scrum of Scrums

Banking, Financial Services |Health & Life Insurance | Telecommunication | Manufacturing & Fulfilments | Supply Chain Management | Mortgage (Home Loans) | SharePoint Portal | Retail | General Home/Auto Insurance | ERM and CRM | Health Care | Education | Investments and Annuities



**DOMAIN EXPERIENCE:**



**EDUCATIONAL QUALIFICATION:**

* Master of Computer Sciences, Osmania University, Hyderabad, India, with an Aggregate of 65%
* Undergone 6 months certified course on VLSI & Embedded Systems at Govt. Engineering. College, Pune, India
* Master of Science in Applied Physics (Micro Electronics), SMIT, Gangtok, India with an Aggregate of 62%
* B.Sc. Electronics, Utkal University, Bhubaneswar, India, with an Aggregate of 72%
* 10+2 (CBSE) from Delhi Public School, Orissa, India with an Aggregate of 70%
* 10 (CBSE) from Delhi Public School, Orissa, India with an Aggregate of 76.6%



**PROFESSIONAL EXPERIENCE:**

* Working as a PM/Scrum Master/TPM in Dell International in Hyderabad from June 2019 - Till Date
* Working as Agile Facilitator & Delivery Assurance Manager in Trianz Technology Solutions from Sep 2016 –April 2019
* Worked as QA Project Manager/QA Project Lead in Value Momentum from Apr 2014 till Sep 2016
* Worked as Automation QA Analyst in USA for clients such as Health Tech Holdings Inc, Valence HealthCare, TicketsNow from June 2012 till June 2013
* Worked as Senior QA Analyst in Bank of America Continuum Solutions from Apr 2011 till May 2012
* Worked as Test Lead in Wipro Technologies from Mar 2010 till Apr 2011
* Worked as Senior QA Engineer in Virtusa from Sept 2007 till Feb 2010
* Worked as Senior QA Engineer in Liquid-Hub from Feb 2007 till Sep 2007
* Worked as Senior Test Engineer in Arkhe Tech Services from Sept 2003 till Jan 2007