**Arnab Dan**

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**OBJECTIVE**

Seeking a challenging position in the field of Lean Agile and to act as a team member to coordinate with Developers for implementation of User Business/ Functional requirements so as to enable the product/application defect free.

EXPERIENCE SUMMARY

* Working as a Release Train Engineer and Agile Coach in Health Care Domain
* Worked as Scrum Master in Invest Banking Domain for 5 years
* 12 years of experience as Devops Engineer, Functional tester, Production Support Professional ,Automation Tester and Release Management
* Meeting with business managers to discuss the company’s BPM application needs.
* Designing and developing Pega BPM applications.
* Performing solution architecture within the Pega PRPC environment.
* Designing class structures, application frameworks, and data models.
* Coordinating with the project team to ensure the business architecture matches the needs of the customer.
* Integrating business databases, legacy systems, and web services.
* Worked on Configuration Management, Continuous Integration, Stakeholder Management, Change deployment & Governance, Test support, Incident Management and Data Support
* Extensive experience in Incident, Problem and IT Change management
* Have good experience in Level 2 Production Support of Financial suite applications
* Documentation of solution knowledge and process monitoring techniques for re-use by Support teams Strong analytical and problem solving abilities.
* Experience with continuous integration system using Jenkins
* Worked on different Domains such as Investment Banking, Core Banking and Travel.

• Worked closely with all impacted platform systems and understanding testing requirement

• Executed Incident Management calls and got the resolution of issues

* Involved with Health Check Activities
* Played a vital role in the creation and execution of Deployment Strategies and Plans
* Excellent understanding of SDLC, STLC Concepts and Agile Model.
* Experience in Web testing and Desktop Application.
* Good Experience in Quality Center ALM and JIRA.
* Well-known with all the stages of Defect Tracking Life Cycle (DTLC) and Incident Management.
* Scrum Master for Co located Project
* Worked in Batch Monitoring
* Acted as Soft Skill Trainer and Hard Skill Trainer

**PERSONAL SKILLS**

* Quick learner and excellent team player, ability to deliver on time and work efficiently under any environment.
* An Excellent Team Player with good problem solving approach having strong communication, leadership skills and ability to work in a time-constrained and team-oriented environment.

**QUALIFICATION DETAILS**

**PGDIT** from Symbiosis Centre of Distance Learning (63 % ) 2009

**Master of Computer Applications** from Lal Bahadur Shastri Institute of Management (IP University with 69%) 2006.

**Bachelor of Science** from Maharaja Agrasen College (Delhi University with 54.4%) 2003.

**PROFESSIONAL CERTIFICATION**

**ISTQB Foundation Level** cleared on **21 March 2010.**

**Software Testing: ISTQB Foundation Level Certified Course** with specialization in **Manual** and **Automation** from What is Testing Ld, Noida

TECHNICAL SUMMARY

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| --- | --- |
| **Elements** | **Particulars** |
| **Primary Skills** | SAFE 5, Scrum master, Agile Coach,Product Owner,Environment Designer, Incident Management,Deployment Management, Manual Testing (Functional Testing, Database Testing, Regression Testing, Compatibilty Testing,System Testing and Fallback Testing) and Automation Testing ( Selenium) |
| **BPM Tool** | Pega |
| **Collaboration tools** | Asana,Miro,Zoom, Microsoft Teams |
| **Operating Systems** | Windows XP and Unix |
| **Source version control tools** | GIT |
| **CI Tools** | Jenkins |
| **Web Services** | SOAP |
| **Browsers** | IE,Firefox,Chorme |
| **Defect Management Tools** | Quality Center ALM ,Jira |
| **Deployment Tool** | DART and Postman |
| **Methodologies** | SAFe 5.0, Agile (SCRUM ,XP and Kanban), TDD,BDD, Waterfall |
| **Database** | Sybase |
| **Alerting Tool** | Geneos |
| **Components Used** | SAP and Salesforce |
| **Ticketing Tool** | Service Now and JIRA |
| **Scheduling Tool** | Autosys and TWS (Tivoli Work Load Scheduler) |

**SOFT SKILLS**

Worked as a Soft Skills Trainer in Accenture

Given Training on Assertive Communication.

Certified Trainer of Assertive Communication, Effective Business Writing, Who moved my cheese and Fish Workshop.

Given Training on Technology Curriculum - Applied Test Design School,Agile Testing

WORK HISTORY

**Virtusa Consulting Services, Gurgoan** as Lead Consultant from **November** **2017 to Present**

**Accenture,Bangalore as** Senior Software Engineer from **August 2015 to January 2017.**

**NIIT Technologies, Noida**  as Senior Engineer from **June 2012 to August 2015.**

**Interglobe Technologies, Gurgaon** as Software Engineer from **October 2010** to **February 2012.**

**Tech Mahindra, Noida** as (TG1) from **November 2009 to September 2010** (On the payroll of Harjai Computers Pvt Limited Gurgaon).

**Vidyatech Pvt Limited** as a Software Engineer from **December 2007 to January 2009**

**Wipro BPO** as Associate from **July 2006 to July 2007**

# PREVIOUS Experience As RTE and Agile COACH

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| **Project Title** | **Pega Transformation Program Retrieval Operations Workflow** |
| Tools used | PEGA |
| Technology | Oracle Pl/Sql and PEGA |
| Role | Agile Coach and RTE |

###### Description:

Application named as ROW is the **Retrieval Operations Workflow** for Cotiviti.

The users using ROW will be performing the following objectives:

1. The user should enable outbound agents and retrevial specialists to make prepayments on Requests to recive Medical Records on time resulting in higher productivity and reduced turn around time to retrieve records.

2. The user should be enabled copy services users to make a paymenton requests to receive MR on time resulting in higher productivity and reduced turn around time to retrieve records.

3. The user should be updated in request's history with the payment updates recived from Crop Systems thereby providing the users with the updated information and reducing Provider abrasion.

4. The user should have ability to automated bulk send capablity to send request and reminders letters to facilates to ensure quick turn around time and reduce manual interventions.

**The Responsibilities of Agile Coach and RTE:**

* Focused primarily on training the teams to write good user stories, prioritize the work based on business value and handling of the tasks by the team. Placed substantial efforts on team member role training, time-boxing and providing strong metrics for all player
* Brought in Agile best practices such as time-boxing, continuous integration, code/design reviews, transparency, accountability, rally tracking, product visioning, technical debt reduction, self-management, empowerment and role training resulting in realized velocity improvement of more than 100%
* Coached teams, Scrum Masters, Business Analysts, Managers and Executives on Agile values and principles to promote continuous improvement in practices and artifacts.
* Championed cultural change and 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.

### Managing and optimising flow of value through the Agile Release Train.

### Communicating and establishing the annual calendars for Program Increments (PI)s and iterations.

### Facilitating the PI planning event.

### Summarising Team PIs into Program PI Objectives. And, publish them for transparency and visibility.

### Assistancing in tracking the capabilities and execution of features.

### Coaching leaders, scrum masters and teams in Lean-Agile mindsets and practices.

### Helping in managing dependencies and risks.

### Escalating and tracking impediments.

### Offering inputs on resourcing to address crucial bottlenecks.

### Always encouraging collaboration between teams.

### Work with Product Owners, Product & Solution Management, and stakeholders for ensuring strategy and execution alignments.

### Improving the flow of value through value streams by assessing and improving the practices related to DevOps.

### Assistaning in driving the Lean User Experience (UX) innovation cycle.

### Working with the Agile Program Management Office (APMO) on operational excellence and program execution.

### Ensuring adherence to Guardrails. And, understanding & operating within lean budget

### Bridge gaps between IT and Business / Operations

### Support centralization and formalize the housing and reuse of code

### Integrate process re-engineering and continuous improvement into projects

### Drive expertise to ensure successful deployment of Pega

### Share documented best practices and standardized governance models

### Improve the experience of all project stakeholders

Backlog Maintenance

• Created and Managed Backlog

• Backlog grooming: Manage/Update “sprint-backlog” and “project-backlog” regularly after client calls and demos

• Planned forward-looking technology investigations (spikes / POC)

• After each sprint-demo worked with the dev team to estimate and re-estimate backlog

• Facilitated prioritization of backlog first time;

• Facilitated prioritization of backlog during planning n+1 sprint with client

• Creating mock-ups/wireframes/Sketch images to illustrate or to detail for getting clarity from the client, and for communicating the task to the dev team

• Using JIRA for all backlog (no use of Google spreadsheets).

Daily Stand-ups

• Drived daily-stand-ups

• Asked what was done yesterday, what is the plan for today

• Asked probing questions in the stand-ups and outside of it

• Identified potential roadblocks or challenges that may come up

• Consulted Group Lead and raise concerns

• Implemented advised by GL

• Ensured that the team is working towards completion of the sprint; each stand-up well did, will suggest if the velocity is enough to complete Sprint or no

• (Maintained and) Updated the “information radiator board (with stickies)” for all sprints

Sprint Demos

• Ran sprint demos

Business Analysis

• Understond the business of the client and the project

• This enabled me to question business needs that clients communicate

• Validated and recorded agreements in stories, acceptance criteria

• Created mock-ups/wireframes/Sketch annotations to illustrate or to detail – for getting clarity from the client; and for communicating the task to dev team – put these in stories in JIRA

Project Management

• The plan – Do – Check – Act (Complete control on the project)

• Created Physical boards “information radiator board (with stickies)

• Planned deliverables (JIRA/Sprint) along with the team

• Organized the Sprint, get re-estimates done,

• Plan Sprint n+1 with the client – prepared stories for the n+1 sprint to be taken up by dev team; work with QA

• Learn to read JIRA Burndown Charts to know if the project is on time or is there likely to be a delay

• Release Planning – define release goals

Quality Assurance

• Detailed out stories with acceptance criteria

• Ensured all stories have acceptance criteria

• Worked with QA in improving quality of acceptance criteria

• Worked towards zero-defect sprints

• Defect triage – accept/reject

• Supported the Dev+QA team in testing yourself

• Used JIRA for all these activities

• Drove testing strategy

• Delivered stories in piecemeal for testing throughout the sprint

• Validated technical architecture by asking relevant questions

Stakeholder Management

• Sent out weekly Status emails to internal and external clients – must be on SM’s calendar

O Red, Amber, Green status

O Budget consumption

O Key activities this week

O Pre-empt and document roadblocks that/team foresee

• Raised Flag /issues to clients and work aggressively within the team/org to mitigate this

• Coach clients on agile/scrum, our model, align them on our practices, using Jira, etc

Engineering Practices

• Drive towards Unit Testing

• Drive towards Continuous Integration (CI) using Jenkins; leads to a clear release and deployment strategy/plan

• Piecemeal UAT strategy

• Drive Intrinsic quality like Code, stories written, test scenarios written

• Continuously monitor and improve them. Question people on them

• Use Jira rigorously to track stories, defects, and manage it end to end.

People, Process and Tool Coach

• Coach people to improve in their role

• Challenge and question people on the way they are working to make it better

• Run sprint-retros

• During retros listen for “cause” behind the words; by asking probing questions

• Continuously strove to improve yourself

• Handholded team on Scrum way of doing

• Strategized which tool to use for what purposes.

# PREVIOUS Experience AS Scrum Master

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| **Project Title** | **Royal Bank of Scotland –CPB PSEMT** |
| **Tools used** | EDT, DART , Shell Scripting |
| **Team Size** | 11 |
| **Role** | Scrum Master |

###### Description:

Platform Services team is a shared team that manages non-PRD environments, Manages PRD releases and implements Dev Ops across all business verticals pan CPB. The functional area aims to support, improve and automate the non-PRD environments, so as to create sustainable development & testing stability.

PS **Environments** **Management** Team (PSEMT) caters to day-to-day business requirements and maintaining the steady state in business capability and improving the efficiency. This is for an **environment support** role, Software Designer, reporting into the PSEM Lead in India.

**The Responsibilities:**

* Worked on a Programme level environment build for CPB Technology work streams where in E2E testing for such work streams can progress.
* Worked closely with all impacted platform systems and understand testing requirement and convert into environment build.
* Optimisation of Stakeholder Queries.
* Worked as a Shift support
* Ran and executed Incident Management calls and get the resolution of issues from Platforms.

**Jobs & Responsibilities**

* To facilitate daily scrum, sprint planning, sprint demo, and retrospective meeting.
* Resolve conflicts by focusing on scrum values of openness, honesty, and respect.
* Forecast the number of deliverable possible in an iteration based on evidence.
* Estimate and plan for the whole software development project
* Coach the team in agile practices; emphasize on individuals & interactions over process & tools.
* Help the team members in clarifying goals and actions to achieve the goals.
* Shield the team from any distractions and interference.
* Ensure the correct application of the scrum process.
* Actively took part in Deployment In Production Releases and Hotfix.
* Involved in deploying the services in Production using EDT tool.
* Involved in deploying micro services servers , data servers and content servers
* Involved in Migration Plan from one Backend to another Backend
* Implemented the Migration plan with the help of different stake holders such as Infra and Application Team.
* Run the Functional Shakedown before delivering the system to Testing and Development Team.

**PERSONAL DETAILS**

Father’s Name : Mr. A.N.Dan

Date of Birth : 14th September 1982

Passport : N6162935