**Nitin Goud**

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**PROJECT MANAGER / SCRUM MASTER**

**Profile Summary**

A dynamic and technology savvy Project Management Professional (PMP) and a Certified Scrum Master (CSM) with 6+ years of hands-on experience working as an Project Manager in Dell Technologies. As a Project Manager, I come with diverse and international experience in supporting & deploying industry leading digital transformation solutions for clients predominantly in Energy sector, Information Technology, Financial Institutions and Health care industries. Implemented multiple multi-million-dollar engagements within budget and time for customers who revamped their infrastructure and business areas leveraging bleeding edge hardware & software solutions. A dynamic and self-directed professional, consistently achieving organizational objectives while driving and managing teams to deliver values to customers.

**IT Skill Set**

* Agile, Waterfall, & Scrum Project Management, Expert of ITIL standards
* Total Customer Experience, Project Governance
* Communication Management, Change Management, Risk Management
* Stake Holder Management, Schedule & Cost Management
* Share Point Resource Performance & Conflict Management
* Business & IT strategy, Detail Oriented & Multitasking Capability
* Advanced Microsoft Office 365, Microsoft Project & Propel (SAP tools) , Microsoft Excel
* Facilitation, Effective Communication & Negotiation, Defining and managing KPI’s
* Cross Team Collaboration

**Certifications**

* Project management Professional (PMP)
* Certified Scrum Master
* Information Storage and Management (ISM)
* ITIL V3
* Disciplined Agile Delivery

**Work Experience**

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| DELL EMC- Project manager/Scrum Master March 2018 – till Date |

**Key Responsibilities:**

* Primary responsibilities included hands on project management and end to end project delivery for global projects and programs delivery for customers in North America (USA & Canada) with high customer satisfaction within budget and time
* Managed multiple large and medium sized projects where engagements primarily revolved around Infrastructure (on-prem and hybrid cloud) Software Developments and Implementations. Responsibilities also included Process Improvements, Data Center Transformations, Migrations of existing data, virtual machines, servers, storage, networks and related software deployments as part of technology refresh, digital transformation or to support mergers and acquisitions between organizations
* Owned all aspects of project planning throughout the project life cycle while building, managing and coordinating the project deliverables with the project delivery team comprising of project sponsors, onsite engineers, solution architects and implementation specialists. Teamed with the subject matter experts to collect the technical requirements from the client and worked with cross functional teams to develop tailored solutions for the customers.
* Defined the internal project budget (reported- cost forecast, variance & expenditure analysis on every project) and monitored the project progress using Project Management Information Systems throughout the project lifecycle to deliver & track all the activities part of the Work Breakdown Structure
* Effective in facilitating scrum ceremonies, measuring metrics, tracking sprint progress using JIRA and Confluence.
* Working closely with Business and IT Application Development Teams to drive and be a key contributor to Project Releases and Sprint Deliverables.
* Acted also as BA in liaison between Users, Product Management, define Software Requirements and write detailed Functional Specifications.
* Managed the UAT process by performing smoke testing, defect management, communicating status, and conducting demos. Assisting the Team in defining and documenting a Change control process for ITSM.
* Facilitating the Scrum Ceremonies and ensured the Team given the active participation. Sprint Planning, Daily Stand-Up meetings, Sprint Reviews, Retrospectives, other Workshops on Agile Practices, and Defect Triaging (such as prioritization and resolution of defects/bugs).
* Chaired client meetings for daily/weekly/MBR and prepared communication management plan to make sure minutes of meeting, project status reports, project health reports, solution designs, updated project plans, milestone completion forms (MCF) are shared with all the project audience in a continuous and effective manner

**Key Achievements:**

* Demonstrated effective project management capabilities on multiple medium & large enterprise projects parallelly, ranging from $500,000 to $2+Million across US Central Region & Canada
* Consistently leveraged various delivery models including Waterfall, Agile & Scrum methodologies to plan and schedule project deliverables, track and deliver project tasks as per milestones and budget
* Successfully acted as the Face of Dell to large enterprise customers such as Caterpillar, Accenture, Ulta Beauty, Zurich Finance, Farmers Inc, CNA Financials, Allstate Insurance, Robert Bosch, Transunion, Takeda, Zimmer & DXC

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| Financial force- December 2019 – Present |

* Drive the Agile execution of the project through “servant leadership” and collaboration with the Product Owner and development team.
* Work with the Product Owner and development team to ensure the backlog is continually refined and understood by the whole team.
* Facilitation of all team meetings and ceremonies, including Planning sessions, Showcases, Team Retrospectives and the daily stand-up.
* Support the efficient flow of work through Agile teams by helping the teams remove obstacles and make improvements.
* Guide and coach the Scrum team and organization on how to use Agile/Scrum practices and values to delight customers.
* Removing blockers, facilitating discussions, enabling seamless communications with Stakeholders.
* Demonstrating the IT methodologies, processes and standards for Program Management / Agile methodology
* Support Agile thinking as the norm and help foster a culture of continuous improvement.
* Cultivate trust through personal and team relationships with a range of product owners.
* Enable teams to monitor progress within and across sprints using effective metrics.
* Planning, forecasting and reporting of team velocity and throughput both internally and to the client.
* Participating in scheduling of deliverables to meet the needs of wider programme dependencies.
* Team budget and resource management.

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| Bon Secours & Mercy Health Jan 2019 – Dec 2019 |

**Customer Challenge:** To create a homogenous platform out of a complex, heterogenous environment between 2 organizations

* Setup Mercy’s entire storage and backup environment to sync them with Bon Secours’ existing hardware’s for their new data centers across multiple cities in United States. Storage, backup & replication products involved in these projects were e.g.- Unity, Xtrem IO, Isilon, Recover Point, Data Domain and Avamar.
* Applied rolling wave planning process to deploy all the storage and backup hardware’s in the first stages and then mapped all the hardware’s and VM’s in order to plan the migration events at the later stages.
* Collaborated with cross functional teams within matrix environment to collect requirements, planned resource demands and created change requests whenever required.
* Worked with the project accountant to forecast cost in order to maintain project within budget.
* Facilitated daily meetings to keep the project team updated on the project health and shared the all the project reports with the project audience.

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| Zurich Insurance group - March 2018 – Jan 2019 |

* **Customer Challenge:** Zurich- Data Domain & Networker Deploy project involved revamping of client’s entire backup infrastructure.
* Migrated from their existing Net Backup environment which involved the deployment of Networker servers across 3 sites in the USA and migration of File system, Microsoft SQL, Oracle servers and taking image-level backups for multiple virtual machines.
* Migrated 200+ hosts from the existing systems to the newly designed Dell solution. Worked as the project manager with the cross functional stakeholders, built communication plans, and shared project updates with all related stake holders internally and with the client. Prepared and driven a detailed project plan including all the accepted deliverables. Received final acceptance from the customer to close the project and ensured that all the invoices were paid.
* Key Business Impact: This IT transformation for Zurich, reduced their backup time from 24 hours to 4 hours.

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| DXC Tecnologies – Program analyst July 2014 – Nov 2017 |

* Defined, analysed and documented the requirements to design the process of setting up and maintaining the Business Unit operational units viz. Cost Centre, Profit Centre.
* Generated & maintained Milestone Tracker Reports for several projects that included scheduling and forecasting project completion dates.
* Scheduled project related tasks using the Gantt charts, in the MS Project tool, to calculate the likely overall timescale of delivery.
* Collaborated with program managers to define, implement, and enforce project governance and project management processes for the clients’ projects.
* Facilitated project scope estimation planning discussions with the relevant stakeholders.
* Assisted program managers with defining scope, milestones and timelines for multiple releases.
* Analysed and presented organization level tasks such as annual diversity statistics, conducted Employee Engagement Survey, maintained track of client obligations to meet agreed timelines.
* Conducted account level reviews to ensure that all required approvals are received in time and projects comply to the defined governance framework.
* Presented the results of complex analysis in easily understandable Excel and PowerPoint documents, allowing clients to quickly engage with the findings.

**Educational Qualifications**

* Bachloers in information Technology from JNTUH (July 2010 – May 2014)
* Narayana Junior College, Hyderabad (June 2008- March 2010)
* CRPF Public School, Hyderabad (July 2000- March 2008)

**Affiliations**

* 3 Times TCE (Total Customer Experience) Award winner in 3 consecutive quarters (2020)
* Recipient of CSC Spot Award for Excellence (2016)
* Toastmasters International – Competent Leadership Award
* President of CSC Toastmasters club (2016-2018)
* Presided over the club’s meetings.
* Winner of the University Level Table Tennis Doubles Championship, 2013 held at JNTU, Hyderabad.
* Captain of college Basketball team.