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**AGILE - KNACKS**

**| Scrum | Kanban | XP | and |SAFe 5.0 |**

**DOMAIN – EXPERTISE**

**| BFSI | Manufacturing | Retail – E Comm| Hi-Tech – SCM |Telecom | and |Healthcare - Lifesciences |**

**PROFICIENCY – AREAS**

**| Scrum Master – Agile Project Management | Change Management |BA| Support Operations Management |**

**| Test Environment Management |**

**Available for deployment**

**PROFESSIONAL SUMMARY**

* Possess **10+ Years** of **First-rate** Experience in **Managing – Project Analysis**, **Design**, **Development**, and **Testing** for **Web & Windows based Applications.**
* Also experienced in managing different areas such as Project Release, Change, Quality Assurance, Test Environment, Build Deployment, and Support Operations Management ( Incident, Product, Application etc. ).
* Executing the role of a **Scrum master** since **3+ years** and **enabled** planning for sprints, features, and larger technical initiatives.
* **Served** as a **facilitator** for **Product Owner**, **business** and the **Development/engineering teams** and align teams to deliver **value** rapidly through sprint/ iterations – and ensured **agility**.
* **Facilitated** effective **Agile Events/Ceremonies** ( Daily stand-ups, Sprint planning, Sprint review, Sprint retrospectives and Back log refinement **)** and **Artifacts** ( Product backlog, Sprint backlog, Product increment )
* Managed to remove **impediments**, controlled distractions as well as facilitated discussion and conflict resolutions.
* **Ensured** appropriate **consistency** and **coordination** between Scrum team and other stake holders needed.
* Assisted team with making appropriate **commitments** through story selection, task definition.
* Possess good knowledge of other Agile approaches **Kanban, XP, FDD**, etc.
* Always made sure that the scrum team maintain **Scrum values** – (**C,C,F,O,R**) and built trust via scrum pillar’s (**T,I,A**).
* Coached and made scrum team aware the **12 principles** of Agile and basic agile **manifestos**.
* At sprint end **-** ensured team **met** all **DoD -** quality check list parameters( **User Story - Acceptance Criteria, Development Tasks** and **Testing** ).
* Tracked the **work remaining** in the sprint via **Burn down charts.**
* Constantly updated on team **metrics (** capacity, velocity **)** toProduct Owner and Higher Management.
* **Coached** on **Self-organizing** and enact **continuous improvement** within the team to increase the productivity of the team and quality of deliverables.
* Always worked on possible major areas of change (**process**, **tools** or **technology**) to **improvise** teams **velocity** to **deliver more value** to our **esteemed customer**.
* **Strong experience** in QA Test Management Activities - **phases** of **SDLC**, **STLC**, **Bug** **life-cycle** and **methodologies**, like **Agile – Scrum**.
* Ensured **QA Standard reviews – ( Peer, Lead, Onsite Coordinator and Client-side )** for all activities are followed and needed signoffs are done for the same.
* Coordinated with all teams for ( Change, Hotfixes, Adhoc and Scheduled build deployments ) on build days and ensured a **stable build released** to **Test Environment** and dealt with **Project** risks to ensure smooth flow.
* **Also** gave inputs on ( Identifying Testable requirements, Test Planning, Test Data Management, Test Strategy, Test Case design, Test Execution, and Defect detection, decisive at its severity, priority, and management ).
* **Also** directed QA team for **Black box Testing** ( Smoke Shakedown, Database Validation, Mobile (Android & iOS), Security, Negative, and Regression Testing and Involved in **reviewing** designed test cases and scenarios and recommend changes.
* Provided inputs on preparing Daily, Weekly **status reports** (Requirement High/Mid/Low, Test execution, Bug summary, and Impact analysis) to ensure tracking against the plan.
* Ever **proactive** to get details about latest releases/builds beforehand to plan and **organizing project tasks** accordingly.
* **Involved all client site activities** for HCL new joiners, onboarding, introducing and mediating to get the enhancements work and allocate the same responsibilities to the team andtrack billingandupdated to my higher ups.
* Well versed in attention to detail, with **Outstanding Communication skills** - verbal and written.
* Possess **First-rate expertise** of working in **client locations** and **proficient** at **customer interaction** and **management.**
* Well versed at detailed problem analysis and its solutioning.
* Always - **Lead** from **front** and **fervent** to **learn** **new technologies** and **ready** to **accept challenges.**
* Possess **Strong initiative** and a **proactive** mindset and very well to work independently and efficiently with high level of integrity.
* Served as **BA,** and **Subject matter expert** in support operations.
* Managed **Project Domain/Process trainings** and for hiring **new talents** in **weekend drives** to **project ramp up** requirements, and team performance appraisals.

**WORK EXPERIENCE: - Working** with **HCL Technologies – 2011 June - Present**

**Accounts Handled:**

* **CA** Security Suite – Security.
* **CBA** – Banking Domain – Clients Team.
* **Model N** – Retail - (ERP- SCM) - Revenue Management Suite – Client Location.
* **Infor Global** – Fourth Shift – (ERP- Supply Chain Management).
* **Deutsche Bank** – Banking - Risk Management domain – **London**.
* **Kantar** – Retail E - comm Domain.
* **NVS Core** - Arctic – Healthcare / Lifesciences Domain.
* **Tier 2 -** Lead **BA – for *Verizon Internet Security Suite*** - at **Tech Mahindra**,from **2006 November – 2011 June.**

**ACHIEVEMENTS AND AWARDS**

* Received appreciation from Management and client for **Detection of maximum** number of **valid defects**.
* Awarded teams **“Best Team Management Excellence Awards”** in March, April and May 2018 **consistently**.
* Played a key role in **Saving time** and **effort** for Identifying and collecting **Root cause analysis** for defects raised and advised the fixes for development teams if similar bug occurs in current builds.
* Received customer appreciations for maintaining **consistent** Scrum Team **Capacity** and for improving **Velocity** sprint by sprint.
* Was **nominated for** **Onsite** Assignment in **London – UK.**
* **Successfully** completed **Certifications** on **( Agile Scrum Master, Business Continuity Plan, Azure fundamentals, ITIL, ISTQB etc.)**

**UPGRADES IN PROGRESS**

* SAFe Practitioner – **Certified**
* Data Science
* New Trends in **Cloud Technologies.**

**TECHNICAL SKILLS**

* Operating Systems : Windows platforms.
* Mobile Operating Systems : Android & iOS
* Test Automation Tools : HP ALM -12, QTP, Selenium Web driver 3.0
* Defect Management Tool : Quality Center, Atlassian’s JIRA, Bugzilla and SDR Tracker.
* Functional Testing : SDLC, STLC, Analyzing Testable Requirements, Designing, Executing

Test scripts and Defect life cycle, BDD.

* Languages : C++, Net, Core Java, Gherkin, Python
* Version Control Tools : Visual Source Safe.
* Scripting Languages : VB.
* Database : Redshift, AWS – Dynamo DB, SQL Server 2012 (SSMS).
* Tools : Microsoft Teams & office Tools, SCCM, HP Service Manager, Atlas and Environment utilities, WinSCP, Unix Putty, SharePoint -Functional/Business Docs storage, Confluence, DB Canvas- GUI for JSM (status of jobs, kill, re-launch), Crucible (Portfolio migrated to Git) Powerbroker - Production Accesses, Jama, Samba and NX Client, Git-Hub etc )

**EDUCATIONAL CREDENTIALS**

* **Bachelor of Engineering** (Information & Technology), from **Osmania University**, Muffakham-Jah College of Engineering and Technology, Banjara hills, Hyderabad.

**PROFESSIONAL ENHANCEMENTS**

* **SCRUM MASTER – Certified**.
* **SAFe** 5.0 Practitioner – **Certified**
* Attended “**Architecting Microsoft Azure Solutions**” training.
* Trained on “**First Time Right**” approach.
* Attended “**Agile Foundation Distributed Agile**” training.
* [Involved](https://learning.naukri.com/pmi-agile-certified-practitioner-(pmi-acp)-course-pmil2?utm_source=naukri&utm_medium=jd_widget&utm_content=jobc&utm_campaign=jd_widget_jobc&fftid=jd_widget_jobc) in **- PMI Agile Certified Practitioner (PMI-ACP)** training**.**
* BFSI – Accreditation.
* **ITIL** Foundation.
* Attended “**DevOps fundamentals**” training.
* Attended “**SAFe Practitioner”** training
* LS OMS - GAMP5 Overview
* LS OMS - Good Documentation Practices
* LS OMS - GxP Overview
* iGDM 3.0 – Integrated Global Delivery Methodology

**PROJECT SUMMARY**

**COMMON WEALTH BANK OF AUSTRALIA - (Client's Team).**

**Commonwealth Bank of Australia** is Australia’s leading provider of integrated financial services including retail banking, premium banking, business banking, institutional banking, funds management, superannuation, insurance, investment and share broking products and services.

**Environment & Tools:** |.Net| Jira| Atlas | QC ALM Test Management Tool| HP Service Mgr.| SCCM| MS Office|

**Responsibilities**:

* Working as **Scrum Master** and Involved in Analyzing the requirements, and create user stories in **AGILE** model.
* **Coached** and **nurtured** the team by embedding a Scrum approach whilst adopting and operating Scrum efficiently to support the project strategy.
* Facilitated the team across all the **Agile ceremonies** (Backlog refinement, Daily stand-ups, Sprint planning, Sprint review and Sprint retrospectives**)** to help promote complete and relevant team participation.
* Led cross-functional distributed teams and **guided** the team to setup and resolve operational processes that satisfy the Agile principles
* Always Led **communication** to negotiate, persuade and challenge the business when required to support the Agile approach.
* Trained the team in **project governance** ensuring all appropriate approvals, project governance, communications and go-to-market plans are in place for all delivery activities.
* Coordinated with Product Owner for Product Backlog prioritizing and refinement of PBI’s.
* Coordinated for **Agile artifacts** (Product backlog, Sprint backlog, Product Increment etc.).
* Managed - Build, Release and Change management for (**Commsee**, **CommBiz** and **FOL** applications) and perform all tasks like Build Deployment Management, Defect Management, Incident Management, Work Requests, Change Requests, Reporting Activities, Hot Fixes, Adhoc Build requests, Mail Box, Onshore Handover process.
* Engaged, coordinated all Stake holders like **DBA** and **Esdo** on build day and ensured a **stable build released** to **Test Environment** and **dealt** with **all process impediments.**
* Managed **high level shakedown** testing on all **3 Applications** **Pre-Build** and **Post-Build** releases to validate the **health** of **new build** deployed and also verified **resolved defects** on **every build.**
* Advised on performing **health check** for Finest Online (FOL), CommBiz, and Commsee Applications **every hour** and tracked its **performance.**
* Played a key role in **Saving time** and **effort** for Identifying and collecting **Root Cause Analysis** for defects raised and advised the fixes for development teams if similar bug occurs in current builds.
* Directed inputs for deciding and approving defects thereby **eliminated invalid bugs** and, ensured correctness and saved dev mates time/effort.
* Reviewed identified **major issues** by reproducing and demonstrated consistent and good judgement of assessing severity of issues.
* **Chasing** the **issues** by socializing with **ESDO** and **engage the team** from **beginning to closure** and ensured the **Top-quality performance** of the **applications**.
* Managed **Ad-Hoc meetings** for Project progress / Defect related discussions.
* Always stood front in – client side requirement fulfilment and accept/include Ad-hoc request (high priority deployment fixes).