**Resume**

M. Lalitha Jyothsna

E-mail: lalithajyothsnam@gmail.com

Contact Number: +91 80958 17169



**Objective:**

Seeking a position to utilize my skills and abilities in Information Technology Industry that offers professional growth while being resourceful, innovative and flexible

**Summary:**

B.Sc. Computer Graduate from Sri Krishna Devaraya University (A.P), with 12 years of professional experience at Infosys Ltd.

**Key Strengths:**

* Strong inter-personal and communication skills leading to optimizing the contribution from co-workers towards achieving common objectives
* Ability to forge strong and long-lasting relationships with both Internal Customers and Clients
* Target oriented, methodical and systematic approach to crises and problems

**Professional Experience:**

**Current Organization:**

Organization : Infosys Ltd

Designation : Technology Lead and Scrum Master

Duration : July 2014 – Till date

**Current Project: Intel**

**Duration: October 2020 – Till Date**

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| **Team Size** | : 12 Members |
| **Company** | : Infosys Ltd, Bangalore |
| **Client:** | : Intel |
| **Key Skills** | * : Daily scrum, sprint planning, sprint demo and retrospective, Conflict resolutions, Coaching Agile practices, Forecasting, Removing impediments, Show and telland Servant Leader, SharePoint 2007/2010/2013, O365, HTML, CSS, Angular JS, React JS, Nintex, JIRA, Azure DevOps, MS Teams, Project Server, Project Online, Service Now, Remedy, MS Visio, GIT, SPFx |

**Role :** Technical Lead and Scrum Master

**Responsibilities:**

* Experience in training and coaching the internal as well on Agile practices and on ways of working on Microsoft Azure DevOps tool, MS Teams.
* Experience in backlog creation, metrics determining and widgets creation, query creation, area creation, iteration defining, etc.
* Providing innovative solutions to cater to niche agile issues of customer like re-using the PBIs created for one increment to another, creating sandbox for agile teams, creating traceability for test cases, etc.
* Experience in conducting/hosting the Daily Scrum Calls, Scrum Ceremonies like Sprint Planning, Sprint Retrospective, Show and tell, Scrum of Scrums, etc.
* Well-versed with various tools used in agile such as JIRA and MS Teams,
* Experience in serving as scrum master for 2 teams, exercised extreme programming practices within the team like pair-programming, swapping agile roles within the team, planning games, improving coding standards by making Code/Deployment review checklists.
* Addressing the day to day challenges faced by the scrum team like dependency bottlenecks, feature creeps, slower turn-around times in many phases of the delivery process with the help of various agile tools such as organizing steel thread meetings, creating spike and POC stories, revising the DOD as per the outcome of Retrospective action points.
* Have experience in Creating/Managing the Sprint board for the Sprint User Stories, Kanban board for tracking the Bugs, Sprint/Release burn-down charts, Velocity tracker, Cumulative flow diagram, etc.
* Have experience in creating the backups in the team to make the team role-agnostic.

**Project 1: BP**

**Duration: May 2020 – September 2020**

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| **Team Size** | : 5 Members |
| **Company** | : Infosys Ltd, Bangalore |
| **Client:** | : British Petroleum, UK and US |
| **Key Skills** | : SharePoint 2013/2010/2007, Azure, O365, Project Server, Project  Online, Visual Studio 2008/2012, Nintex Workflows and Forms, Angular |

JS, Windows Server 2002/3, HTML, Java scripting, Jquery, XML, SharePoint Designer 2013/2010/2007 , Rest API, React Js, spfx, VSTS, GIT

**Role :** Technical Lead and Scrum Master

**Responsibilities:**

* Lead team Technically during the development of the applications and worked as a Scrum Master.
* Developing application with React JS and spfx.
* Help team to Analyzing, debugging and resolving application issues.
* Interacting with the Stakeholders and guiding the team as per the Business requirements which include performance, scalability, reliability, availability, maintainability.
* Handling the escalations and managing the major incidents and provide resolutions
* Prepares estimations, release plan and road map for future releases. Disaster recovery plan ownership.
* Performs code enhancements to the applications.
* Understands user issues and provides appropriate resolution.
* Planning and executing the Knowledge Management sessions which helps team to enhance the skills and perform better.
* Experience in training and coaching the internal as well on Agile practices and on ways of working on Microsoft Azure DevOps tool, MS Teams.
* Experience in backlogcreation, metrics determining and widgets creation, query creation, area creation, iteration defining, etc.
* Providing innovative solutions to cater to niche agile issues of customer like re-using the PBIs created for one increment to another, creating sandbox for agile teams, creating traceability for test cases, etc.
* Experience in conducting/hosting the Daily Scrum Calls, Scrum Ceremonies like Sprint Planning, Sprint Retrospective, Show and tell, Scrum of Scrums, etc.
* Well-versed with various tools used in agile such as MS Teams, JIRA.
* Experience in serving as scrum master for 2 teams, exercised extreme programming practices within the team like pair-programming, swapping agile roles within the team, planning games, improving coding standards by making Code/Deployment review checklists.
* Addressing the day to day challenges faced by the scrum team like dependency bottlenecks, feature creeps, slower turn-around timesin many phases of the delivery process with the help of various agile tools such as organizing steel thread meetings, creating spike and POC stories, revising the DOD as per the outcome of Retrospective action points.
* Have experience in Creating/Managing the Sprint boardfor the Sprint User Stories, Kanban boardfor tracking the Bugs, Sprint/Release burn-down charts, Velocity tracker, Cumulative flow diagram, etc.
* Have experience in creating the backups in the team to make the team role agnostic.

**Project 2: Exxon Mobil Ltd**

**Duration: Jan 2020 – April 2020**

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| **Team Size** | : 8 Members |
| **Company** | : Infosys Ltd, Bangalore |
| **Client:** | : Exxon Mobil Ltd, US |
| **Key Skills** | : SharePoint 2013/2010/2007, Azure, O365, Project Server, Project  Online, Visual Studio 2008/2012, Nintex Workflows and Forms, Angular |

JS, Windows Server 2002/3, HTML, Java scripting, Jquery, XML, SharePoint Designer 2013/2010/2007, VSTS

**Role :** Technical Lead and Scrum Master

**Roles and Responsibilities:**

* Lead team Technically during the development of the applications and worked as a Scrum Master.
* Help team to Analyzing, debugging and resolving application issues.
* Interacting with the Stakeholders and guiding the team as per the Business requirements which include performance, scalability, reliability, availability, maintainability.
* Handling the escalations and managing the major incidents and provide resolutions
* Prepares estimations, release plan and road map for future releases. Disaster recovery plan ownership.
* Performs code enhancements to the applications.
* Understands user issues and provides appropriate resolution.
* Planning and executing the Knowledge Management sessions which helps team to enhance the skills and perform better.

**Project 3: Service Management – PAN BP SharePoint Service Line**

**Duration: August 2017 – December 2019**

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| **Team Size** | : 120 Members |
| **Company** | : Infosys Ltd, Bangalore |
| **Client:** | : BP, London, UK |
| **Key Skills** | : SharePoint 2013/2010/2007, Azure, O365, Project Server, Project  Online, Visual Studio 2008/2012, Nintex Workflows, Windows Server |

20028/3, HTML, Java scripting, Jquery, XML, SharePoint Designer 2013/2010/2007, VSTS

**Role :** Team Leader

**Roles and Responsibilities:**

* My role is to lead, guide and helped the team to resolve service requests, incidents within the agreed Service Level Agreements which includes working on SharePoint support, code fixes, Enhancements, Nintex workflows, MS Visio’s and Change requests which require code changes and need to be completed within the estimated timelines.
* Lead a Migration team along with the Application Support team where the migration is from Project Server to Project Online.
* Responsible for analyzing the requests which are about to breach and help the team to resolve the issues.
* Help team to Analyzing, debugging and resolving application issues. Participate in Incident management and problem management for incidents.
* Interacting with the Stakeholders and guiding the team as per the Business requirements which include performance, scalability, reliability, availability, maintainability.
* Handling the escalations and managing the major incidents and provide resolutions
* Manages support calls, incidents, problems, root cause analysis and providing workarounds and solutions, maintaining standard support procedures and other documentation as required to ensure the support, availability and continuity of support applications to agreed SLA’s and KPI’s at Service Line.
* Prepares estimations, release plan and road map for future releases. Disaster recovery plan ownership. Supports SharePoint application requests raised by end users.
* Performs code enhancements to the applications.
* Participates in business and system requirements sessions. Analyzing, debugging and resolving application issues.
* Understands user issues and provides appropriate resolution.
* Leading the status calls with the clients which are on weekly basis.
* Leads the process of integrating and releasing new functionalities into 'business-as-usual' environment, ensuring all service acceptance and operational deliverables have been successfully implemented at Service Line.
* Planning and executing the Knowledge Management sessions which helps team to enhance the skills and perform better.
* Handling the Projects ELS entry and exits and working with the stakeholders as a Coordinator and Lead.

**Project 2: Service Management – PAN BP SharePoint Service Line**

**Duration: September 2016 – August 2017**

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| --- | --- |
| **Team Size** | : 105 Members |
| **Company** | : Infosys Ltd, London |
| **Client:** | : BP, London, UK |
| **Key Skills** | : SharePoint 2013/2010/2007, O365, Project Server, Project Online,  Visual Studio 2008/2012, Nintex Workflows, Windows Server |

2002/3, HTML, Java scripting, VSTS, SharePoint Designer 2013/2010/2007

**Role :** Team Leader and Onsite Coordinator

**Roles and Responsibilities:**

* Worked as a Lead and as an Onsite Coordinator which includes interactions with the clients and getting the requirements, analyzing, and preparing the estimates for the projects.
* Worked in Development project where a complete site in O365 has been refurbished using Jquery/Javascripts, HTML and XML.
* Worked as an Infrastructure Administrator for a project where the Audit logs needs to be enabled.
* Lead a Migration along with the Application Support team where the migrations are from Project Server to Project Online.
* Interacting with the clients and getting the requirements for Migration and providing the suggestions on the procedures which are followed for migration.
* Migrating the Project Sites and the Schedules with the use of Metalogix and Microsoft Office Project Pro.
* Lead, guided and helped the team to resolve service requests, incidents within the agreed

Service Level Agreements which includes working on SharePoint support, code fixes, Enhancements, Nintex workflows, MS Visio’s and Change requests which require code changes and need to be completed within the estimated timelines.

* Responsible for analyzing the requests which are about to breach and help the team to resolve the issues.
* Interacting with the Stakeholders and guiding the team as per the Business requirements.
* Handling the escalations and managing the major incidents and provide resolutions.
* Leading the status calls with the clients which are on weekly basis.
* Planning and executing the Knowledge Management sessions which helps team to enhance the skills and perform better.

**Project 1: Service Management – IST and PAN BP SharePoint Service Line**

**Duration: July 2014 – August 2016**

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| --- | --- |
| **Team Size** | : 84 Members |
| **Company** | : Infosys Ltd, Bangalore |
| **Client:** | : BP, London, UK |
| **Key Skills** | : SharePoint 2013/2010/2007, O365, Project Server, Project Online,  Visual Studio 2008/2012, Nintex Workflows, Windows Server |

2002/3, JQuery, HTML, Java scripting, SharePoint Designer 2013/2010/2007

**Role** : Senior Analyst and Team Leader

**Roles and Responsibilities:**

* My role is to resolve service requests and incidents within the agreed Service Level Agreements. I am also required to work on Change requests as and when they come. These requests require code changes and need to be completed within the estimated timelines.
* As a Support Analyst, working as a part of Application Maintenance team which includes working on SharePoint support, code fixes, Enhancements, Nintex workflows, MS Visio’s.
* Involved as a Programmer in the implementation of SP2010 based Application Maintenance portal for a UK/Singapore and Indian based Trading Functions Portal. Project involved development of custom web parts for the portal, Web Services, scripting with JQuery, Approvals and Notifications using Nintex workflows.
* Key stakeholder in designing and representation of Major Incident Management, On-Call

Process, Support process for Third Party Tools, AD to AM Transition process and SharePoint Service Line Organizational Structure and preparation of process related documents like OnCall procedure and other project related documents.

* Responsible for Chargebacks, SLA reports, GAP Analysis and other reports like Weekly Status Report and maintaining and tracking the important ticket related information.
* Responsible for Joiner, Mover and Leaver process and other Project related processes like raising requests for iLink tokens, Admin accounts etc.
* Training the newly joined.
* Lead, guided and helped the team to resolve service requests, incidents within the agreed

Service Level Agreements which includes working on SharePoint support, code fixes, Enhancements, Nintex workflows, MS Visio’s and Change requests which require code changes and need to be completed within the estimated timelines.

* Responsible for analyzing the requests which are about to breach and help the team to resolve the issues.
* Interacting with the Stakeholders and guiding the team as per the Business requirements.
* Handling the escalations and managing the major incidents and provide resolutions.
* Leading the status calls with the clients which are on weekly basis.
* Planning and executing the Knowledge Management sessions which helps team to enhance the skills and perform better.

**Previous Organization:**

Organization : Infosys BPO Ltd.,

Designation : Process Specialist

Duration : Dec 2008 – July 2014

**Project: Service Management – IST SharePoint Service Line**

**Duration: December 2011 – July 2014**

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| **Team Size** | : 20 Members |
| **Company** | : Infosys Ltd, Bangalore |
| **Client** | : BP, London, UK |
| **Key Skills** | : SharePoint 2013/2010/2007, Visual Studio 2008/2012, Nintex  Workflows, Windows Server 20028/3, HTML, Java scripting, |

SharePoint Designer 2013/2010/2007

**Role** :Analyst

**Roles and Responsibilities:**

* My role is to resolve service requests and incidents within the agreed Service Level Agreements. I am also required to work on Change requests as and when they come. These requests require code changes and need to be completed within the estimated timelines.
* As a Support Analyst, working as a part of Application Maintenance team which includes working on SharePoint support, code fixes, Enhancements, Nintex workflows, MS Visio’s.
* Involved as a Programmer in the implementation of SP2010 based Application Maintenance portal for a UK/Singapore and Indian based Trading Functions Portal. Project involved development of custom web parts for the portal, Web Services, scripting with JQuery, Approvals and Notifications using Nintex workflows.
* Key stakeholder in designing and representation of Major Incident Management, On-Call Process, Support process for Third Party Tools, AD to AM Transition process and SharePoint Service Line Organizational Structure and preparation of process related documents like On-Call procedure and other project related documents.
* Responsible for Chargebacks, SLA reports, GAP Analysis and other reports like Weekly Status Report and maintaining and tracking the important ticket related information.
* Responsible for Joiner, Mover and Leaver process and other Project related processes like raising requests for iLink tokens, Admin accounts etc.

**Project: Other BPO Projects**

**Duration: December 2008 - November 2011**