**Jigar Upadhyay**

 **Jigar.k.upadhyay@gmail.com**

**+91-9321303391**

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 **Professional Summary:**

* **Certified Scrum Master(CSM),Certified SAFe Agilist (SA 4.6), Certified SAFe Agilist (SAFe 5.0), Certified Project Management Professional (PMP), AWS Cloud Certified Solutions Architect** with great servant-leader skills and capable of delivering large-scale software and Web development projects on time and on budget by effectively collaborating, facilitating, leading and coaching multiple Scrum teams as well as removing impediments, educating the team about the Scrum and Scaled Agile framework and best practices and implementing self-management ability as well as collaboration into the team.
* Management experience of the full project life cycle including requirements gathering, creation of project plans and schedules, obtaining and managing resources, managing budget, Risk and Issues Identification and facilitating project execution, deployment, and closure
* Hands on experience in various project management methodologies like Waterfall/Scrum/SAFe Project Management.
* **ISTQB Certified** tester with 6+ years of hands on Software Testing Experience and **10 years of onshore experience** at the Client end in USA.
* Good Knowledge of various test management tools like HP ALM, Project management tools like Jira, Planview, MS Projects, Clarity.
* Handle large teams and responsibilities independently as well as a proactive team member. detailed knowledge of STLC and SDLC and defect life cycle.
* Good understanding and implementation of Project management skills. Involved in daily tracking of project progress.
* Acting Scrum Master for Product teams with a focus on guiding the teams towards improving the way they work.
* Built relationship with Product owner and other stake holders to facilitate team's interaction with them
* Took responsibility of delivery and management of the task.

**Technical Skills and Tools:**

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| **HP ALM** | Managing the requirements, test case creation, test case execution, maintaining daily execution status reports. |
| **Green Hat Tester** | Creating Automation cases using GH Tester |
| **Tools** | MS Office 97/2000/XP, MS Project 2010. |
| **Operating System** | Windows XP Professional, Windows Vista, Windows 7. |
| **CA Grid Tools** | Creating, Updating, Storing and Managing the test data using Grid tools SW product |
| **Generate Data** | Creating, Updating, Storing and Managing the test data using Generate Data freeware. |
| **Planview** | Creating, updating and tracking the project status and also updating financials |
| **Jira** | Creating, Updating and tracking Agile projects |
| **Python** | Create data extraction scripts for SAS reports |

**Certifications:**

* **Certified Scrum master from Scrum Alliance**
* **Certified SAFe Agilist(4.6 and 5.0)**
* **Certified Project Management Professional (PMP)**
* **ISTQB Foundation level certified tester**
* **AWS Certified Cloud Solutions Architect**

**Education:**

* Bachelor of Engineering in Electronics from Mumbai university (June 2003 - June 2007).

**Professional Experience:**

**Capgemini (Client-Synchrony Financial) Bridgewater September 2013 – 23rd Apr’21**

**Program Manager/Scrum Master**

**RESPONSIBILITIES:**

* Facilitate sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings
* Track and communicate team velocity and sprint/release progress
* Coach the team to create clear and concise epics/stories that meet ‘definition of ready’
* Instructed and modeled core Agile principles of collaboration, prioritization, team accountability and visibility; ensured consistent application of scrum methodologies across the enterprise
* Worked with the engineering managers to identify cross-team dependencies and manage inter-team tasks
* Facilitated Scrum of Scrum for offshore teams in India.
* Evangelized the benefits of Scrum to ensure its smooth adoption
* Assisted team with making appropriate commitments through story selection, sizing and task definition and participated proactively in developing and maintaining team standards, tools and best practices reducing development time.
* Work with the business teams to gather requirements and track the requirements using project management tool
* Create and review test plans and implement a robust tracking mechanism for the same
* Monitored project performance for on-time, under-budget, and within the highest quality of delivering the product and its value to business, ensuring the completion of the design and development of business-critical applications
* Carry out risk analysis and change management; reduced project risks by formulating contingency plans
* Performed project and program management to more than $8M projects with 5 to 35 team members and vendors; while ensuring compliance with documentation and process standards

**Capgemini (Client: MetLife Inc.) Somerset, NJ April 2009 – September 2013**

**QA Lead/Manager**

**RESPONSIBILITIES:**

* Coordinating the tasks with the offshore team and partners.
* Requirement gathering, understanding and communicating the same to the offshore QA team.
* Coordinating the queries and ambiguity raised by the offshore QA team with the Development and business teams.
* Preparing the requirement traceability matrix.
* Creating the master test plan and test strategy document in line with the scope and organization standards and review it with the relevant stakeholders.
* Preparing the test data using a freeware named Generate Data.
* Reviewing the test cases and preparing the scenario documents.
* Automation and Execution of test cases using IBM Rational Integration tester (Green Hat Tester) and provide cost savings to customer.
* Defect triaging and defect prioritization.
* Extracting the defect report on a daily basis and discussing the same with the development and business teams.
* Plan and coordinate the testing activities between different teams for the migration project.
* Prepare the daily test case execution status and weekly status reports.
* Responsible for **Release to Release funding analysis and monthly funding distribution** document.
* Coordinating daily client meetings/status meetings/calls.
* Preparing and reviewing the monthly Quality metrics and governance reports.
* Defined processes and tools best suited to each project.
* Define project specifics and client goals, creating detailed project road maps, plans, schedules and work breakdown structures.

**Capgemini (Client: General Electric Inc.) Mumbai, India October 2008 – April 2009**

**QA Analyst**

**RESPONSIBILITIES:**

* Requirement gathering and understanding the same.
* Preparing the query/ambiguity documents for better requirement understanding from client.
* Reviewing the test cases and preparing the scenario documents.
* **Responsible** for test case execution.
* Reporting daily and weekly test case execution status.
* Coordination for daily client meetings/status meetings/calls**.**
* Responsible for designing the Automation scripts in Selenium using java scripting and executing the same.

**Capgemini (The Coca Cola Company), Mumbai, India February 2008 – October 2008**

**QA Analyst**

**RESPONSIBILITIES:**

* Requirement gathering and understanding the same.
* Reviewing the requirements and preparing the query/ambiguity documents.
* Reviewing the test cases and preparing the scenario documents.
* **Responsible** for test case execution.
* Preparing the daily test case execution status and weekly status reports.
* Scheduling daily client meetings/status meetings/calls.
* Responsible for designing the Automation scripts in QTP and also executing the same.

**Caltec-Bharti Airtel (Client), Mumbai June 2007 – October 2007**

**Software Test Engineer.**

**RESPONSIBILITIES:**

* Making GPRS Settings in the mobile handsets devices.
* Connectivity with the data services and Laptops.
* Troubleshooting the data services.

**Environment**: Windows 2003, Windows 2000, Windows XP, Windows Vista.