VENKATESWARAN PALANIVEL

Agile Project Management | Scrum Master

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PROFESSIONAL ATTRIBUTES

- A Certified **Scrum Master and an agile practicing Project Management Professional** with 9.7 years of experience in IT Industry. Domain experience in BFSI, Health care and Debt Collection (US).
- Had acted as initiator and **facilitate the daily scrum, sprint planning, sprint review/ demo and retrospective meetings.**
- Motivate the team to focus on the cross-functional development and to update the trend technology.
- Meticulously worked for transforming the Insurance project teams to adapt **Scrum and Kanban framework.**
- Proficient in overseeing multi-function project teams with at least 10-15 team members with **.Net, Java, Mobile Native & Hybrid frameworks, AWS SNS and AWS Lambda** as the technology stack.
- Strong capability in providing comprehensive **Test Planning, Test design** & all phases of Software development lifecycle [**requirement gathering/preparation/ planning/ execution/ Test closure**].
- Expertise at driving the adoption and enforcement of **Scrum rules, removing impediments** and fostering self-management.
- Emphasized key agile metrics including **velocity, burn-down and story point estimating** and regularly communicated them to stakeholders to ensure transparency.
- As a project lead, handled complex **web application and mobile apps** from initial conceptualization **to implementation using agile frameworks** with high level standard and ability.
- Managed and Lead the multiple teams concurrently, with direct responsibility for **Activity and Resource Planning, Developing a Budget and Schedules, Time & Cost Estimating** and Documentation.
- Virtuous experience in **handling stakeholders' complaints and escalations** well through a sympathetic process and Identify potential win-win opportunities for customer and own organization.
- Hands-on in interacting with both business and IT individuals at all levels including the executive level

TECHNICAL SKILLS

RDBMS: Oracle, MySQL
IDEs/Tools – HeidiSQL, Toad, JIRA, Tortoise, GitLab
Data Analysis - MS Power BI
Testing Tools - Selenium WebDriver with Java
REST APIs (Postman), SoapUI
Software Methodologies: Agile Scrum & Kanban, Waterfall, TDD

ACHIEVEMENTS

Client experience team award 2020 - KGiSL-GSS
Best performer for the year 2019 - KGiSL-GSS

PROFESSIONAL COMPETENCIES

Scrum Framework ★★★★★
Kanban Framework ★★★
Implementing Agile Frameworks ★★★★
Coaching Agile & Scrum ★★★★★
Capacity Planning ★★★★★
Estimation ★★★★★
Agile Project Management ★★★★
Resource Planning ★★★★
Team Building & Leadership ★★★★★
Familiarity Web and Mobile Technology ★★★
Software Testing ★★★★
System Analysis ★★★★
Stakeholder Management ★★★★★
Delivery Management ★★★★★
Functional Documentation ★★★★
CI/CD Exposure ★★★★
Cross-functional Coordination ★★★★★
Knowledge Sharing ★★★★★
Automation Testing ★★★
Requirement Gathering ★★★★

CARRER EXPERIENCE

Working for KGiSL from Oct 2011 to Till Date, Roles played as

Scrum Master
Project Lead/Manager (Mobile and Web App)
Onsite Coordinator
Onsite Implementation and Support Engineer
Software Tester/Quality Engineering

ACADEMIC PROFILE

2009: B.E. (ECE), Anna University with 60%
2015: MBA (Finance), Bharathiar University

CERTIFICATIONS

Certified ScrumMaster®
ISTQB® Certified Tester
  Advanced Level Test Manager
  Foundation Level
Business English Certified (BEC) – level B1

CAREER PROGRESSION

Feb 2017 to Till Date in KGiSL, Coimbatore as Scrum Master
Key result areas Scrum Master

- o Directing and **facilitating scrum ceremonies** and make people to understand the scrum framework, theory, practices, and values
- o Product Owner Support – **Supporting the Product Owner** in capacity planning, Formulating techniques for effective Product Backlog Management and ensuring that the Product Owner has clarity on arranging the product backlog to yield maximized value
- o Protect development team from outside distractions, impediments or team conflicts, and **maintain focus on sprint backlog to achieve on time DOD**
- o **Facilitating the Sprint review** meetings with Stakeholder and monitor the entire process and recommending the improvements
- o Protect team **from over-commitment, manage backlog** and prioritize resolution of defects/bugs as evidenced by the on-time delivery
- o **Recommendations** at the time of **sprint retrospective** on which are the good things to be taken ahead and to abolish the negative things in upcoming sprints
- o Building Cross Functional Team – Promoting empowerment of the team, **ensure that each team member is fully engaged in the project and making a meaningful contribution**, and encourage a sustainable pace with high-levels of quality for the team
- o Addressing impediments and ensuring team to focus on the work at hand and **follow scrum practices**
- o **Protect team from over-commitment** and teach team to maintain the effective ways to maintain sprint backlogs
- o Educate and **influence scrum framework** to team members and key stakeholders
- o Works with other Scrum Masters to increase the effectiveness of the applications of Scrum in the organization. Create and maintain the **JIRA dashboard** for the project
- o Create and maintain suitable **JIRA workflow for the backlogs** and task which are refers to the project

Jun 2018 to Till Date in KGiSL, Coimbatore as Project Lead
Key result area as Project Lead

- o Organize and participate the **requirement study in client location** (Malaysia) along with Business Analyst.
- o Review, approve and **prioritize the PBI** in the JIRA which are created by Business Analyst
- o Actively participating the customer call to clarify any gaps and doubts on the requirements
- o Split the requirements into small piece of works and **prepare efforts estimation** respect to time and cost
- o Acting as PIC to **preparation of SOW** includes scope, plan, commercials and high level timeline which will be later reviewed and approved by the Legal team
- o Worked as a responsible person for **software delivery**. Acted as a deciding authority for planned and unplanned software release and delivery management
- o Monitoring and tracking the team's activity and work logs and engaging their technical and career growth.
- o Acting as a **PIC to handling stakeholders'** complaints and escalations. PIC to decide on CRs, SRs, and AMC contracts & its renewals
- o **Coordinating the third-party integration** and implementing the application in client's place.
- o Monitoring the regular progress of the project and share the weekly and monthly **project status report with customers**
- o Analyzing the Production data (Count and Metrix of transactions made per day/week/month in the application, Master data imported and data analyze in log tables) using **MS Power BI**

- o To ensuring the release deliverables which **committed is of high quality**, all the checklist are been met for the release and definition of done is achieved
- o Ensure the timely **defect management** and resolution by quickly determining the cause, recommended a solution and implemented a strategy to resolve the client issues
- o Aligned/Worked with PGM and sales team **to prepare the RFI, RFQ and RFP** for the internal Products and Projects

Apr 2014 to Jan 2017 in KGiSL, Coimbatore as Senior Associate
Key result area as Senior Quality Analyst

- o Creation of efficient **Manual/Automation Test Plan** based on the Scope of work
- o Handling **end-to-end testing** life cycle of **Mobile and Web** application deliverables to customers
- o Performed **web service / API testing t**o ensure all the third-party systems like Bank Gateway, SMS Gateway and Payment Gateway are in order
- o **Preparation of Test Closure report** with Summary matrix and showcase to higher SMEs
- o Attending the **Daily scrum, Sprint planning, Sprint review and sprint retrospective** sessions together with team
- o Actively participated in preparation and release product for trails. Was responsible for investigation and reproducing of trail user issues
- o Delivering and implementing the project as per scheduled deadlines; extending post-implementation and **maintenance support to the support team and customers**
- o Worked with Product Owners to ensure the Acceptance Criteria are met
- o Accurately evaluate and report test results, test progress, and **product quality metrics**
- o PIC for monitoring the bug life cycle and share the defect status report
- o User story discussion and requirement **coverage assessment** along with BA
- o Proactively participating in **daily standup meetings, story grooming sessions, team retrospectives**, suggesting and implementing improvements
- o Actively collaborating with developers and business stakeholders to clarify requirements, especially in terms of testability, consistency and completeness
- o **Organizing and attending the workshop and brainstorming sessions on the Agile development and Agile transformation**

Oct 2011 to Mar 2014 in KGiSL, Coimbatore as Associate
Key result area as Quality Analyst

- o **Executing test scenarios and Test cases**
- o Performing **end to end functional and integration testing** to ensure the working of the application.
- o Performing Dev-box testing, System testing, Integration testing, Regression testing
- o Ensured that system input was accurately captures in DB database during testing of development and production by utilizing SQL queries
- o **Performed integration testing to ensure all the third-party systems** like SMS Gateway and Payment Gateway are in order
- o **Administered and maintained defect-tracking system**, Monitor Issue life cycle and share across the defect status report to SME
- o **Raise the bugs in the bug tracking tool** and follow-up with developers until the completion of the task
- o Application support for users and mentoring the functional flow to on-boarding resources to team. Perform **root cause analysis for functional issues**, resolution and reporting
- o **Assist with Business users, Support desk, Business analyst** and Development areas to guide the problem identification and simplified resolution

PERSONAL DETAILS

Birth Year: 1987
Present Address: Coimbatore, Tamilnadu, India - 641035
Languages Known: English and Tamil

ANNEXURE

Project Title: One Touch Drive Safe - Mobile
Duration: 24 Months
Client: AmGeneral Insurance, Malaysia
Technology: Mobile Native, AWS SNS, AWS LAMBDA, Java 1.8, Spring MVC, REST APIs, Oracle
One Touch mobile is native mobile application to promote safe driving and to track the driving behavior of customers. The application will collect data about their driving habits and allows customers to accumulate points for every trips. This data will help companies in taking the correct decisions by providing them with intuitive insights.

Project Title: eDocument
Duration: 12 Months
Client: AXA AFFIN, Malaysia
Technology: Java1.8, Spring MVC, Hibernate, REST APIs, PostgreSQL
eDocument - Web application enabling digital and rapid delivery of document to customer and provides instant access of Statement / Policy for the Agent, Customer and Staff. One system to delivery both statement and policy with fully automated process and low processing time which eliminates the need of hard copy printing, postal handlings.

Project Title: SmartPolicy - Mobile
Duration: 18 Months
Client: AXA AFFIN, Malaysia
Technology: Ionic-5.0, Ionic CLI-6.4.1, Cordova-9.0.0, REST API, Java J2EE, Java 1.8, HTML 5, CSS 3, PostgreSQL
SmartPolicy is a hybrid mobile app for Agents to easily quote and renew their clients' policies in minutes 24/7. There's no need to park, fill in paper forms, submit to branch for manual submission. With SmartPolicy, it is easy for your client to pay online with their credit card or online banking.

Project Title: Kurnia Insurance
Duration: 28 Months
Client: AmGeneral Insurance, Malaysia
Technology: Spring MVC, Spring Security, REST APIs, Hibernate, Oracle
Technology: Java, Spring MVC, REST APIs, Hibernate, Oracle
Description: An online web **Point Of Sale portal** for bank direct and agents, built for cover note submission, generate cover note for motor and non-motor products and integrated with Core system for policy generation. Made with a robust integration module for ISM, JPJ, Bank Negara, Payment Gateway, and FWCMS for real time synchronization.

Project Title: ARTrail, DocuTrail, RoboDX, ClientTools, Consumer Portal
Duration: 33 Months
Client: KGHawes, United States
Technology: Spring MVC, Oracle, MySQL, Spring Security, REST APIs, Hibernate, Thymeleaf
Description: An online web portal for **first & third party debt collection robust accounts receivable** solution on the market. It features a consolidated workspace that puts all of an agent's needs inside a single window also includes specialized online portals to manage efficient communication with debtors and clients

Project Title: KGHMS – KG Hospital Management System
Duration: 20 Months
Client: KG Hospitals, Coimbatore
HMS provides definite automation of many vital routine processes and it handles different directions of hospital workflow systems is built to providing the smooth experience of patients, staff and hospital authorities. It manages the smooth healthcare performance along with administrative, medical, legal and financial control.