**Ashwani Kumar akumard08@gmail.com M-9079972168**

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**Summary**

**Ashwani is** result oriented professional with 16+ years of diverse experience in IT industry. He has worked on various roles such as Functional & Performance Lead, Test Manager, **Sr. Scrum Master** and **Agile Coach**.

**KEY SKILLS**

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| **Domain Knowledge** | Banking, Insurance, Retail, Cards & Payments, Telecom, Airline. |
| **Tools / Skillsets:**  | Jira, Rally, HP-ALM, Service Now, LoadRunner 11.52, Perfecto WAPT, Dynatrace |
| **Frameworks/ Practice**  | Scrum, Kanban, SAFe, Spotify, Nexus, Scrum@Scale |

**QUALIFICATION & EXPERIENCE**

* Holds **Master of Computer Application (M.C.A)** degree
* 16+ years of diverse experience in IT industry & 7+ years as an **Agile Coach/Sr. Scrum Master**.
* He is a **Certified Scrum Profession (by Scrum Alliance)**.
* He is certified **SAFe 5.0 Practitioner** from **Scaled Agile**.
* He is certified **Agile Coach (ICP-ACC)** from **ICAgile.**
* He **coaches different teams** to focus on applying agile principles & practices and deliver business value.
* He has successfully implemented **lean agile practices** to maximize value for the end user.
* He has implemented **GROW Model** within team for effective outcome.
* Good hands on experience on scaled agile frameworks like **Spotify**, **Scrum@Scale, Nexus and SAFe** etc.
* He as a **Chief Scrum Master** ensures proper collaboration among the different Agile Teams via Scrum of Scrum (**SoS**) Meeting.
* He has interacted with the **Chief Program product owner** and **Business stakeholders** to ensure alignment of teams towards program goals.
* Promote Scrum values of **transparency, Focus, Courage, Respect, Commitment** within the team & at Organization Level.
* **Establishing a trusting and safe environment** where problems can be raised without fear of blame, retribution, or being judged with emphasis of healing and problem solving.
* **He drives agile adoption** across all levels in the organization, facilitates and is accountable for owning the agile / scaled agile ceremonies for the agile team(s).
* Support the effective adoption of tools like **Jira, Rally, and Confluence** etc. in a way that is compatible with Agile Principles for greater utilization of agile practices by teams.
* Mentor Team members in using **agile metrics** as a way to continuously improve **agile maturity and effectiveness.**
* Mentor **Scrum Masters, Product Owners and teams** in continuously improving agile maturity and effectiveness.
* Lead the teams towards the goal of becoming **self-managing high performing** teams.
* Good Exposure to other agile methodologies like - **Extreme Programming (XP), Kanban, Scrum ban, Test Driven Development (TDD) & Refactoring.**
* **Removed impediments** and protected team members from interruptions and distractions to maximize productivity.
* Facilitate center-wide ceremonies e.g. **daily stand-ups (DSTUM), Sprint Planning, Sprint Review, Sprint Retrospective** etc. as required.
* Encouraging & providing new opportunities to team for **innovation, automation & ideas**.
* Help continuously develop and improve training courses and workshops as needed.

**Certifications / Professional Awards:**

* **Infosys Global Agile Certification** from **Infosys Ltd**.
* **ISTIL-V3** from **EXIN**.
* **ISTQB Foundation Level certification** from **ISTQB**.
* **“ICP Inspire Awards” (Infosys Ltd, India).**
* **“MyINFYnity Awards” (Infosys Ltd).**
* **“EDS Spot Award” (Mphasis an HP Company, India).**
* **“Quality Person” (Whizlabs Software Pvt. Ltd., India).**
* **“Performer of the Quarter” (Whizlabs Software Pvt. Ltd., India).**

**Total Work Experience:**

**Infosys Limited, India** Period: June2010 to till Date

**Mphasis an HP Company, India** Period: May2007 to June 2010

VGL Softech Ltd, India Period: June 2006 to May 2007

Whizlabs Software Pvt. Ltd, India Period: June 2004 to May 2006

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| **RELEVANT EXPERIENCE**

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| **Project 1** | PNR Management Services |
| **Client Name** | Sabre, Poland |
| **Project Role/Roles** | Agile Coach / Sr. Scrum Master  |
| **Duration** | Dec 2020 to till Date |
| **Responsibilities and Outcome** |
| * + Facilitate the scrum events as requested or needed -Sprint Planning, Daily Scrum team, Sprint Review & Sprint retrospective meetings.
	+ Coach the Agile team(s) in applying Lean Agile and Scrum to achieve business value
	+ Coaching the Development Team(s) in self-organization and cross-functionality.
	+ Coach stakeholders in expectations from Lean Agile and Scrum Framework
	+ Ability to promote and increase awareness of agile activities across the wider business and communities.
	+ Working with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization.
	+ Removing impediments to the Development Team’s progress.
	+ Advocate of continuous improvement.
	+ Implemented GROW model with team and helps team to achieve their professional goals.
	+ Customer Relation & satisfaction, escalation management
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| **Project 2** | Commerce & Care DE (COCADE) |
| **Client Name** | Vodafone, Germany |
| **Project Role/Roles** | Agile Coach / Sr. Scrum Master  |
| **Duration** | March 2020 to till Oct, 2020 |
| **Responsibilities and Outcome** |
| * + Coached team members on agile processes.
	+ Promote Scrum values of transparency, Focus, Courage, Respect, Commitment within the team.
	+ Facilitator who encourages and demands self-organization from the development team.
	+ Enabling close cooperation across all roles and functions, addresses resource issue.
	+ Facilitate center-wide ceremonies e.g. daily stand-ups (DSTUM), Sprint Planning, Sprint Review, Sprint Retrospective etc. as required.
	+ Establishing environment where the team can be effective and become more mature in terms of agile delivery.
	+ Removed impediments and protected team members from interruptions and distractions to maximize productivity.
	+ Continuous improvement in the process and efficiency of delivery.
	+ Supporting and educating the Product Owner, especially on grooming and maintaining the product backlog.
	+ Identify key critical path actions, assign owners and track/monitor on regular basis for team productivity improvements.
	+ Effectively tracking team’s progress including burn down charts, velocity, and release forecasting.
	+ Involved with all stakeholders for end to end project delivery.
	+ Review of deliverables and Implement various best practices in project.
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| **Project 3** | Software -as-a-Service (SaaS) |
| **Client Name** | Experian, UK |
| **Project Role/Roles** | Sr. Scrum Master  |
| **Duration** | Jan 2019 to till Feb, 2020 |
| **Responsibilities and Outcome** |
| * + Facilitated Sprint Planning meetings, Daily scrum, sprint review, product backlog refinement meetings and sprint retrospective.
	+ Attended PI Planning, conducted PI execution - Capacity planning, facilitating breakout sessions along with business, management, and team.
	+ Using Rally to maintain product backlog and sprint backlog and to create and track user stories, Sprint planning, tracking, and managing sprints, created Scrum and Kanban boards, status reports and burn down charts.
	+ Resolved risks and dependencies - Assessed the team progress and status on PI objectives.
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| **Project 4** | Customer Offer Validation Environment (COVE) |
| **Client Name** | AMEX, USA. |
| **Project Role/Roles** | Agile Coach /Sr. Scrum Master |
| **Duration** | Nov 2017 to till Dec, 2018 |
| **Responsibilities and Outcome** |
| * + Coaching and mentoring teams to higher levels of Agile maturity, driving continuous improvements, and enhancing the end customer experience
	+ Supporting the setup of methodologies and tools within teams, such as sprint planning, in order to maximize delivery, team engagement and manage operational risk
	+ Supporting the development and establishment of appropriate metrics and reporting to allow the platform, and feature teams within it to monitor, identify and communicate progress to plan
	+ Supporting the definition of specific roles, responsibilities and deliverables within teams, equipping them with the latest Agile techniques and concepts to best serve their needs
	+ Facilitate center-wide ceremonies e.g. daily stand-ups (DSTUM), Sprint Planning, Sprint Review, Sprint Retrospective etc. as required.
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| **Project 5** | IAM TCOE Project |
| **Client Name** | AMEX, USA. |
| **Project Role/Roles** | Scrum Master |
| **Duration** | July 2015 to till Aug, 2017 |
| **Responsibilities and Outcome** |
| * + Instrumental in agile adoption & transformational journey right from initiation.
	+ Collaborated with members of the Product, Business and Engineering Teams to develop and maintain Product Backlogs and release plan.
	+ Collaborating with geographically distributed teams –captured user stories and tracked team’s progress
	+ managed the entire product cycle conducting scrum events, maintaining sprint dashboards and reports
	+ Worked closely with Product Owner.
	+ Monitoring the Sprint Burn down Chart on daily basis.
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| **Project 6** | Gravity Performance Testing |
| **Client Name** | AMEX, USA |
| **Project Role/Roles** | Scrum Master |
| **Duration** | Feb 2014 to till June, 2015 |
| **Responsibilities and Outcome** |
| * + Coaching development team and product owner to create the right Agile mindset.
	+ Facilitate center-wide ceremonies e.g. daily stand-ups (DSTUM), Sprint Planning, Sprint Review, Sprint Retrospective etc. as required.
	+ Identifying, tracking, removing, or escalating impediments to enable team success toward the sprint commitments.
	+ Tracking metrics for team and monitoring on an ongoing basis.
	+ Promoting self-organization and constantly improving team velocity.
	+ Facilitating process to decide which stories will be included in each sprint through understanding team’s velocity and story scope and size.
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| **Project 7** | Enterprise Growth – Express Pass |
| **Client Name** | Wells Fargo, USA |
| **Project Role/Roles** | Performance Lead |
| **Duration** | Feb 2014 to till Jan, 2016 |
| **Responsibilities and Outcome** |
| * + Develop Performance Test Plan based on received NFRs.
	+ Defining Workload Profiling based on user Volumes.
	+ Developing Test Scripts (HTTP & True client) and executing them via PC (HP ALM 11.52).
	+ Created Scenarios for Load, Stress &Endurance Test and executed them via PC (HP ALM 11.52).
	+ Analyze the HP generated report (HTML Report).
	+ Detailed analysis of a test via Dynatrace (6.2) to diagnosis the performance issues.
	+ Circulates the final test report based to all stakeholders (Internal & External).
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| **Project 8** | Enterprise Capital One 360 |
| **Client Name** | Capital One, USA. |
| **Project Role/Roles** | Performance Lead |
| **Duration** | Feb 2012 to till Jan, 2014 |
| **Responsibilities and Outcome** |
| * + Develop Performance Test Plan.
	+ Participated in Sprint Planning, Product Backlog, Sprint Backlog, Daily Stand Up, Sprint Review & Sprint Retrospective meetings.
	+ Monitoring the SPRINT BURNDOWN CHART on daily basis.
	+ Work closely with Product Owner & Scrum master to ensure the smooth delivery.
	+ Defining Workload Profiling based on call Volumes.
	+ Developing Test Scripts (HTTP) & enhancing scripts and executing them as per project requirements.
	+ Written test scripts for web services with use of Load runner & execute them as part of Performance Testing via PC (HP ALM).
	+ Analyze the HP generated report (HTML Report) and then circulates the final test report to all stakeholders.
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| **Project 9** | Manulife Financial Insurance |
| **Client Name** | Manulife, Canada. |
| **Project Role/Roles** | Scrum Master |
| **Duration** | Dec 2011 to till Feb, 2012 |
| **Responsibilities and Outcome** |
| * + Monitoring the Sprint Burn down Chart on daily basis.
	+ Interacting with business users for issue clarifications/resolution to remove impediments.
	+ Interacting with Product Owner, Management & development team to resolve all issues and ensure smooth delivery of incremental shippable product during each sprint.
	+ Help Management team to manage project budget along with Product Owner.
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| **Project 10** | Sales Express Home Equity |
| **Client Name** | Wells Fargo, USA |
| **Project Role/Roles** | Performance Engineer |
| **Duration** | Aug 2010 to till Nov, 2011 |
| **Responsibilities and Outcome** |
| * + Manage day-to-day operational aspects of a project and scope with a team of 20+ Engineers.
	+ Project planning, Preparation, review & submission of test plan document.
	+ Review of test cases and requirements Traceability Matrix.
	+ Leading, training, mentoring & monitoring the performance of team members to ensure process and project metrics compliance.
	+ Defining best practices for project support and documentation, involved in design of estimation tools.
	+ Create Test scripts for identified PT test scenarios with use of LoadRunner.
	+ Executed load, Stress and Endurance tests as per project requirements.
	+ Creating HTML reports as per client requirements & then circulates the final test report to all stakeholders.
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| **Project 11** | HP Credit Services |
| **Client Name** | Westpac, Australia. |
| **Project Role/Roles** | Sr. Software Engineer |
| **Duration** | May 2007 to till Jun, 2010 |
| **Responsibilities and Outcome** |
| * + Manage day-to-day operational aspects of a project and scope with a team of 15+ Test Engineers.
	+ Development of Test Plan & Test Environment; Traceability Metrics & Testing Metrics
	+ Analyze business and developed functional spec.
	+ Co-ordination between client and offshore team.
	+ Formulate the Test strategy & execution plan.
	+ Assemble the ideal project team, resource planning, task allocation and overall project release plan/schedule to ensure timely and successful delivery of the project.
	+ Create Various Quality Checklist for health check-up of project.
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| **Project 12** | Jewelry ERP Solution (JIIS) |
| **Client Name** | One of the leading Jewelry Company in USA. |
| **Project Role/Roles** | Sr. Software Engineer |
| **Duration** | Jun, 2006 to May, 2007 |

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| **Project 13** | Whizlabs Offline Exam Simulators  |
| **Client Name** | Whizlabs, India |
| **Project Role/Roles** | Software Engineer |
| **Duration** | Jun, 2004to May, 2006 |