**SANKARA RAJA KUMAR V**

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About 12 years of experience in working on high-level technology engagements as a Project Manager with prowess in planning & executing projects, leading the team, and resolving conflicts and removing impediments that hinder the team from reaching their goals and developing flexible approach that enabled the team to rapidly respond to changes

Capitalized on the strong communications skills, achieved consensus across organizational and functional lines and consistently delivered round the clock support till commercial success of a project while ensuring Agile/Scrum process to be implemented effectively

**PROJECT MANAGER AND AGILE COACH**

*Domain Expertise: Retail Business Unit, Supply Chain Management, Insurance, CRM, and Healthcare*

*Sharpened Market Edge in Aggressive Markets and Positioned LG as #1 several times*

* Demonstrated success in **leading projects** through aggressive project governance processes and presenting changes, issues, risks & contingency plans to balance project resources, schedules, scope, quality, funding, budget, and risk to manage project success
* **Build Agile Governance Structure & Processes** and coached Scrum teams & organization about Scrum framework and Agile values & principals, resolving organizational impediments towards Sprint goal, and consistency in engineering practices
* **Develop strategies and processes** with the customer in areas such as performance metrics and measure, escalation change management and communication.
* Negotiate with customers and vendors for the **product delivery** in the interest of organization and the team. Develop team capabilities by providing stretch opportunities to advance the team and provide **career development opportunities for team** members.
* **Scrum Champion** with excellence in implementing Scrum Methodology throughout the organization to improve communications between Engineering, Product Management, and Business Teams to provide more.
* Consistent achievements in concept of product development using Agile Methodology in parlance with **setting up of world-class standard in team management** and determines to position that suits to enrich knowledge in developing career by dynamic effort to conquer the tomorrow’s technology at global level to fit in a best place in an esteemed organization
* Excel in relationship building, successfully worked with **Global Teams** (American, European, Japanese & PRC) and stakeholders at all levels including Senior Business Leaders, IT, Human Capital, Vendors, Delivery Partners, etc.
* Showcased **leadership excellence** by shielding Scrum Team from external interference for optimal productivity and success of Agile process, removing impediments to allow team to deliver the business objective, facilitating the empowerment of a self-organizing team,

**CORE COMPETENCIES**

*Project Management | Project Planning | Agile and Scrum Methodologies Champion | Catalyst for Program Management- Planning, Scheduling, Tracking, Coordination & Execution | Team Leadership and Mentoring | Work/Resource Allocation | Conflict Management | Stakeholders and Executive Management | Scrum Ceremonies – Daily Scrum, Sprint Planning, Sprint Review, & Retrospective | Product Backlog Refinement | Delivery Management | Budgeting | Software Application Development | Financial Management | Portfolio Management | Contract Management | Change Management | Risk & Issue Management | Metrics Reporting | Process Re-engineering | Business Requirements and Gap Analysis | Client Service Compliance | Operational Excellence | Waterfall-Agile Transition Management*

**NOTABLE ACCOMPLISHMENTS ACROSS THE CAREER**

* **Agile Coach** for various teams, groomed the team (Scrum Master, Product Owner & Development Team) and helped them to organize the work
* Build a trusting and **safe environment** where problems can be raised without fear of blame, retribution, or being judged, with an emphasis of healing and problem solving. Renowned for **resolving conflicts between the team** by allocating appropriate work to team members and sorting impediments at early stage
* Showcased training & development skills by training personnel about Agile Methodology and transformation of project operating in **Waterfall to Agile (Scrum, SAFe, Kanban**)
* Played a major role in **promoting core Agile principles & practices** **within the Scrum Team** to shorten cycle time & achieve target margins, encouraging team cohesion, and overcoming impediments & hurdles to improve quality & productivity
* Steered efforts in **spearheading adhoc projects** to improve the overall experience for the team and client viz. implementing new data security measures, workspace management, setting-up knowledge management portal, and implementing workflows.

**WORK EXPERIENCE**

**Project Manager & Agile Coach** |**Intel Corporation, Bengaluru** | **Since Aug’19**

**Project Manager & Scrum Master** | **AstraZeneca India Pvt. Ltd., Chennai**| **Mar’15-Jul’19**

**Team Lead** | **IBM India Pvt. Ltd., Chennai and Kolkata**| **Jul’09-Jan’15**

**Key Responsibilities:**

* Identification of contributing factors (behaviour, process, skills) that lead to business performance from each individual team member.
* Drive Operational excellence by diving deep into problems and a proven track record of leveraging technology to drive automation.
* Possess strong global communication and relationship-building skills with internal stakeholders and Vendors/Delivery Partners. Worked with American, European, Japanese and PRC team and helped team and project successfully.
* Defining coaching plans that drive ability and provide reinforcement to drive improvement or mitigate delivery management performance gaps.
* Applying problem-solving methodologies to propose creative solutions to solve operational sporadic and recurring issues related to technology, access, connectivity, allocation, etc.
* Monitors performance and recommends scope, schedule, cost or resource adjustments, connects short-term demands to long-term implications, in alignment with the supporting business case.
* Identify/Hire right candidates for the team and groom team members, leads and help them fit in their areas of expertise.
* Leading Agile Delivery Methodology including daily scrum, sprint reviews & planning meetings to realize full team engagement
* Implementing Scrum Framework from ground zero to facilitate Sprint Planning, Backlog Grooming, Daily Scrums, Sprint Reviews and Sprint Retrospectives
* Helping the Product Owner to prioritize the stories for the sprint from the product backlog and managing them across sprints by breaking the epic into simpler Stories and estimating it appropriately by understanding the acceptance criteria.
* Prioritizes multiple tasks while meeting deadlines, communicates project status (health, forecast, issues, risks, etc.) to stakeholders
* Track delivery against program objectives, lead improvement initiatives and encourage a culture of efficiency, innovation, and customer service.
* Researching emerging technologies and current trends that could benefit Scrum Team, assessing each scrum team member's responsibilities and delegating tasks to balance each employee's workload
* Identifies incremental revenue opportunities and supports pursuit activities.
* Drive the team to brainstorm the issues and help them to avert it in future by bringing the needed measures and plan of action.

**EDUCATION**

B.E. (Mechanical Engineering), Velammal Engineering College, Chennai, Anna University, Chennai

**CERTIFICATIONS**

* Agile Scrum Master certified from Exin Foundation
* SAFe 4.6 for Teams certified from Scaled Agile Framework

**TECHNICAL SKILLS**

Test Management Tool: Jira 1.7, Rally

**PAPER PRESENTATION**

* Presented a paper on “Emission Characteristics of Corn oil as an Alternate Fuel” in NIT, TRICHY in March 2008 in “SYNERGY’08”

***Please find the attached Annexure for Projects Undertaken***

**ANNEXURE**

**KEY PROJECTS UNDERTAKEN**

**At Intel Corporation**

**Title: Price to Deal Execution**

**Description:** This project deals with sales of OEM’s retailer and operates in Agile Methodology. The work is split & done in 3 agile teams – One handling the ingestion, second handles the data cleansing and third represents the analyzing and reporting portion of the data collected from the retailers. The work involves right from on-boarding a retailer to processing their sales data will be taken care teams and all the process is automated.

**Role:** Project Manager – Retail Area

**Responsibilities:**

* Led operational excellence by diving deep into problems and proven track record of leveraging technology to drive automation
* Leading team and organization on usage of Agile/Scrum practices and values, facilitating all Scrum ceremonies and motivating team to achieve the sprint objective, removing impediments by working in/with multiple teams
* Defining coaching plans that drive ability and provide reinforcement to drive improvement or mitigate delivery management performance gaps
* Planning the increment based on the available velocity that is calculated empirically
* Maintaining documentation and updating third-party agreements relevant for data usage, data security, polices & procedures
* Steering quarterly activities related to revenue forecast & recognition, finalizing invoice amount & details, monitoring unbilled & outstanding while coordinating with executive management & vendors
* Evaluating performance and recommending scope, schedule, cost or resource adjustments, connecting short-term demands to long-term implications, in alignment with the supporting business case
* Prioritizing tasks while meeting deadlines, communicating project status (health, forecast, issues, risks, etc.) to stakeholders
* Brainstorming team issues by bringing the needed measures and plan of action
* Monitoring progress of deliverables and eventually the burn-down chart and share the status, impediments, dependencies, Risks in scaled Scrum call
* Skilfully managed stakeholder relationship with internal teams and Delivery Partners on day-to-day delivery and escalations.
* Work closely with team(s) to ensure the progress of the project, team’s health/temperature and maintain friendly relationship with team members by resolving the timely issues.
* Accountable for any Get-to-Green plan creation, traction & closure.

**At AstraZeneca Pharmaceuticals**

**Title: Open Digital**

**Description:** The project involved replacement of 300+ applications into a single web based application providing information about drugs to HCAs/HCPs and patients that was developed on Adobe Experience Manager (AEM) for content management and interacted with several other applications regarding commercial activities & clinical trial results. It operated in SAFe approach estimating the demand incrementally. It had 4 primary modules i.e. AEM (Frontend), Services (REST Services), Site Assembly (Content Management), and Salesforce & Veeva Integration

**Role:** Project Manager

**Responsibilities:**

* Time-to-time lead adhoc projects that helps improve the overall experience for the team and client.
* Drive Target setting, Forecasting and Monthly Operations Review.
* Propose solution for any critical and long-standing issues and Helped team to prioritize the stories for the sprint from the product backlog.
* Monthly Invoice Review and Sign-off. Ensure necessary documentation and update of Third-Party Agreements relevant for data usage, Data Security, Polices and Procedures.
* Drive the team to brainstorm the issues and help them to avert it in future by bringing the needed measures and plan of action.
* Set a landmark in framing the working model, and successfully delivering project deliverables on time and gaining the confidence of management & stakeholders
* Led operational excellence by diving deep into problems and proven track record of leveraging technology to drive automation
* Managed a team of 20 members, forecasted team velocity and accepted requirements to scope based on priority and bandwidth, trained team to work comfortably in Scrum Approach, clarified ambiguities of team and added inputs to acceptance criteria
* Conducted requirements review, demand meetings, kick-off meetings and plan for the increment as well as sprint planning, project increment meeting
* Assisted Product Owner to prioritize stories/spikes/tasks/sub-tasks needed for team to work in the sprint and estimated them
* Represented team in regulatory audits and provided necessary data, guided team to prepare environment and evidences needed for sprint demos

**Title: Regional Veeva Implementation**

**Description:** The project involved implementation of Veeva Application in different geos of the organization in multiple languages. This project operated in Scrumban Approach. This involved heavy configuration and modifications as per the regional specifications. Automated regression test scripts through PROVAR.

**Role:** Agile Coach

**Responsibilities:**

* Mentored a team of 6 members, allocated task as per team velocity, help them to prepare environment and evidences needed for Sprint Demos
* Participated in CCB (Change Control Board) meetings, Sprint Planning and Daily Scrum Calls to know the status of deliverable and report to all the stakeholders, created stories/spikes/tasks/sub-tasks that is needed for team to work in the sprint and estimated them, managed backlog based on priority
* Conceptualized regression test scope based on the time available and addressed issues to stakeholder in Scaled Scrum calls, monitored progress of deliverable and shared impediments & dependencies in Scaled Scrum Call
* Conceived detailed testing strategies or framework and demonstrated plan to all stakeholders of project
* Monitored funding for the team for each quarter and forecasted for future quarters based on the scope
* Linked all items to the epic and maintained traceability matrices

**Title: Nucleus Implementation**

**Description:** The project involved organization’s newsletter application used to broadcast the happening on daily basis. This project operated on Kanban for maintenance and Scrum of Scrum for development. This was developed in Apex Platform as Orchestra Content Management System used as conspicuous tool to share news, achievements, and innovations to all employees of the organization.

**Role:** Scrum Master

**Responsibilities:**

* Spearheaded a team of 7 Member & Configuration Manager, imparted training to team to work in Scrum Framework
* Participated in requirement discussions, project kick-off meetings, and sprint planning
* Facilitated daily scrum calls to know the status of deliverable and reported to stakeholders
* Drove environment & infrastructure availability, whenever required
* Devised detailed testing strategies or framework and demonstrated plan to all stakeholders of the project

**At MetLife Inc.**

**Title: EBS Business Integration**

**Description:** The project involved integration of Salesforce application with legacy CRM application built in Siebel, Java and integrated with Mainframe, Delphi platforms. The data was imported from all systems into Salesforce in different input form and integrated with Salesforce1 Mobile app for Android, iOS and Blackberry – RIM Platforms. This project operated in Scaled Scrum Approach. This was Salesforce Administration Project involving configuration setup, data upsert and export.

**Methodology:** Agile Methodology with 1 Month Sprint

**AppExchangers:** Dupeblocker, Salesforce.com Dataloader, Skyvva Integration Suite 2.11

**Mobile Technology**: Ripple Emulators, Jelly Bean 4.4.2, iOS 7.0.4 in Salesforce1 Mobile App

**Role:** Scrum Master

**Responsibilities:**

* Transformed high level requirement to testable requirements, estimated for each sprint and allocated work for team members, attended sprint meetings, scrum calls and adjusted testing plan & strategy accordingly
* Prepared Test Data and credentials needed for testing, imported & exported data needed for data testing, prepared metrics at end of each sprint, managed delivery & reporting

**Challenges:**

* Gathered requirement through daily meetings, set up configuration needed for moving the data from nascent system to Varicent, allocated task allocation as the requirement
* Collaborated with different teams for data import and transformed data flows made in design analysis

**Title: Project Eagle Implementation**

**Description:** The Varicent Project involved replacement of nascent incentive calculation tool that was available with MetLife.

**Tools:** ICM Cognos 8.0.2, SQL Management Studio, AQT 9.0

**Role:** Offshore Team Lead

**Responsibilities:**

* Led a team of 4 members, prepared test plan for the project as well as project plan for testing side
* Estimated for each sprint and allocated team work, reported daily status and attended meetings & calls with all stakeholders of the project, drove test data mock up
* Coordinated to prepare the test data for validation of Varicent test cases

**Title: EBS CRM Implementation (SalesForce.com) – Phase I & Phase II**

**Description:** The project involved Cloud application for CRM Module. It supported processes in Sales, Marketing, Call Center, Dupeblocker, etc. This application integrated web application with Mobile device, Card Scanner device, Lotus Notes/Outlook Mail Application, iPad and existing legacy Sales application. The scope of testing involved validating the functionality of business requirement in all these platforms. This was the first project which involved testing of an application in all these features/devices.

**Role:** Offshore Team Lead

**Team Size**: 3 Members

**Methodology:** Agile Testing with 2 Increment of 9 sprints each

**Tools Used:** LinkPoint 360 for Standard, Non-Standard & Custom Outlook Integration

**AppExangers:** Dupeblocker App Exchange

**Title: Customer File Processing (CFP)**

**Description:** The project involved Customer File Processing Application developed to enhance business for Local Market. This application supported technical support to the customer file from the market and feeded data automatically in GFAX (Mainframe – CICS Frontend). This uploaded Member (Employee) with different coverage(s) provided by customer (employer).

**Role:** Test Specialist

**At Nestlé GLOBE**

**Title: Nestle BTC ART**

**Description:** The project involved Nestle BTC (Business Technology Center) marketplace which concentrated business on contemporary products management in Europe and CIS countries. It brought business process existing within Eurasia to a common platform and analysed the best one out of it. This was testing of SAP Business application under Nestle Globe’s Umbrella. Led the creation of the QTP scripting to test SAP R3 GUI and the SAP Web portal and development & execution of SAP SD-WM module test case.

**Role:** Junior Developer, Test Scenario Executor

**Tools Used:** QTP, QC, MS Excel, MS Word

**Title: Nestle GBSL Migration**

**Description:** The project involved Nestle GBSL (Global Business Service Limited) marketplace which concentrated business on all products in Europe and CIS countries. It entailed the business transportation of commodities to different part of Eurasia. This was migration of SAP Business application under Nestle Globe’s Umbrella. This project involved migration of scenarios from SAP 4.7 to ECC 6.0.

**Role:** Test Scenario Developer

**Tools Used:** QTP, QC