



## ARADHANA GUPTA



**IT Professional** with overall **11+ years** of experience in Agile coach, Senior Scrum Master, Agile Project Manager, Business Analysis, Software Validation also taking initiatives for business excellence from Waterfall to Agile, Scrum & SAFe Development Models

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### Profile Summary

- **Certified Scrum Master:** Steering adoption & enforcement of Scrum rules, facilitating scrum event – backlog refinement, sprint planning, daily scrum & sprint retrospectives, removing impediments, tracking dependencies and keeping close tab on team velocity & sprint/release progress
- **Certified SAFe Agilist 5.0:** More than 8+ year of work experience in Scaled Agile Framework- at Program/Team level for Lean agile product delivery.
- **Certified PMP From PMI:** Management experience of the full project life cycle including requirements gathering, creation of project plans and schedules, obtaining and managing resources and facilitating project execution, deployment, and closure
- Good working knowledge of Agile Software Development Methodologies such as SAFe (Scaled Agile Framework 5.0), Scrum and Kanban - values, practices and ability to apply these into a multiple team in an organization.
- Comprehensive experience in spearheading end-to-end execution of multiple projects in Global Onshore / Offshore Model using Agile Scrum methodology and scaling at enterprise level.
- Proven track record in delivering multiple projects successfully with quality and meeting customer expectation and act as effective mediator between business and development teams in getting business requirements to developing appropriate system solutions.
- Effective Process Owner, Protector & Problem solver for guiding & resolving critical issues of the team members; creating high performing team with empathy & servant leadership.
- Hands on experience in building and coaching Agile teams from scratch and working with onsite and offshore models
- Hands on experience of writing effective and successful proposals and statements of work (SOW) in service agreement.
- Excellent knowledge on Pharma, healthcare/Clinical Regulatory requirement- 21 CFR PART-11 and GXP for computer software validation.
- Working Knowledge to Devops engineering practices such as TDD, CI/CD pipeline
- Energetic, go-getter with strong technology background skillful at team building with strong communication skills & maintaining relationships with key corporate decision makers.

### Notable Accomplishments Across the Career

- “Agile Hero Award” twice in a row in current organization for leadership and establishing agile practice in an organization for multiple scrum teams.
  - Recognized as PAT ON BACK’ award for delighting the customer
- Successfully attained reward points for team work, problem solving and taking ownership for the task assigned**

### SKILL SETS

#### Functional Skills:

- Project Management
- Stakeholders Management
- Requirement Management
- Business Analyst
- Software Validation
- SDLC, STLC
- Azure DevOps-CI/CD
- SAFe, Scrum, kanban Methodologies
- Risk, Incident & Change Mgmt.
- Domain Expertise: Clinical life science, healthcare and Pharmaceutical

#### Technical Skills:

- Design Thinking: Empathy mapping
- Testing – Web application testing, Mobile testing, System testing, Regression testing, Integration testing, Test case design and bug reporting
- Tools: Rally, JIRA, Confluence, Jenkin, Silk Test, MS Office, MS Visio, ClearCase, TeamTrack, VSTS, HPLM QC, and SQL Database

### CERTIFICATION

- SAFe 5.0 Leading SAFe (SA)
- CSM Certifications from Scrum Alliance,
- CSPO Certifications from Scrum Alliance,
- PMP from PMI
- ITIL (ISO 20000) Certified
- ISTQB Certifications

### ACADEMIC DETAILS

- M.Pharm in Pharmaceutical Chemistry (First Class) from M.S. University, Baroda in 2005
- B.Pharm from M.S. University, Baroda in 2002

## Work Experience

Jun'2019 to till date: Virtusa System Ltd., Chennai as Agile Project Manager

Client AstraZeneca

Project Duration : From Jun'2019 to till date

**Product scope:** Single Source of Truth is -Operational data storage system (**DW**) where data information models and associated data schema from different data sources ( VCV, Impact, MLCS\_NG,IXRS/IVRS, Rave, etc ) is built into a normalized form and transformed using ETL Tool-Talend in AWS-Cloud.

**Projects: SSoT (Single Source of Truth)**

**Role : Senior Scrum Master/Agile Coach**

**Key Result Areas:**

- **Coach, mentor and guide Multiples teams** for agile value, principles and practices and drive in to Agile maturity.
- Conducted/supported program level meetings in partnership with product management and system architect(s) to aid in the preparation, readiness and prioritization of features for future PI planning sessions
- Participated and facilitated **Program increment planning** in Scaled Agile Framework (SAFe 5.0).
- Participated in **program backlogs prioritization** with product management & senior leadership.
- Highlighted the **program risk** with owner/ action and mitigation plan.
- Ensure that **team dependencies turn red to green** by follow-up and discussion with common agreement.
- Participated in Scrum of Scrum meeting where highlighting the team-feature level progress metrics and any low confidence area.
- **Monitored, organized & facilitated the scrum ceremonies**-product RoadMap Kick off, sprint planning, daily stand up, sprint reviews and retrospective meetings.
- Facilitating effective sprint planning, **coaching & guide** the team for better estimation & ensure team accomplishes its sprints goal and deliver the potential shippable product increment with sustenance pace and optimum velocity.
- Facilitate discussion meetings, reconciling conflicts, use interpersonal skill and guide team for focusing on scrum values of openness, honesty and respect.
- Protect development team from outside distractions, impediments, or team conflicts, and maintain focus on product backlog project timeline.
- Work closely with project owner in **backlog management and continuous delivery of features**.
- Managed project scope to ensure delivery was compliant with scope commitment.
- Educate and reinforce scrum methodology and agile framework to team members and stakeholders. Conducted **workshop & training**.
- Direct and lead development team from project initiation through the delivery of final product.
- Causing change that increases the productivity of the Scrum Team and drive in to agile maturity.
- Facilitating effective and meaningful retrospectives for identifying process improvement needed in team, keeping track of action items and ensures to be done by owner of it. Drive in to continue process improvement.
- Guide the team on **self-organizing, cross functional** and how to use agile values and practices by organizing team workshop.
- Guiding the teams **to increase transparency** and effectively track their progress by burn down charts, release burn-up charts and measuring team velocity.
- Support Product Owner to keep user story **in Ready state** and guide development team for ensuring product increments meets the **Definition of Done**.
- Helping the Development Team to create high-value products by helping **healthy team environment & motivating** team members in fast paced agile environment.
- Doing Scrum of Scrum for foresee any risks for team to achieve sprint goal and any dependencies between among the teams, assist in mitigating or removing those.
- Tracks and reports status and other metrics against goals on an ongoing basis.
- Monitoring **project progress & outstanding issues** and ensuring the quality & timeliness of the deliverable.
- Ensure that all the **release deliverable are ready** before final sign off by coordinating with different department – like release milestone summary, Validation plan, Traceability matrix, design documents, requirement document, Specification , testcases, known issue document etc.

## Sep'2012 to Sep'2017: PAREXEL International Ltd., Hyderabad as 'Scrum Master/Business Analyst' for Agile Sprint Team

**Product:** Electronic data capture (EDC) project

**Product scope:** Electronic data capture application helps in capturing, maintaining, validating archiving and reporting of clinical data. It's a web based software used in CRO, Clinical sites and by sponsor.

**Projects 1:** DataLabs Designer security system, Usability enhancement –**Mobile: android /IOS platform.**

**Role : Scrum Master**

**Project Duration : From May 2015 to Sept 2017**

**Key Result Areas:**

- Involve in agile transformation journey of organization from Scrum to SAFe 4.5 framework for scaling, synchronization and alignment at enterprise level to achieve strategic business objective.
- Provided strong support to the team as “**Servant Leadership**” whenever possible
- Worked in coordination with product owner & stakeholders, management team, senior leadership on **product strategy, planning & process discussion.**
- Monitored, organized & facilitated the scrum ceremonies-**product RoadMap Kick off, sprint planning, daily stand up, sprint reviews and retrospective meetings.**
- Protect development team from outside distractions, impediments, or team conflicts, and maintain focus on product backlog project timeline.
- Facilitating effective sprint planning, coaching & guide the team for better estimation & ensure team accomplishes its sprints goal and deliver the potential shippable product increment with sustenance pace and optimum velocity.
- Facilitate discussion meetings, **reconciling conflicts**, use interpersonal skill and guide team for focusing on scrum values of openness, honesty and respect.
- Work closely with project owner in **backlog management** and continuous delivery of features.
- Direct and lead development team from project initiation through the delivery of final product.

**Projects 2:** Datalabs- migration process improvements, Web services enhancements, Datavisualization- IB reporting enhancement, inbuilt reporting and comparison tools

**Role : Scrum Master/ Business Analyst**

**Project Duration : From Jun 2013 to May 2015**

- Interacting with product owner/ stakeholder for **gathering** and **prioritizing** the requirements for defining product strategy for current and future releases.
- Leading the **feature milestone**, defining **scope, estimation** planning & requirement walkthrough meetings for release planning with stakeholder & project team members.
- **Organized & facilitated the scrum ceremonies-product RoadMap Kick off, sprint planning, daily stand up, sprint reviews and retrospective meetings.**
- Facilitating **brainstorming sessions with development teams** for **finalizing the design, approach** and solution for the problem and involve in consensus agreement meeting with product owner, stakeholder and senior members of project teams.
- Keep the PBI, userstories in **Ready** state before the next sprint starts, provide the **backlog grooming** meeting to the team and maintain the **product backlog** items as per business value.
- Ensure daily standup and other sprint ceremonies should occur on fixed time box and follow the scrum rules.
- Ensure transparency, self organization in cross functional agile sprint team. Check to minimize any anti pattern in sprint scrum team.
- Tracking team progress by measuring daily burn down chart and sprint burn down charts, minimize scope creep, sharing the information to teams & senior members.
- Assist team members in preparing 'Ready' and 'Definition of Done' checklist on collaboration with product owner.
- Assist in effective sprint planning with team for **finalizing sprint goal and sprint backlog** for the sprint.
- Support team members to **achieve sprints goals** by assisting in removing team impediments and deliver the product increment meeting customer expectation.
- **Motivating team members from burn out** in fast paced agile environment like changing priorities. Worked with senior management for providing supports to team.
- **Keep Informed** to team for senior, stakeholder decision and help in improving transparency.

- **Facilitating** discussion, reconciling conflicts and team building initiatives.
- **Continuous support** to the development team for any requirement clarification during development phase and ensure teams follows **best engineering practice** like code review, unit test coverage and continuous integration for build automation.
- Supporting QA teams for reviewing behavioral test scenarios in BDD phase.
- Involve in **risk and impact analysis** for the ongoing requirements during change request and negotiation for scope to fit in the project release timelines.
- Involved in giving **Demo/presentation** during sprint review and product demo at **UAT kickoff** to the business stakeholder.
- Activity participates in **user acceptance testing** and ensures critical defects are addressed and product release with quality and meeting customer expectation.
- Involve in giving **demo presentation for the new features in upcoming release** to the client, stakeholder & technical support teams.
- Reviewing the **release documents** like user guide and guidance, defect and known issue document and other deliverable.
- Involved in **demo and training of product, process to inter/intra team and new members** onboard to project.
- Informing the product & senior management team for the team progress towards the sprint goal – using metrics like **Userstory story completion report, burn down report, velocity & defect summary chart**.
- Monitoring project progress & outstanding issues and ensuring the quality & timeliness of the deliverable.
- **Minimizing the production defects counts**, by reviewing the production defects in previous releases of high severity & impact.
- Involve in discussion/ meetings with support teams, senior members, engineering teams for strategy **as per SLA agreements** sets with customer for reducing the incidents.
- Adherence to company standard & guidelines and security & confidentiality policy.
- Ensures team member follow the best practices as per SOP guidelines in SDLC phase.

**Projects 3:** DataLabs Safety report- Configuration, manage workflow and submission to safety system-Oracle Argus

Role : Business Analyst

**Project Duration : From Aug 2012 to May2013**

- Interacting with product owner/ stakeholder for elicitation, **gathering** and **prioritizing** the requirements for defining product strategy for current and future releases.
- Conduct **extensive market research** of the domain to understand the other similar application to the customer, hosting **requirement workshop**, interviewing for requirements with one or multiple stakeholders & SME to understand their expectation and business need
- Involve in **conceptualization state to MVP** and assist in **maximum Return of investment** for the product.
- Translating business need into high level requirement, decomposing high level requirement to detailed level and creating user stories with acceptance criteria and keep them in ready state ahead of sprint planning.
- Recommend the solution for improvement, **create business process flow diagram** for current system **as is and future state** on implementing the solution.
- Writing **user stories in INVEST model** and assisting team members to properly define and estimate stories and help in getting clarification from product owner/stakeholder, if any.
- Writing sql query for relational detailed data mapping, tables & views.
- Worked with product owner for the detailed data content, new search and filter criteria and documentation into functional requirement – mapping to requirement specifications.
- Liaise with senior architect, development team with design, solution & implementation of feature.
- Support QA team for providing the test data, reviewing test strategy and test plan. Helps in performing traceability matrix from requirements to test cases.
- Created and maintained the **vision, BRD, Usecases, FRS, product release milestone and NFR** documents in Confluence.
- Provide the backlog grooming meeting to the team and continuous supports to team members for requirement clarification during development phase,
- Hosting frequent release status reporting with the onshore clients & customer.
- Giving Demo to the product owner & stakeholder- including the feedback in product backlog following the inspection & adaptation
- Involve in business process improvements and standard best practices.
- Adherence to company standard & guidelines and security & confidentiality policy.

**Aug'2010 to Sep'2012:** Accelrys, Indecomm Global Service, Bangalore as Senior Software Engineer-Domain Consultant

**Key Result Areas:**

- Part of Agile scrum-sprint team and involved in scrum ceremonies –Daily standup, sprint planning, sprint review & retrospective meetings.
- **Performed requirement analysis** and involvement on new feature implementation requested by different customers.
- Worked with product owners to prioritize the requirements for sprint. Maintain the product backlog and keep the userstories in ready state.
- Assist with teams for 'ground rules' & '**Definition of Done**' checklist for the sprint,
- Mapping Functional Specification document to Business Requirements via **Traceability matrix** and make sure all scope items are covered.
- **Analyzed & organized review meetings** with various stakeholders and prepared the Business Requirement Document.
- Maintained the **Functional and non- functional requirement document** by coordinating with development team
- Work on **reporting tool to visualize, analyze the data.**
- Established & enforced standard test processes / deliverables within the gated process to **streamline testing, support automation and manual testing efforts.**
- Ensure following **best practices for development & testing.**

**Software tools\Skills:** Rally/JIRA,Silk test, SQL database, MS-office, MS-Visio, Balsamiq, Lucid chart.

**Platforms:** Java, Windows, Standalone, Client –server, Web application, Citrix-Xenapp, Silent Installer.

**Product Application:** Draw sketch, Drug Discovery & Electronic Lab notebook.

**Jul'2008 to Jul'2010:** Persistent Systems Ltd., Pune as Software Engineer-SME/ QA Validation

**Key Result Areas:**

- Provided strong assistance to team in understanding the business domain of new feature by imparting my domain knowledge.
- Involved in testing at every phase of the development process Functional, Integration, Regression, User Interface(UI), Acceptance, System, Adhoc, End-To-End, Front-end and Back-end testing.
- Worked for ECM product in healthcare and Pharma domain.
- Actively participated in installation of software on different OS (XP and Vista) and different mode such as Standalone & Client-Server mode
- Participated in the configuration of various analytical instruments such as LC & GC
- Administered functions such as configuration of the set-up for test execution, involved in the installation of ECM Product and managed the Virtual Machines

**Software tools\Skills:** ClearCase, TeamTrack, MS-office- Word, Excel, ppt.

**Platforms:** Windows, Standalone, Client –server, Web application, vm-ware.

**ProductApplication:** Enterprise Content Management system- Open Lab-ECM, Analytical, Chromatography data system, Statistical- inbuilt Reporting tool & BPM.

## Previous Experience

**Jun'2007 to Jul'2008:** Syngene International Ltd., Biocon, Bangalore as Scientist

**Apr'2005 to Jun'2007:** St. John Pharmacy College, Affiliated to Rajiv Gandhi University of Health Science, Vijaynagar, Bangalore as Lecturer