Alok Jaiswal

Summary

SAFe & PSM I Certified Scrum Master offering 10+ years of experience in improving processes and complex product deliveries by implementing a scaled Agile environment. Hands-on in training teams and supporting product owners to remove impediments and groom backlogs and help teams adopt Agile methodology.

Contact

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📍 Bangalore, KA

EDUCATION

Post Graduate Diploma in Business Management
Goa Institute of Management
2010 - 2012

B.E. Computer Science
Jabalpur Engineering College
Jabalpur, IN
2002 - 2006

SKILLS

Scaled Agile Framework
Rally, MS Office
Product Backlog Grooming,
Scrum, AWS

SOFT SKILLS

Team Management
Coaching, Conflict Resolution
Leadership skills

CERTIFICATIONS

ITIL V3 Foundation Certified
Capgemini Certified
Engagement Manager

professional experience

2016 - present   Scrum Master / Business Analyst / Capgemini India / USA

- Work with Product Managers & architects to define the roadmap for the product and translate these into features & user stories
- Responsible for coordinating all Agile ceremonies
- Facilitate discussion, decision making, and conflict resolution
- Mentor team members in Agile frameworks, facilitate internal communication
- Ensure work is up to quality standards before each release
- Ensure compliance with customer and internal processes
- Collaborate with other scrum teams
- Facilitate Program Increment Planning
- Drive improvement via Inspect and Adapt workshops
- Communicate with customer representatives to set proper expectations to ensure customer satisfaction.
- Monitor work-in-progress and backlog to ensure projects are delivered within budget and within expected completion dates
- Partner with consulting teams, leaders and other internal departments or regional teams to coordinate and drive delivery
- Work on knowledge Management
- Ensure that each project is reported and forecasted accurately to all stakeholders
- Financial Management – Planned / Actual hours, ETC, EAC, revenue, cost, budget, and management of financial variance.

2012 - 2016   Business Analyst / Capgemini Mumbai, India

- Subject Matter Expert for development & support team
- Collaborate with Product Managers, IT Business and Development teams to gather, refine, organize, and prioritize requirements
- Facilitate and lead requirements workshops to clearly understand document and communicate requirements
- Requirement Gathering using interviews, document analysis, requirements workshops, business process descriptions, use cases, workflow analysis
- Create as-is and to-be business requirements, process workflows
- Help with end-to-end functional/regression testing/ UAT
- Prepare training material and conduct End User training
- Act as primary point of contact for end-user support
- Project Scoping - Assess the requirements, people and information required, ensure that the scope of the project is clear and complete
- Writing User stories to document & track end user requirements
- Identify the risks involved, prepare process flows and documentation to effectively capture all the tasks and activities involved to complete the requirement
- Stakeholder, Product, Communication and Compliance management
- Monitor and Enhance product adoption
- User experience design
- Perform quality assurance on documents to ensure consistency and quality

2006 - 2010   Senior Software Engineer / Dell PerotSystems India / USA

- Application Maintenance & Support, troubleshooting issues related to the applications, servers, or network.
- Employ ITIL methodology such as Incident Management, Request Management, Change Management to ensure issues and change are properly tracked and documented