

Makeish Kumar A

SCRUM MASTER IT Project

Cognizant Technology Solutions, Hyderabad.

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Career Objective:

Experienced scrum master with a proven track record of delivering high-quality software, on-time and within budget seeks a position with a top technology firm.

Company overview:

Cognizant provides an intelligent, digital and tactical approach that transforms the way business gets done without interrupting business as usual. Services provided by Cognizant are like information technology, information security, consulting, and ITO / BPO services.

Work Experience:

Overall, 6 years of IT experience with over 1 years of experience in **Agile Scrum Master** and 5 years of experience in **Change Management (SNOW tool), Incident Management (Remedy ticketing tool 7.6 & 8.1), Mainframe Job scheduling & Handling (As400, Control M).**

Professional Experience:

Agile Scrum Master, Present

Facilitate sprint planning, daily scrums, sprint retrospective, stakeholder meetings, sprint demo and software demonstrations.

- Coaching the team on agile principles and Processes.
- Track & Remove internal and external impediments for the scrum team.
- Facilitate grooming session with Product Owner, to build Product Backlog.
- Educate and reinforce scrum methodology and agile framework to team members and stakeholders.
- Facilitate and plan for Go-Live activities.
- Track and report Scrum team velocity.
- Directing the development team to deliver the final and quality product as per the customer expectation in an empirical way.

Change Management Coordinator,

- Responsible for managing the end to end Change Management process including application and infrastructure and Service now module as per ITIL standards
- Develop, maintain, improve and communicate operational standards and guidelines for IT Change Management and Incident Management.
- Ensure that standardized methods and techniques are used for the preparation, Building, testing and implementation of changes to meet service levels and prevent Change-related incidents
- Create, review and publicize Forward Schedule of Change via report.
- Schedule, organize and chair Change Advisory Board (CAB) meeting
- Final authorizer for acceptable changes, either alone or after a CAB or ECAB has taken place.
- Collaborate with all IT departments to facilitate their change requests.
- Ensure all implemented changes are reviewed and then closed.
- Update information regarding Service Requests, Standard Changes and RFCs in the Change records.
- Demonstrating “Project Management Review” and “Governance calls” presented to the executive leadership team about the project performance.

Tools: SNOW, BMC Remedy

Production Support Engineer,

- Hands on experience in administering any one of these tools (Control-M, AS400) on mid-range or mainframe system
- Monitoring the set of jobs in the application that should be run on-time.
- Handling priority issues arising while the jobs run and coordinating with client to sort it out.
- Working on AS400 tool with commands to analyze any failure occurred and finding the way for the recovery.
- Working on Control – M tool to start and analyze the jobs which runs within the specified SLA.
- Checking the application health status, logs and Providing RCA to the customer for any issues occurred frequently.

Tools: As400, Control M, WinSCP, Lotus Notes, Putty

CERTIFICATIONS:

- Certified Scrum Master® (CSM)
- Scrum Foundation Professional Certificate (SFPC)
- Oracle Java Certified professional (OCJP).
- Cognizant Certified Professional (CCP) in ITIL V 3.0
- Cognizant Certified Professional (CCP) in Process Space

Operating System: Windows XP, 7, 8, 10 & Unix/Linux Servers.

Languages: Basics of Java, HTML, CSS, Main Frame.

Database: SQL Server Management Studio 2012, IBM DB2.

Technical qualification: B.E in Computer Science & Engineering – 2014, Sri Krishna College of Engineering & Technology, Coimbatore, Tamil Nadu, India.

Hard Skills: Agile planning, Meeting facilitation, Servant leadership, Agile coaching,

Soft Skills: Interpersonal skills, collaboration, Communication, time management.

Area of Interest:

- Self-Development, Communication, Interpersonal and Problem Solving skill.
- High level of confidence and determination.
- Adoptability to different environments and quick learning capabilities.
- Team Work, Flexible, Punctual and Interest to Learn New Things.

Personal Details:

Name : Makesh Kumar A
Father Name : Aravindan S
Date of Birth : 24/06/1993
Sex : Male
Marital Status : Unmarried
Nationality : Indian
Languages : English, Tamil and Telugu.
Hobbies : Dancing (Choreographer), Singing and Cooking.

DECLARATION: I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date: //2021
Place: Coimbatore

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