

**Thakur Ram Swaroop Singh**

SCRUM MASTER | PROJECT MANAGEMENT

**Contact Information:**

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**Preferred Locations:** Hyderabad

**Profile • About Me**

**IT Professional-Software Services:** ‘Extensive experience as a Project Manager/Scrum Master in executing various projects on varied technologies and on different platforms'

* **Professional Scrum Master (PSM)** offering experience of **more than 9 years** in **Scrum, Agile Project Management** and **Traditional Project Management**; led cross-functional teams as a Scrum Master to deliver several Projects;
* Acted as **Scrum Master for Cross functional Distributed Agile teams** located at multiple geographical locations
* Knowledgeable on **Agile Processes** & helping the team follow Agile practices in turn helping the organization **adopt** **and get matured on Agile** practices
* Maintained **Agile Release trains** and have driven the application teams towards product delivery

**Career Highlights**

* Conferred with **“STAR”** excellence award at OPTUM Global Solutions., for successfully delivering projects
* Received "**Sustaining Edge**" recognition from the OptumRx Operational Excellence team for the contributions made towards Growth Pool.

**Work Experience**

**Infosys Limited**, Hyderabad, Telangana

Job Title: Senior Consultant (Scrum Master)

Date: August 2019 - Current

Description:

* Facilitated sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations.
* Protected development team from outside distractions, impediments, or team conflicts and maintain focus on Sprint backlog project timeline.
* Worked closely with Product owner in backlog management and continuous delivery of EPICs.
* Worked in Customer and Account Technology Application Modernization program.
* Educated and reinforced scrum methodology and agile framework to team members and stakeholders.
* Supported product owner, onsite coordinator, Client-side Team Lead and Infosys-side Team Lead in developing, maintaining and grooming of Product Backlog items.
* Identified and removed impediments / blockers to keep teams productive.
* Monitored burn down and team velocity charts.
* Support/Collaborate with team members to implement Agile/ Scrum best practices.
* Direct and lead scrum team from project initiation through the delivery of final product.
* Manage and update team capacity and Velocity for each Sprint.
* Generate Sprint Closure Dashboards and Sprint Summary reports and share it with leadership.
* Participate with Senior Project Managers in Project Governance activities
* Helped Group Project Managers and Senior Project Managers in getting demand IDs mapped to the account and appropriate resource mapping from bench using the Talent Management System.
* Helped resources onboard onto the account.

**Optum Global Solutions**, Hyderabad, Telangana

Job Title: Senior Tech Project Analyst (Scrum Master)

Date: February 2017 – August 2019

Description:

* Facilitated sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations.
* Protected development team from outside distractions, impediments, or team conflicts and maintain focus on Sprint backlog project timeline.
* Worked closely with Product owner in backlog management and continuous delivery of features.
* Educated and reinforced scrum methodology and agile framework to team members and stakeholders.
* Supported product owner and engineering manager in developing, maintaining and grooming of Product Backlog.
* Facilitated Sprint Planning, Release Planning, Daily Stand- Ups, Sprint Retrospectives and Demos.
* Participated in PI Planning sessions and facilitate break-out sessions to discuss Features in scope.
* Identified and removed impediments / blockers to keep teams productive.
* Monitored burn down and team velocity charts.
* Created communication plan to keep project team and stakeholders informed at various levels.
* Managed delivery projects by leading the overall project plan including scope, schedule, milestones, estimates, resource plan and communication plan.
* Support/Collaborate with team members to implement Agile/ Scrum best practices.
* Direct and lead scrum team from project initiation through the delivery of final product.
* Manage and update team capacity and Velocity for each Sprint.
* Generate TTB and TTV reports and share it with leadership.

**Optum Global Solutions**, Hyderabad, Telangana

Job Title: Project Analyst (Project Manager)

Date: October 2015 - January 2017

Description:

* Managed projects end-to-end while working on RxClaim application.
* Setup Kick-off meetings to get representatives from Business and IT get into a forum and discuss requirements and work on Solution.
* Work with Business Analysts, Solution Architects and Release management team to ensure project is absorbed for release as per release calendar.
* Coordinate between multiple application teams to understand application impacts and setup seamless communication between the participating teams.
* Participate in Budgeting and cost estimation discussions and come up with an estimated cost for the project in question.
* Develop project Plan following timelines as discussed by the application teams and agreed upon by the business.
* Monitor Project Status all through the project life cycle and ensure timely delivery within the estimated cost.
* Identify and prioritize issues/risks for management visibility.
* Participated in project management process improvements and contributed towards enhancing existing templates and mentoring peers and new employees in organizational processes and standards

**IBM INDIA Pvt. Ltd.**, Hyderabad, Telangana

Job Title: Senior Project Coordinator

Date: October 2012 - October 2015

Description:

• Managing the initiation, planning, execution, and closure of the project including coordinating the delivery of resources and communicating with stakeholders.

• Define, execute and monitor project scope, expectations, communication plans and required resources.

* Help team update FRD, SRS etc., to sharepoint to maintain compliance.

• Maintain project status against plans by tracking information and follow up action items till closure.

• Produce regular status reports for the Project Managers to review.

• Attend / Coordinate Monthly/ Weekly Service Line Review calls/ meeting, record meeting minutes.

• Manage Project Change, Project Quality, Resources and Risk.

• Ensuring projects comply as per established standards.

• Manage Compliance across the portfolio ensuring projects are following key metrics.

• Support project managers in following up with estimating teams.

• Create Change Requests, Release Plans etc., on projects as requested by Project Manager.

• Monitor time charging on projects and raise a trigger with Project Manager if the burn goes beyond what is estimated.

* Assist Program Managers in preparing project plan.

**IBM INDIA Pvt. Ltd.**, Hyderabad, Telangana

Job Title: Project Coordinator

Date: August 2010 - September 2012

Description:

• Program level reporting on resource burn rate.

• Assist Project managers and Program managers with PPM Optics updates.

• Generate Weekly/bi-weekly reports which help PMs Make informed decisions.

• Produce regular project dashboards for the Project Managers to review.

• Resource allocations, change request updates, follow up with application teams and front office teams for estimates.

• Ensuring projects comply as per established standards.

• Weekly reporting on project Actuals and Forecast.

• Creating projects and assigning it to application PMs.

• Help Project managers stay complaint on project documentation.

**Training/Certification**

* SAFe Agilist, Scaled Agile Inc., 2018
* Professional ScrumMaster® (PSM®), scrum.org, 2017
* Academy for HealthCare Management (AHM) – 250, AHIP, 2016
* ITIL Foundation in IT Service Management, AXELOS Global Best Practice, 2015

**Computer Proficiency**

**Operating Systems**

* MS Windows 
* Linux 

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| **Personal Information**  Gender: Male  Birthday: October 18, 1987  Marital Status: Married  Nationality: INDIA  Father's Name: Thakur Roop Singh |

**Business Productivity Software**

* MS Office 
* CA Agile Central 
* CA Clarity PPM 
* Jira 
* Confluence 

**Languages**

* English 
* Hindi 
* Telugu 