**Payal D**

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**Certified Scrum Master**

**SUMMARY**

* Accomplished**Servant Leader** with 8 years of experience in planning, managing, developing and delivering enterprise technology projects
* **Certified Scrum Master with proven ability to build, coach and mentor high performingteams with a focus on Agile practices and principles**
* **Extensive experience in implementing projects using Scrum, Kanban,SAFe (Scaled Agile Framework), XP and PMI Project management process**
* Excellent conceptual and working knowledge of **Software Development Life Cycle (Waterfall and Agile - Scrum, Kanban, XP and TDD)**
* Proficient infacilitating all scrum ceremonies such as**Daily Scrum, Backlog Grooming, Sprint Planning, Sprint Review and Sprint Retrospective meetings**
* Competent in planning and delivering a prioritized feature backlog through collaborative sessions between business and the development team
* Experienced Project Manager who excels in liaising between technical and non-technicalteams to achieve on-time, on-budget and on-spec project completion
* Result oriented, highly motivated, organized and eye for detail with excellent communication and interpersonal skills
* Ability to adapt and quickly learn new technologies

**PROFESSIONAL EXPERIENCE**

**Senior Scrum Master**

**Charles Schwab Corporation, Westlake, TX**(Mar 2020 – Current)

**Responsibilities:**

* Facilitate all scrum ceremonies such as **Daily scrum, backlog grooming, Sprint Planning, sprint review and sprint retrospective meetings**
* Coach and reinforce agile concepts, practices and framework to team members and Product Owner while resolving impediments by coordinating and collaborating with cross-functional teams
* Assess the Scrum Maturity of the team and organization; coach the team to higher levels of maturity, at a pace that is sustainable and comfortable
* Work on SAFe framework with other scrum teams, attended Scrum of Scrum to coordinate dependencies across other teams in Agile Release train, worked with Release Train Engineers, System Architects and system team for infrastructure requirements and to support integration testing
* Attended PI planning workshops and facilitated system demo, inspect and adapt workshops for future PIs and Release Management meetings
* Facilitate frequent collaboration between the development team and business stakeholders through effective feature planning and review sessions
* Work with the team to help visualize their work through **Kanban boardsand WIP limits**
* Plan capacity for team based on the development team availability
* Create Project Charter, Release Plans, Checklists, Change Request and Status Reports for PMO organization
* Ensure that the user stories in the backlog are prioritized and estimated
* Support release for builds, coordinated with Dev, QA, DBA and Support Engineers to ensure smooth release and deployment. Provided postproduction support and closing the release
* Develop solution for proposed project and showed value proposition with enhanced productivity and better user experience
* Used**JIRA** to maintain Product Backlog and Sprint Backlogand to create and track user stories, Sprint planning, tracking and managing sprints, created status reports and burn down charts
* Used**Confluence** to maintain project documents such as project plan, project scope, and status reports and to assign tasks

**Scrum Master**

**BHP Billiton, Houston, TX** (Jul 2017 – Feb 2020)

**Responsibilities:**

* Facilitated **Daily scrum, backlog refinement, sprint planning, sprint review and sprint retrospective meetings**
* Reviewed the User Stories in the sprints with scrum team and identified the gaps in the functionality or the Acceptance Criteria
* Monitored the burn down charts on daily basis and removed the impediments to the team to maintain the pace of the scrum team
* Facilitated Scrum of Scrums and the Program Increment (PI) meetings
* Participated in the bi-weekly production checkouts and releases along with the team and helped in UAT testing
* Helped the team in understanding the Agile Concepts and the Agile Practices to improve the team’s delivery
* Mitigated impediments during the sprint
* Tracked and communicated team velocity, sprint/release progress and another metrics
* Created and published weekly status reports and dashboards
* Managed Prioritized backlog using **Rally**

**Scrum Master**

**Maersk Line, Norfolk, VA**(Jun 2016 – Jun 2017)

**Responsibilities:**

* Worked with Product Owner to **prioritize Epics, Features and User Stories**
* FacilitatedDaily Standup, product backlog refinement meetings, Sprint Planning, sprint review and sprint retrospective meetings
* Managed and coached Scrum team using Agile Methodology of 2 weeks sprint cycles to deliver software on time
* Ensured to address the Retrospective action items by the Scrum team/respective members before the next Sprint Planning
* **Gathered and reported the Velocity** charts to the stakeholders
* Implementing Scrum with **TFS** to track the progress of project and involved in creating Product Backlogs, EPICs and User Stories
* Helped the team in understanding the agile concepts and the agile practices to improve the team’s delivery
* Managed offshore teams working on multiple development and technical support projects
* Defined and maintained key scrum artifacts: Working Agreement, Definition of Done, User Acceptance Criteria, User Stories, Product Backlog, & Sprint Backlog

**Junior Scrum Master**

**Reliance Jio Infocomm Ltd., Mumbai, India**(Nov 2011 – Jul 2015)

**Responsibilities:**

* Managed overall project organization to ensure requirements and project deliverable dates are clearly communicated
* Communicated project risks, issues, and dependencies
* Proactively worked with other teams to manage dependencies, integration and testing activities
* Partnered with development team members to understand opportunities and limitations of solutions being implemented
* Tracked sprint progress against overall project objectives
* Prepared reports and updates as needed
* Collected and shared team metrics with the team and stakeholders

**Project Manager** (Jan 2010 – Oct 2011)

**Junior Project Manager** (Jan 2006 – Dec 2009)

**Gammon India Ltd., Mumbai, India**(Jan 2006 – Oct 2011)

**Responsibilities:**

* Created project plan, project schedule, resource plan, task lists, target timeline and key milestones
* Managed financials, budgets, invoicing and forecasting in terms of resources and costs for a financial year
* Ensured timely review of the project related artefacts such as Functional Specification Documents, Database Design Documents, Technical Design Documents etc. and guided the team members to ensure that the SLAs are never missed
* Project-managed large-scale initiatives involving the transition of programs to new platforms
* Arranged and scheduled weekly technical and managerial meetings with clients to take detailed ordering briefs and clarify specific requirements of the projects
* Directed global rollouts of new software and systems for clients
* Created cost-benefit analyses and ROI assessments that were used as the basis for decision-making on proposed IT implementation projects
* Used **MS Project and Primavera** to track projects
* Ensured status reporting and escalation to senior management for any unresolved issues
* Documented workflows, business processes, and business requirements via Visio, PPT, & Word

**TECHNICAL SKILLS**

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| **Agile Management Tools** | JIRA, Rally, Confluence, TFS |
| **SDLC Methodologies** | Scrum, Kanban, XP, TDD |
| **Documentation Tools** | Confluence, MS Office Suite, SharePoint |
| **Technologies** | HTML, CSS, XML, JavaScript, CSS, jQuery |
| **Databases** | MS Access, Oracle, SQL Server, MySQL |
| **MS Office** | Word, Excel, PowerPoint |
| **DMS/ EDMS** | SharePoint, Connections, Confluence |
| **Reporting Tools** | Tableau |
| **Planning Tools** | MS Projects, Primavera |
| **Operating Systems** | MS DOS, UNIX, MS Windows 9X/ XP/ Server 2003 |