

Firoz Ahmed Shaik

Techno Functional Lead/Scrum Master



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- Achievement-driven professional with 6.10 years of experience in IT Infrastructure Management. Certified Professional Scrum master (PSM) and Certified Scrum Master (CSM) with expertise in software delivery in an Agile Scrum development, with multiple scrum teams with onshore and offshore delivery teams with 5+ years' experience.
- Coach and mentor teams in agile values and practices. Professional Hypnotherapy practitioner.
- Collaborate with teams to create and maintain the product and sprint backlog and burn down charts. Responsible for leading multiple Agile teams of Business analysts, developers and QA test engineers to produce high quality software applications.
- Skilled in leadership, communications, teambuilding, interpersonal relations, Software Development Life Cycle (SDLC), offshore resource management and deployment management. Experienced with change management, risk assessment/mitigation, and managing third-party vendors.
- Capable Techno Functional Lead with proven history of enhancing Technology operations. Proficient in best practices, leadership strategies and employee motivation to boost productivity and job performance.



Skills

- Waterfall Methodology
- Customer Interaction
- Project Management
- Mentoring Skills
- Product Owner
- Ability to Adapt
- Customer Satisfaction



Work History

2018-05 - Current

Techno-Functional Lead/Scrum master

United Health Group, Bengaluru, Karnataka

Project Name: Enterprise OCR OpenText Captiva, OpenText Documentum, Reveille, Open Text RightFax.

- Maintaining (bug fixing, implementing new features) internal Documentum solutions from UHG.
- Acting as Global SME for Reveille product and responsible for any changes/upgrades/migrations related to same.
- Saved 16-million-dollar revenue by implementing few changes in environment.
- Owned, facilitated, scheduled Daily Scrum, Program Increment/Sprint Planning, Sprint Retrospectives, Sprint Reviews, and User Story refinement.
- Facilitated cross-team communication for User Stories requiring engagement from multiple teams.
- Design and evaluate competing solutions on different parameters such as viability, flexibility, scalability.

2017-10 - 2018-04

Subject Matter Expert-Captiva

OpenText, Bengaluru, Bengaluru, Karnataka

- Ability in design of process workflow using Captiva Designer.
- Trained fresher's on products being used for content management.
- Managed projects utilizing Agile methodology.
- Coached teams in Agile practices and provided necessary training to create positive mindset to Agile methodologies.
- Worked in Agile-driven environment to effectively maintain project timelines and utilize available resources.
- Shielded scrum team from external interference for optimal productivity and success of Agile process.

2016-11 - 2017-09

Technical Support Engineer

DELL EMC, Bengaluru, Karnataka

- Exporting image in pdf format along with indexed xml file.
- Installation of Captiva 7.1. Trained fresher's on products being used for content management.

2014-06 - 2016-11

Senior Software Engineer

Tech Mahindra Ltd, Hyderabad, Bengaluru, Karnataka

- POC for Captiva and Documentum Technologies: .NET, Oracle and MS SQL
- Delivered 'Level-3' application support for applications in Legal, Procurement and Human Resource areas of GSK adhering to Lean, Agile and Six Sigma.
- Lead team of 6 developers in support activities and in meetings with business and delivered solution on time.



Education

2014-01

B.Tech (EEE)-Aditya Engg College Surampalem



Accomplishments

- ITIL V3 Technical Skills.
- SDLC Methodologies: Waterfall, Agile-Scrum, Waterfall-Scrum Hybrid, SAFe.
- Technical Proficiency: Captiva, Documentum, Reville, Right Fax, .Net, PL/SQL, DQL.
- Service Delivery Management, IT Infrastructure Management, Business Continuity Planning, Disaster Recovery.



Certifications

Certified Professional Scrum Master (PSM)

Certified Scrum Master (CSM)