## CURRICULUM VITAE

**HARKIRAT SINGH Mobile #:** +91-99587-81418

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**STRENGTHS:**

Good combination of technical and communication skills. Effective mediator between developers and clients.

**PROFESSIONAL SUMMARY:**

* Overall experience of **12+ years** in IT & Banking industry, delivering strategic projects on Waterfall & Agile methodologies (Scrum Framework & SAFe Agilist & Nexus Framework) with more than 7+ **years** of experience as a Project Manager/Agile Project Manager & Agile Coach/Scrum Master**.**
* Agile Project Manager & **Certified Professional Scrum Master** from scrum.org, credited with delivering Network Protocol Development applications of value over USD $15 Million.
* Working as an **Agile Project Manager/Agile Coach/Scrum Master** in **Capgemini Technology Services India Limited, Bangalore, India**.
* Strong IT professional with a balanced and diversified skillset across Technology & Business in Network Protocol Development & Testing Domain, Retail, Private Bank Domains with experience in managing Core Network Software Development Projects & Core Banking Projects.
* **Servant leader** with focus on customer satisfaction & team collaboration, helping Organization adopt to Agile mindset.
* Empowered Transitions of Projects from Waterfall to Agile Scrum.
* Have been Awarded “Take Charge & Excel” for leading successful End-to-End Projects.
* Skilled in negotiating with Vendor on the Statement of Work. Adept in maximizing utilization of resources.
* Delivered complex integrated Programs involving integration of 11 systems & diverse teams.
* Proven track record of transitioning changes into Production through Agile & Waterfall methodology
* Expertise in Planning Project and track the Requirements, Schedules, Budgets, Communications, Risk & Issues and delivering increments through Sprints.
* Skilled in managing Agile Software Development projects and Software Development Life Cycle Projects.
* Excel in Client/ Customer co-ordination and communication with the onsite/offshore Teams.
* Strongly serving and supporting the Product Owner and Development Team in their quest to do everything

possible to delight customers.

* Providing all support to the team using a servant leadership style and leading by example. Exceptionally

personify Scrum and Agile.

* Guides and Coaches the Scrum Team and organization on how to use Agile/Scrum Best practices and

motivate and values to delight customers.

* Guides and Coaches both the Scrum Team and the Development team on how to get the most out of self-organization.
* Guides and Coaches both the Scrum Team and the Development team on self-organizing to fill in the intentional gaps left in the Agile/Scrum frameworks.
* Assesses the Scrum Maturity of the team and organization and coaching the team to higher levels of maturity, at a pace that is sustainable and comfortable for the team and organization.
* Removes impediments / guide the team to remove impediments by finding the right personnel to remove the impediment.
* Build a trusting and safe environment where problems can be raised without fear of blame, retribution, or being judged, with an emphasis of healing and problem solving.
* Facilitating and getting the work done without coercion, assigning, or dictating the work.
* Facilitating discussions, decision makings, and conflict resolutions.
* Assist with internal and external communication, improving transparency, and Radiating information.
* Support and educate the Product Owner, especially with respect to refining and managing the product backlog. Required Skills/Experience
* Experience playing the Agile Coach & Scrum Master role for more than 8+ years for multiple software development teams
* Highly experienced being on multiple Scrum teams in a variety of different team sizes, different organizations, different cultures, co-located vs. distributed, etc.
* Knowledge of other approaches discussed in the Agile space: XP, Kanban, Nexus
* Experienced with widely successful Agile techniques: User Stories, ATDD, TDD, Continuous Integration, Continuous Testing, Pairing, Automated Testing, Agile Games
* Track record of continued and recent education in Scrum, including training, conferences, user groups, self-study, etc.
* Experienced collaborative leader
* Excellent communicator and mentor

**PROFESSIONAL EXPERIENCE:**

 Working as an **Agile Project Manager/Agile Coach/Scrum Master**.

* **Capgemini Technology Services India Limited, Bangalore, India:** From **November 2016** to **April 2018**.
* **Project Manager & Agile Coach & Scrum Master in Hewlett-Packard India Software Operation Pvt. Ltd., Bangalore, India:** From **November 2010** to **January 2015**.
* **QA Lead & Agile Coach** in **Mindteck (India) Ltd., Bangalore, Client: NetApp USA (ONSITE– Sunnyvale, CA, USA):** From **February 2008** to **October 2010**.
* **Test Engineer** in **Innominds Software Pvt. Ltd. Client: NOKIA India Pvt. Ltd., Hyderabad:** From **February 2007** to **January 2008.**
* **RF & Switch Engineer** in **Reliance Infocomm Ltd. Jaipur:** From **January 2004** to **March 2006.**

**EDUCATIONAL QUALIFICATION:**

Bachelor of Engineering (Electronics & Communication) First Class with Distinction

Visveswaraiah Technological University (VTU) (October 1998 – July 2002).

**SKILL SETS**:

* Project Management.
* Agile Coach & Scrum Master - Coaching teams & carry out scrum events of Planning, DSM, Review & Retrospect
* Methodology: Agile Scrum, SAFe, Nexus Framework, V-Model, Waterfall Models.
* Technology Tools: JIRA/Confluence, MS Project, Mercury Test Director 7.6 and Quality Center 9.20, HP Application Lifecycle Management (ALM) 11.
* Leadership skills: Mentoring, Agile Transformation Coaching, Building High Performance Team
* Transition Management: Across Geographies & between Project and BAU
* Contract Management: Building RFP, managing Statement of Work & contracts
* Integration & Technology Implementations: fostering collaboration across teams
* Stakeholder Management: Consult, Communicate & Engage

**TRAINING & CERTIFICATIONS**:

* **Certified Professional Scrum Master** – scrum.org
* Training on **Cisco Routers (CCNA)** Zoom Technologies Ltd.
* Advanced Training on **Cisco Routers & Switches (CCNP)** Zoom Technologies Ltd.
* Training on **Quality Center 9.20,** NetApp, USA.
* Agile Scrum Training & SAFe Training.

**TECHNICAL EXPERTISE:**

Testing Tools : Defect Management Tool: Mercury Test Director 7.6, Quality Center 10.00,

Application Lifecycle Management (ALM) 11.

Languages : C, C++, HTML, TCL/TK, Perl.

Operating Systems : Windows, UNIX, Solaris, Linux (Red Hat, Suse), Fedora, FreeBSD.

Networking :TCP/IP Protocol Suite, Routing Protocols, Cisco Routers, IOS, Nokia

Firewalls, Checkpoint Firewall/VPN, VSX, IPSEC, Checkpoint SmartCenter Dashboard, Network Automation System, Selenium.

Other Technologies :Network Sniffers like Ethereal, WireShark, TCP Dump, NMS (Nokia Network

Voyager), NHM (Nokia Horizon Manager), VMware,

**PROJECTS PROFILE:**

**Project-1:**

Project Title : **ANZ Payments Application Consolidation & Home Loans Application**

Duration : From November 2016 to April 2018.

Role : Agile Project Manager & Agile Coach

Responsibilities:

* Responsible for Transformation from Waterfall to Agile for ANZ PAC & Home Loans Program
* Trained and mentored the team to ensure effective use of the scrum process.
* Managed JIRA Dashboards, program calendars
* Improved the collaboration amongst the team by encouraging interactions amongst them
* Ensured Transparency of the Artefacts amongst all the members of the team
* Workedclosely with the Product Owner to maintain a prioritized the Product Backlog
* Successfully drove the standardized Agile Delivery methodology as a Agile Coach & Scrum Master. Put in place Agile Lean PMO Program, thought leadership in Agile adoption, Sprint ceremonies, tools and governance
* Removed Impediments within the team and encouraged team to identify & highlight them.
* Ensured that events are Timeboxed with no exceptions.
* Facilitator of Scrum ceremonies and Impediment remover for the Team. Enable them to focus primarily on delivering feature. Coach the team to adhere to Scrum & encourage Automation.
* Responsible for initiating planning of Sprints & Releases, estimating effort involved in delivery.
* Work closely with developers to identify areas and methods to improve Testing Efficiency, expand Coverage and increase Product Reliability
* Presenting Project Review with Product Owner highlighting Risks, Issues, Budget & Timeline.
* Determined project scope, key deliveries and milestones
* Manage Risks and Issues, with Mitigation plans and determine cost of resolving them.
* Accountable for managing the contract (Vendor) for outsource of work. This involves vendor assessment, contract negotiations and validating deliverables.
* Ensured Production Stability & enhanced Customer Experience through introduction of rigorous Quality Acceptance check-points during the Sprint Review.
* Tracked Projects/Releases through collection of metrics data and demonstrated significant improvement on delivery by performing Retrospective at the end of Sprint.

**Description:**

Program of work initiated for introducing features on the Payments Application Consolidation (PAC) & Home Loan Application (HOLA) for Australia.

**Project-2:**

Project Title : **Network Automation**

Team Size : 20+

Duration : From November 2010 to January 2015.

Role : Project Manager & Agile Coach & Scrum Master

**Responsibilities**:

* Determined project scope, key deliveries and milestones
* Developed and managed the project plan and work breakdown structure to deliver the project within time and budget considerations.
* Lead the project team from initiation, scoping, through SDLC phases of the project, into the implementation to all Asian countries and post project warranty support.
* Successfully performed Stakeholder, Risk & Cost management
* Remotely managed the delivery of the complex project while based in Bangalore. The design and development and testing were performed & completed across geographies (in Bangalore (India) & Fort Collins (USA), Kiev (Ukraine) & Beijing (China) & Melbourne (Australia)).
* Contributed to continuous improvement initiatives in Productivity, Cost efficiency, Quality and time to market

**Description:**

Development & testing of all the HP Network Automation (NA) software to automate network change, configuration, and compliance management. HP NA reduces the costs by automating time consuming manual compliance checks and configuration tasks. Developing & Testing of various functionalities of NIC’s like VLAN, Cisco configurations, Cluster Functionality and much more with IPv4 & IPv6 addressing.

**Project-3:**

Project Title : **Network Interface Cards (NIC)QA(Client:NetApp USA)(Sunnyvale,CA,USA)**

Team Size : 6

Duration : From February 2008 to October 2010.

Role : QA Lead/Agile Coach

**Responsibilities**:

* Assign task to all Testing Team members and ensure that all of them have sufficient work in the project.
* Creates and executes project plans and revises them as appropriate to meet changing requirements.
* Development of Test cases and generation of test reports.
* Leading team of six members.
* Responsible for the review of Test cases and test reports.
* Conducted Functional Testing, Regression Testing and Performance Testing.
* Capturing and recording of bug incidents.
* Participated in QA reviews during various phases.
* Verify and validate the applications against business rules and requirement specifications.
* Responsible for giving Training and preparation of Training documents.
* Ensure the timely delivery of different testing milestones.

**Description:**

Functionality testing of all the Network Interface Cards (NIC) in NetApp Platforms. Network Interface Cards includes various 1Gig/10Gig Copper/Fiber Chelsio/Intel Dumb NIC’s/TOE NIC’s used in NetApp Platforms. TCP Offload Engine or TOE is a technology used in network interface cards to offload processing of the entire TCP/IP stack to the network controller. Testing of various functionalities of NIC’s like VLAN, VIF’s, MTU, Flow-Control, Cluster Functionality and much more with IPv4 & IPv6 addressing.

**Project-4:**

Project Title : **Checkpoint VSX**

Duration : From September 2007 to January 2008.

Role : Test Engineer

Responsibilities:

* Development of Test cases and generation of test reports.
* Involved in the review of Test cases and test reports.
* Conducted Functional Testing, Regression Testing and Performance Testing.
* Capturing and recording of bug incidents.
* Participated in QA reviews during various phases.
* Verify and validate the applications against business rules and requirement specifications.

**Description:**

Service Providers and Enterprises are often in need of multiple firewall and VPN devices that run separate policies to protect different networks or customers at the same physical location. However, deploying and maintaining large numbers of dedicated devices is expensive and time consuming. Setting up of firewalls and Networking according to test requirements. Configuring of Virtual Private Networks (VPN) on Checkpoint VSX

**Project-5:**

Project Title : **Functionality Testing of Checkpoint on Nokia Device**

Duration : From June 2007 to August 2007.

Role : Test Engineer

**Responsibilities**:

* Development of Test cases and generation of test reports.
* Involved in the review of Test cases and test reports.
* Conducted Functional Testing, Regression Testing and Performance Testing.
* Capturing and recording of bug incidents.
* Participated in QA reviews during various phases.
* Verify and validate the applications against business rules and requirement specifications.

**Description:**

Functionality testing of all NOKIA IP platforms. Worked on Checkpoint Firewall, executing test cases and reporting the bugs in online Bug tracking system.

**Project-6:**

Project Title : **Nokia Horizon Manager**

Duration : From April 2007 to May 2007.

Role : Test Engineer

**Responsibilities**:

* Development of Test cases and generation of test reports.
* Involved in the review of Test cases and test reports.
* Conducted Functional Testing, Regression Testing and Performance Testing.
* Capturing and recording of bug incidents.
* Participated in QA reviews during various phases.
* Verify and validate the applications against business rules and requirement specifications.

**Description:**

Nokia Horizon Manager is designed to manage and configure a large number of Nokia security platforms (devices) that reside on a corporate enterprise, managed service provider (MSP), or hosted applications service provider network (ASP).

**Project-7:**

Project Title : **Functionality Testing of IPSO-SB Nokia Device**

Duration : From February 2007 to March 2007.

Role : Test Engineer

**Responsibilities**:

* Development of Test cases and generation of test reports.
* Involved in the review of Test cases and test reports.
* Conducted Functional Testing, Regression Testing and Performance Testing.
* Capturing and recording of bug incidents.
* Participated in QA reviews during various phases.
* Verify and validate the applications against business rules and requirement specifications.
* Designing and implementation of test bed.

**Description:**

Functionality testing of all **NOKIA IP platforms.** Worked on **IPSO-SB**. Nokia provides secure, reliable IP Security appliances that combine best of breed software on purpose-built platforms featuring Nokia IPSO, a security specific operating system. Nokia IPSO is an appliance-optimized, security-hardened, cluster able OS capable of supporting a wide range of Nokia and partner security applications. Built-in IP routing functionality, including IPV6 standards compliance, makes it ideal for internetworking with customer IP networks today and tomorrow.

**Project-8:**

Project Title : **Reliance Infocomm Ltd. Jaipur**

Duration : From January 2004 to March 2006.

Role : RF & SWTICH Engineer

**Responsibilities**:

* Drive Testing, Handling BTS-OR-FSR and Signal Tuning, Carrier Upgradation, Site Survey, Site Integration and creating & maintaining ECP Database, Rehoming of sites and Traffic Report handling, In-Building Survey and Providing In-building Solutions, Hardware Fault Detection and Alarm Monitoring.
* Commissioning and configuring Network equipment, Advanced router & switches configuration, Trouble shooting.

**Description:**

Responsible for Network Optimization and Drive Test, Site Integration, IBS in the Rajasthan sector of Reliance Infocomm, was also actively involved in configuring and commissioning of Network equipment like Routers & switches. Traveled to all corners of the state to install and maintain telecom equipment for the company. During the course of the job developed the ability to perform under stressful conditions.

**Achievements:**

* Carried out integration of 30+ BTS sites and 10+ FSR’s from MSC end independently
* Played a critical role in 50+ Carrier Upgradation and Rehoming activities.