**MADHURI BANDARI – SENIOR SCRUM MASTER**

Hyderabad, India

**Contact:** +91 9985775535; **Email:** [madhuri.181@gmail.com](mailto:madhuri.181@gmail.com)



**OBJECTIVE**

11+ years of experience in IT industry with extensive knowledge on Agile Practices and primary focus on Scrum Implementation and Project Delivery. Excelled in the role of Senior Scrum Master for 6+ years also mentoring other internal teams in implementing Agile/Scrum, had an experience of QA/BA for 5 years.



**PROFILE**

* Certified in PSM-1 from scrum.org.
* Certified in AHM250 (AHIP).
* Certified in ISTQB Level 1.
* Certified in SAFe.
* Certified in PMI DASSM (Disciplined Agile Senior Scrum Master).
* Certified in DEVOPS Program Management in Devops Union.
* Acting as Scrum Master for Product teams and coaching the team in following the scrum framework.
* Coached Product Owners in creation and maintenance of Product Backlog.
* Coached team members on Agile principles, Scrum Values and providing general guidance on the methodology
* Engaged with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization.
* Acted as Business Analyst (BA) in addition to Scrum Master (SM) in the absence of BA.
* Organized and facilitated project planning, daily stand-up meetings, reviews, retrospectives, sprint, release planning, demos, and other Scrum-related meetings.
* Helped team to solve problems/impediments.
* Updated Agile tracking systems to provide transparency on product and sprint backlogs.
* Helped team to solve problems rather than provide solutions.
* Experience in Agile management tools – Rally, Jira, Microsoft Azure Devops (ADO).
* Managing and tracking all updates to maintain transparency in task’s progress (Burndown).
* Experience in various Agile Frameworks such as Scrum, Kanban and XP Programming.
* Have good knowledge on various Agile (Scrum, Kanban, XP programming) and V models.
* Expertise in GUI, Manual Testing and Database testing.
* Expertise with management tools such as Quality Center (QC), ALM and Rational Quality Manager (RQM), RALLY, Microsoft Azure.
* Expertise with GITHUB, Jenkins and involved in Deploying Builds in Production Environments.
* Have good understanding on US/UK Healthcare Domain Knowledge.
* Have good understanding on CI/CD, TDD, ATDD, and BDD.
* Experience in Trizetto Products like QNXT, Facets.
* Experience in writing complex SQL Queries/Statements, Complex Joins and Queries
* Excellent logical, analytical, communication and inter- personnel skills
* Adaptable to ever changing priorities with ability to meet deadlines without fail.
* Incorporated standards and tools into our in-house process.
* Experience in various Software development life cycle methodologies.
* Experience in Quality Management system activities.
* Experience in writing Acceptance criteria in user stories using Gherkin Language.
* Participated in Agile maturity Audits.
* Conducted common forum for all Scrum Master to address the issues.
* Participated in PI planning, SOS, ART sync ups.



**PROFESSIONAL GLIMPSE**

**Senior Scrum Master (Consulting)**

**FutureWorldConsultancy (Client – GAP) Since Oct’20 – Till Now**

* Successfully adapted Agile Methodology and implemented, assessed Scrum Framework for multiple teams.
* Coached and helped Stakeholders, PO’S, Engineers to work in newly implemented Agile environments.
* Built a whole new Project from the scratch which includes- setting up project on the tool, Backlog creations, Dashboards.
* Removed barriers between Stakeholders and teams.
* Helped the team understand the need for clear and concise backlog items.
* Helped Product owners and Product management team in choosing the best techniques for maintaining the backlog.
* Facilitated stakeholder collaboration as requested.
* Organized and facilitated project planning, daily stand-up meetings, reviews, retrospectives, sprint, release planning, demos, and other Scrum-related meetings
* Helped team to choose best strategies/processes for improving the outcomes.
* Initiated Scrum of scrums ceremony and other SAFe practices for the interdependent teams wherever needed.
* Helped Large teams to understand the value of flow for the value stream.

**F5 Networks Since March’20 – Oct’20**

**Scrum Master.**

* Acted as Scrum Master for Product teams spread across Multiple geographical locations.
* Assisted with prioritization and resolution of software defects.
* Applied Frameworks based on nature of the projects.
* Worked on Microsoft Azure and shared metrics with stakeholders as well as Leadership.
* Conducted Agile Maturity assessments among other external teams.
* Participated in Agile maturity Audits.
* Organized and facilitated project planning, daily stand-up meetings, reviews, retrospectives, sprint, release planning, demos, and other Scrum-related meetings
* Trained Teams who are new into Agile/Scrum.
* Supported other junior Scrum Masters by mentoring and setting up the new scrum teams.
* Built a whole new Project from the scratch which includes- setting up project on the tool, Backlog creations, Dashboards.
* Worked on CoP activities by creating confluence pages specific to multiple improvement ideas.
* Participated in PI planning sessions, SOS, ART sync ups.
* Worked on Stage and Production Release plans.

**United HealthGroup (Optum) March’15 - March’20**

**Scrum Master.**

* Acted as Scrum Master for Product teams with a focus on guiding the teams towards improving the way they work.
* Assisted with internal and external communication, improved transparency, and radiated information
* Assisted with prioritization and resolution of software defects
* Built relationship with Product owner and other stake holders to facilitate team's interaction with them
* Coached Product Owners in creation and maintenance of Product Backlog
* Coached team members on Agile principles and providing general guidance on the methodology
* Continuously learned Agile/Scrum techniques and shared findings with the team
* Engaged with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization
* Facilitated getting the work done without coercion, assigning, or dictating the work
* Facilitated sprint planning, retrospective and sprint demos
* Helped team to solve problems rather than provide solutions
* Organized and facilitated project planning, daily stand-up meetings, reviews, retrospectives, sprint, release planning, demos, and other Scrum-related meetings
* Provided all support to the team using a servant leadership style whenever possible, and led by example
* Tracked and effectively communicated team velocity and sprint/release progress to all affected teams and management
* Updated Agile tracking systems to provide transparency on product and sprint backlogs
* Worked with the Scrum Team and the Product Owner to negotiate the minimum viable product for delivery.
* Managing and tracking all RALLY updates to maintain transparency in task’s progress.
* Participated in Agile maturity Audits.
* Worked on creating Checklist for the deployment process along with RTE.
* Worked with Product owner in designing Acceptance criteria in user stories using Gherkin Language
* Involved in Understanding business requirements along with scrum team.
* Deployed Builds in production environment using Jenkins.
* Attended PMC calls with onshore stakeholders.

**Project#1 Description: Health Numeric systems**

RISC Stratification System builds a patient medical history from numerous different sources, Evaluates patients medical history, identifies Patients at risk from needing emergency care.

**Project#2 Description: STOPPSTART**

STOPP is an acronym for Screening Tool of Older Persons potentially inappropriate Prescription and features system based criteria for identifying potentially inappropriate drug treatments. START is an acronym for Screening Tool to Alert doctors to the Right Treatment and comprises of system based criteria to identify potentially appropriate drugs. The STOPP and START criteria have been validated by a panel of 18 experts in Geriatric Pharmacotherapy from academic centres in the UK and Ireland using the Delphi process.

StoppStart™ technology is a fully automated application the STOPP and START criteria. The software will run in the background during the consultation process scanning the medical records of patients aged 65 years and over, and identifies instances of both potentially inappropriate prescribing –the STOPP criteria and potentially appropriate prescribing the START criteria, specific to the presenting patient.

**Project#3 Description:**

Eceptionist supports our Wellness initiatives and work collaboratively with ourselves to build out their solution to fit the requirements of our Wellness services.Case management is an established tool in integrating services around the needs of individuals with long-term conditions.

**ITC INFOTECH May’14- Feb’15**

**Senior IT Consultant**

* Prepared Test data for all work item requirements.
* Test Management such as Recording, editing, debugging tests.
* Develop RTM, Test Scenario docs, Test Case Design Docs for all Work Items.
* Test Management using ALM
* Involved in testing HIPAA standards
* Performed system and regression testing
* Defect tracking on daily and release basis.
* Coordinate with Client for understanding client requirements.
* Collect Project Metrics.
* Test Phase Estimation.
* Performed ETL Testing.
* EDI Testing (837I\_5010)

**Project Description:**

Contracts with State and Federal regulators require the submission of claims data (commonly called encounters) to assess the quality, quantity, and timeliness of treatment for their members.

Maximizing accurate data submission provides an advantage point to the united family to increase acceptance rate, establish a trusting relationship with the governing parties and increase risk score and revenue as a result.

**COGNIZANT TECHNOLOGY SOLUTIONS Dec’09 – Apr’14**

**Test Analyst**

* Test management using Quality Centre
* Develop RTM, Test Scenario docs, Test Case Design Docs for all Work Items.
* Prepare Test data for all work item requirements.
* Testing of Interfaces, Business Object Reports and Letters.
* Execution of test cases using QC
* Perform system and regression testing
* Perform report testing of business reports developed in Business objects
* Verifying and retesting using bug fixes
* Perform Peer review of all deliverables.
* Tracking team status and progress and updating the senior management of the same.
* Communicating issues to the onsite team and ensuring the open issues are address on time.

**Project#1 Description:**

Blue Shield of California - Shield Advance is a program designed to help BSC move from legacy systems to Facets to cut down operational costs and improve internal processing to serve its customers in a better way. The program includes conversion of existing data from legacy to facets, setting up of entire business in facets, generation of interfaces, letters, output management, reports etc from facets.

**Project#2 Description:**

MMS (Medicaid Management Services) is Medicaid implementation for state of Maine. Unlike other vendor offerings, Molina offers a feature-rich, best-of-breed, flexible, and scalable solution that has been specifically designed to address the unique needs of Medicaid and state-run healthcare programs.

It involved System integration testing, Regression testing, Retesting, User Acceptance, GUI Testing End to end testing and also database validation due to various enhancements and plug-ins that are latched upon the original product as per client’s business requirements.



**EDUCATIONAL CREDENTIALS**

**Bachelors in Computers, 2008**

Aurora Degree College, Hyderabad

**Course Done**

* **Certified in PSM-1 from scrum.org.**
* **Certified in DEVOPS Program Management in Devops Union.**
* **Certified in AHM250 (AHIP).**
* **Certified in ISTQB Level 1.**

**I. T. Skills**

Selenium IDE, ETL Testing, Quality Center, ALM, Clear Quest, Rational Quality Manager, RALLY, Jenkins, GITHUB, AWS, Oracle 11g/10g, SQL Server 2005, Microsoft Azure Devops (ADO), Jira.

**Achievement**

Conducted common forum for all Scrum Master to address the issues.

Incorporated standards and tools into our in-house process.

Acted as Business Analyst (BA) in addition to Scrum Master (SM) in the absence of BA.



**Extramural Engagements and Accolades:**

* Star Excellence of the Quarters for twice in current organization.
* Initiated and organized School’s Annual days, extracurricular activities and was a Group leader.
* Initiated and organized Team outings in Cognizant and UHG.

**Passport No.:** S0669828 (Place of issue: Hyderabad, Expiry: April’2028)

**Hobbies:** Travelling, Net Surfing, Learning dancing skills,

**References:** Available on Request