Riya Badlani

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About & Objective

Agile enthusiast Coach and Successful Agile Practitioner. CSM®, CSPO®, ICP- Agile Certified Coach with 25 years of diverse experience in enterprise process adaptation and implementation.

Professional growth & personal satisfaction through challenging job assignment where I can prove myself as a responsible member of the organization, with the integration of my technical skill & experience.

Certifications

• Agile Certified Coach (ICP-ACC)
• Certified Scrum Product Owner (CSPO)
• Certified Scrum Master (CSM)
• Project Management Institute-Agile Certified Practitioner (PMI-ACP)

Skills

Installation & Administration	:	Jira, Confluence, Service Desk & Atlassian Add-Ons
Customisation in Jira	:	Issue type, Screens, System fields, notification, project role and permission configuration
Advanced Customization in Jira	:	Business Process Management, Workflow customization, Custom Field Configuration, Scrum / Kanban Board Configuration along with workflow status mapping.
Jira Service Desk	:	SLA Management, Automation rule configuration, Customer portal configuration, Ticketing Channel configuration, Integration with Jira Software – Scrum & Kanban Board. Asset Management using Insight integrated with Jira Service Desk.
Project Portfolio Management	:	Knowledge of Tempo Timesheet, Tempo Planner and Tempo Budget & Portfolio for Jira Integrated with Jira Software for Project & Resource Timesheet, Program Team Management, Project Planning & Budget tracking & monitoring, Risk Management…etc.
Confluence	:	Wiki document development using advance Page Customisation & Content Management, Intranet Wiki development, Personalization using Themes and Macros.
ALM Dashboard Development for CXO	:	Dashboard development using Arsenal Data plane - Jira Reports, Intenso add-ons in TestFlo for Test Management. Single view for Roadmap, Sprint View, QA, L4 Development, SLA view for Product Support, Timesheet and resource capacity planning
Agile QA setup in Jira	:	QA activity integrated with Scrum using TestFlo & Zephyr for Jira and X-ray for Manual as well as automated Testing. Quality KPI measurement in Dashboard.
Google Site	:	Wiki development for Jira, Documents, Timesheet Management, Test Report Development, HR Policy & Process, Internal & External Company Policy & procedure development
Samange	:	Setup & customization for HR processes, Facilitation Processes & IT Help Desk & Internal Help Desk.
Application life Cycle Management	:	Analyse, design, customize and implement enterprise process as per organization need.
Tools & Process Training	:	Prepare Training Calendar, Populating Training Calendar, define training Content, prepare training Material to train team member & stack holders on Tools used for organizational processes

Experience 25+ years

Sr. Agile Coach/Codal Inc   March 2018 - PRESENT

- Responsible for defining the agile transformation strategy for Project and application development. Led a team of agile (onshore/offshore) to execute the strategy by providing coaching and training support to over 10 teams across 3 geographic locations
- Coached leaders and teams through the transformation and provided the necessary training and references to enable the ideal management and team structures.
- Provided reporting at the team and C level on team performance against agile measurements
- Created and conducted training courses materials for Scrum Masters and teams as per agile best practices, understanding and improving team dynamics and team performance
- Trained Scrum Masters/Project Manager, teams.
- Working on improving project development, delivery, employee performance practices by coaching on Scrum, Kanban. Primarily responsible for implementing tools which are the core of these practices. These tools are **Jira Software, Tempo - Time Sheet, Tempo Planner, Google Sites for on-line internal document process, Automation for Jira, Zephyr for test management, X Ray for Test Management, Samange for Internal IT Desk and Help Desk, Upraise for Employee success for KPI, Goal and Performance review of employee**.
- Also Playing Role of Jira Admin in Current Position. Responsibilities are same as mentioned as 'Panamax Experience

Sr. Process Manager (Agile Coaching + Scrum Master)/ Panamax Inc   March 2013 - February 2018

Agile Coach
- Responsible for complete organization transformation from SDLC to Agile. Responsible for defining the agile transformation strategy for Product development life cycle. Led a team of agile to execute the strategy by providing coaching and training support to over 10+ teams across 3 geographic locations
- Coached leaders and teams through the transformation and provided the necessary training and references to enable the perfect management and team structures.
- Created and conducted training courses materials for Scrum Masters and teams as per agile best practices, understanding and improving team dynamics and team performance.
- Trained Scrum Masters/Project Manager, teams. by implementing Product development, Roadmap Envisioning, Maintenance, QA, Support and Delivery process. Implemented all these processes using tools such as **Jira Software, Service Desk, Confluence, Tempo Planner, Tempo Time Sheet, Insight Asset Management, Data Plane Reporting, Tempo budget for Project Portfolio Management including CAPEX and OPEX fundamental**.
- Played a pivotal role in establishing KRA and KPI as per best Agile Practices. Analyse, design and implemented single view to have this KPI view using Atlassian products and add-ons and extensively customization of Workflow using Atlassian add-ons such as script Runner, Jira Misc. Workflow Extension, JSU, workflow power box.
- Trained key peoples on Agile Roles such as Agile team, Scrum Master, and Product Owner.

Scrum Master
- Played Scrum master role by mentoring and coaching 3-4 teams new to Agile for Scrum and Lean Best Practices. Also, managed 4 teams developing product for Telecom Network Switching Solution (iMax) for 2 years.
- Directed strategic Release Planning and tactical Iteration Planning sessions
- Conducted daily stand-ups in two-week Iterations, facilitated sprint reviews, retrospectives, and sprint planning. Train team for Agile Principals and ceremonies.
- Train team to maintain scrum artifacts as per industry best practices such as Product Backlog, Sprint Backlog, Burn up & down Chart, Velocity Chart…etc.
- Communicated and presented weekly updates to stakeholders and program managers
- Coordinated software development with product.
- Guide team for backlog refinement in presence of Technical Project Manager and product owner.
- Responsible for train product envisioning team on story writing as per INVEST rules, Acceptance Criteria as BDD (Behaviour Driven Development) and Definition of Done for Story.

Jira Admin

- Developed technical solutions by coordination with internal project teams and understanding of requirements.
- Responded to all incoming questions and inquiries related to JIRA applications.
- Prepared projects, dashboards, reports and questions for all JIRA related services.
- Suggested improvement processes for screens, workflow procedures and reports of applications.
- Conducted analysis and evaluation of existing systems to upgrade latest versions of JIRA.
- Provided technical expertise for analysis and assessment of current security and database configuration services.
- Create complex JIRA workflows including project workflows, field configurations, screen schemes, permission schemes and notification schemes.
- Helping Scrum master across the company to customize JIRA for their requirements.
- Work closely with stakeholders to successfully complete IT infrastructure projects.
- Take the overall responsibility for the Jira configuration and be the go-to person for any Jira issues, enhancements or best practice question.
- Serve as a technical advisor and the primary implementer for new capabilities in JIRA.
- Create team specific Agile process flow in JIRA to move tasks from one activity to another

Project Coordinator/Panamax Inc   April 2011 – February 2013

- Responsible for leading wide variety of field service, business process improvement and technology projects
- Responsible for leading wide variety of telecom Retail & Wholesale service, business process improvement and technology projects
- Worked on CRM deployment and Customisation for Wholesale Carrier Sales Force Automation project for group company.
- Analyse & Customized Lead, Opportunity, Product, Multi-Tenancy, Contract, Approval, Account, Module, and workflows in SugarCRM.
- Implemented customized module on SugarCRM and customized it is using developer team.
- Trained various stakeholders such as Sales, Legal, NOC, Product Managers in this tool.   Managed integration of CRM with other Billing platform and Marketing Portals.

Sr. Technical Writer/Panamax Inc   Mar 2009 – Mar 2011

- Created and edited product release documentation for 3 global engineering teams, adhering to different processes and timelines
- Worked with SMEs to develop standard operating procedures for Telecom Products such as BillCall, Bridge2Call, iMax…etc.
- Working Closely with Development and Product Owners to create key product documentation such as HLD, LLD, User Guide, Release Notes, Data Sheet, Installation & Trouble shooting Guide.
- Reviews and verifies documents for completeness, format, and compliance with contract requirements
- Designed and formulated the PowerPoint slides formatting.
- Created Production Staff training and mentor program for increased employee productivity
- Trained new writers in the documentation process and use of application tools
- Participated in documentation usability studies, improved documentation style guides, departmental Intranet
- Wrote, recorded, and narrated video tutorials using Loom
- Create Intranet Document Management System Using Confluence
- Create and published documentation for internal company processes as per agile best Practices

Technical Writer/Silver Touch Technologies Ltd   February 2008 – January 2009
Technical Writer/ credEcard Technologies (I) P. Ltd.   October 2007 – February 2008
Technical Writer/Juriscape Legal Research Ltd.   October 2005 – October 2007

Education

- Datapro Info World / Diploma in RDBMS   June-1999   Bhavnagar
- Datapro Info World / Diploma in Computer Science   March-1997   Bhavnagar
- Sir P.P. Institute of Science / B.Sc. (Chemistry)   April-1993   Bhavnagar University