

PROFESSIONAL SUMMARY:

- ✓ **16 years of overall IT experience** in Implementation, Maintenance and large transformation IT projects, spreads across various roles/levels meeting all expectations of stakeholders and to deliver performance outcomes with quality and on time
- ✓ **Certified SAFe 5 Agilist & Certified Scrum Master (CSM from Scrum Alliance) with 3+ years of experience** in coaching development teams, Product owners, other stakeholder/technical teams in person and remotely.
- ✓ Facilitate scrum ceremonies and PI Planning
- ✓ I focus continuously on removing impediments from the teams to ensure customer centric products and features are delivered.
- ✓ Experience in guiding and coaching the delivery teams in adopting Scrum framework and agile principles.
- ✓ Ensure that Product Owner and development team clearly understood and implement the Scrum factors with ease. In addition, boost the communication and collaboration among the stakeholders for best results.
- ✓ I have assisted Product Owners in finding effective techniques to manage the product backlogs effectively.
- ✓ Responsible for facilitating the Scrum ceremonies like Sprint, Sprint planning, Daily Scrum meetings, Sprint review meetings and Sprint Retrospect meetings whenever needed by the development teams and Product owners.
- ✓ Ensure that Product owner understands the agile principles and follows thoroughly to enhance the product quality.
- ✓ Responsible and make sure that scope and product goals are clearly understood by all Scrum team members, and ensure that all team members live the Agile values and principles.
- ✓ **Around 12+ years of experience as Senior Test Manager**, performing all responsibilities of a Test Manager while looking after project management activities such as, Project Initiation, project scope, schedule, work break down structure, test strategy document, monitoring project, conducting conference calls (meetings) for project progress, status reports, effort utilization, creating training plans, taking trainings, client interaction, managing the testing team.
- ✓ Accountable for handling testing solution for Functional Solution Design.
- ✓ Responsible for Manual, Automation & Performance Testing, building Test Factory /Test Center of Excellence.
- ✓ Gathering & defining business requirements while managing the risks to improve business processes and translating the requirements into systems solution by understanding and validating functional specifications.
- ✓ Coordinating with clients to define engagement along with project testing and resource estimates.
- ✓ Accountable for test management and completing them within defined time and budget including preparation and maintenance of project plans, estimates, schedules, and other testing milestones and documents.
- ✓ Accountable for preparation of Test Strategy, Test Plans, Test Metrics presentations, designing Test Scenarios, Performing Test Reviews & Preparation of Test Data, and Involved in executing test cases, performing tasks related to bug tracking & reporting, and preparation of daily test report.

ORGANIZATION SCAN:

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|---|---------------------|
| ❖ COLRUYT IT SERVICES Pvt Ltd | Aug'16 to Till Date |
| ❖ ACCENTURE SERVICES PVT LTD | Aug'07-Jan'16 |
| ❖ CONVERGYS INFORMATION MANAGEMENT (INDIA) PVT LTD, HYDERABAD | Jun'05-Aug'07 |
| ❖ APPLABS TECHNOLOGIES PVT LTD, HYDERABAD | Aug04-May'05 |

SCHOLASTIC PORTFOLIO

❖ **B Tech; In Electronics and Communication Engineering** ❖ JNTU, India

Certifications:

- ❖ Certified SAFe 5 Agilist – May'2021
- ❖ Scrum Master Jul'17
- ❖ ITIL; Jul'14
- ❖ CSTE; Dec'07

EXPERIENCE

JOFFO

July 2019 – Present

Scrum Master:

- ✓ Serving as Agile Scrum Master for past 15 releases and delivered around 50 product features.
- ✓ Successfully implemented agile methodologies to design and development teams comprising of 11 resources.
- ✓ Facilitated Scrum ceremonies and PI planning
- ✓ Defined project scope and schedule aligning with Product Owner and service center team.
- ✓ Led all sprint ceremonies (Stand-ups, Sprint planning, Sprint review & retrospective meetings) with the scrum teams resulting in product features delivered as per schedule.
- ✓ Define and coach the scrum team on Scrum principles and enabling them self-organized.
- ✓ Have been single point of contact to drive effective communication throughout all project phases.
- ✓ Worked closely with Product Management (Service center team) , Scrum team , technical analysts/architects & vendor team to clarify any scope, schedule and status related conflicts and details of the project.
- ✓ Support team in time of need from discrepancies and from external teams.
- ✓ Capturing the team metrics and reported project statuses on weekly basis to Service center team helps in improving decision-making.

Object Star

May 2017 – Dec 2018

Scrum Master

- ✓ Worked as Agile Scrum Master for a scrum team of size 10.
- ✓ Delivered almost 12 releases with more than 40 product features.
- ✓ As a scrum master, provided required coaching and managed the scrum meetings and sprints.
- ✓ Acted as a liaison between product owner (service center team) and scrum team and facilitated the meetings on regular basis.
- ✓ Handled daily scrum meetings and resolving any conflicts.
- ✓ Monitored Project Estimates, progress and Timelines.
- ✓ Support & Coach the scrum team based on need to follow agreed project principles.
- ✓ Ensure healthy environment and relationship between project team and Product owner (service center team)
- ✓ Supported team in time of need from discrepancies and from external teams.

SCFP

Aug 2016 – April 2017

Program Test Manager

- ✓ Defining test strategy and approach for programs like SCFP.
- ✓ Manage & coordinate test activities across all projects in the SCFP.
- ✓ Support & Coach the project test managers (and other test roles) in projects of SCFP.
- ✓ Do Quality Assurance on performed test activities by validating if defined standards/guidelines are followed.
- ✓ Report on the progress of testing and the quality of Program deliveries/products

BMW

Nov 15 – Jan 16

Test Factory Lead/Test Center of Excellence

Worked on Test Factory set up process and deliverables for BMW Project. The practice comprises of creating a Testing Solution /Process for delivering the project/product with very high quality. The services include creating, reviewing and finalizing the deliverables across all phases of Software Testing Life Cycle including STLC Process definition, Quality Gateway across each Phase, Estimation Process and Templates, RACI Checklist, Process flows, Define Defect Management and Risk Management Process, Artefacts and References, Guidelines and checklists & Status reporting templates.

- ✓ Involved in handling STLC Process definition, Quality Gateway across each Project Phase
- ✓ Responsible for Estimation Process and Templates.
- ✓ Handling RACI Checklist & Process flows.

Microsoft SMIT

Jun 14 – Oct 15

Project Manager (Sales Desk 2)

The practice comprises of providing core delivery services to Communications, Media and Technology Industry Clients. The practice collaborates with the Sales and Delivery leads, offers BA and Industry specific solution SMEs. Handling all three Development, Testing and support teams.

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Virgin Media Test Services

Mar 13 – May 14

Offshore Portfolio Lead

Maintained Project Metrics, status, coordinated with onshore manager & liaise with client. Reviewed requirements specifications, Provide Estimates, identify and log risks/issues. Apart from development and testing also provided UAT/ORT/PPSP support for projects. Performed metrics analysis and implemented best practices to enhance delivery quality. Solely responsible for Client Relationship Management and upselling the Accenture services on the 20–25-member project.

- ✓ Maintain Test Metrics and status for all Customer contact projects as Offshore Test Manager
- ✓ Review all requirements specifications, identify and log issues as appropriate
- ✓ Provide Estimates and provide management support for all projects in CC portfolio.
- ✓ Offshore POC for all risks/issues in CC portfolio projects.
- ✓ Involved in reviews of test artifacts and incorporated review comments

British Telecom Global Services

Feb 12 – Feb 13

Design Lead

- ✓ Verify that SIT test cases/scripts cover all functional requirements by managing the traceability matrix
- ✓ Execute SIT test cases, Log results and track defects using the laid down processes
- ✓ Assist the E2E test team in writing the E2E test cases from a vertical application perspective
- ✓ Support the UAT and post production phase as needed
- ✓ Provide Estimates – UTP

eMSL

SIT Test Lead

- ✓ Handling the role and responsibilities of SIT Lead (Test Lead).
- ✓ In order to achieve the stage containment adhered to the ACC LPO best practices and always found 95% of the defects before SIT.
- ✓ Involved in providing the forecast of resources for the coming months and always made sure that the chargeability is 95%.

LPO (OEM, BCWeb Wrap, MS Learning, CSC)

SIT Test Lead

- ✓ Handling Test Lead activities, Test prep, Test execution and Test reporting.
- ✓ Receiving a request for approval for a matter that is subject to approval.
- ✓ Routing the approval request to authorized individual(s).
- ✓ Collecting approve/reject response(s) from the authorized individual(s).
- ✓ Providing approval status back to requestors, other stakeholders and client applications.
- ✓ Configuration of routing rules.
- ✓ Auditing and reporting of routing and approval transactions as well as rules configurations.

@ Convergys Information Management (India) Pvt Ltd.,

Jun 05 – Aug 07

Associate – Quality Tester

- ✓ *Credentials of working as a Tester on Telecom Billing applications like Geneva and Infinys rating and billing.*
- ✓ *Successfully defined and implemented test processes, strategies and approaches based on development methodology for medium complexity test requirements.*
- ✓ *Deftly managed different testing tracks for the integrated solution helping team members / track leads estimate and plan their tracks efficiently.*

@ AppLabs Technologies Pvt Ltd.,

Aug -04 – May 05

Software Engineer

- ✓ *Worked on Security domain applications; responsible for Test Case design, review and execution.*