



# BHUVANESWARI S.

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## SUMMARY:

Highly skilled professional with overall 12 years of experience currently managing large-scale traditional Scrum projects. Well-versed in leveraging cross-functional IT, Agile, and QA teams to complete project deliverables on time. Demonstrated success applying project management best practices, technical expertise, and business acumen to consistently achieve targeted results.

**CURRENT WORK EXP:** 2 years (Sep 2021 to till date)

**EMPLOYER:** CYGNVS India Pvt Ltd, Chennai

**DESIGNATION:** SCRUM MASTER

- Certified Scrum Master offering good experience in improving processes and complex product deliveries by implementing a scaled Agile environment.
- Hands-on in training teams and supporting product owners to remove impediments and backlogs, enhance velocity, and help teams adopt Agile methodology.
- Expertise in Agile, Scrum, Kanban, Jira and software development life cycle (SDLC), with expert training, upskilling and introducing an Agile way of working into teams.
- Basic understanding of SAFe practices and supported SAFe adoption across the enterprise.
- Strong Experience with JIRA and Confluence.
- Mentoring and assisting new hires as they acclimate to their new role and company.

**PREV WORK EXP:** 2 years 4 months (*April 2019 to Aug 2021*)

**EMPLOYER:** CLARIVATE ANALYTICS (formerly known as Thomson Reuters India Pvt Ltd)

**DESIGNATION:** SCRUM MASTER

- Supporting the Product Owner and acting as a bridge between the PO, development team, and the organization.
- Organized 3 Product Development teams & trained the team members on the Agile mindset, processes, & frameworks.
- Supported the team of 15 members to optimize the use of process management tools like Jira fully.
- Arranged documentation & took charge of process flows, maintenance & Kanban boards in JIRA & Confluence, Agile Development Practices.
- Coordinated all Sprint Ceremonies, including Daily Standups, Sprint Planning, Sprint Demo, Backlog Refinement, etc
- Facilitated all sprint phases to ensure that the team has necessary requirements and targets are being achieved in Agile training.
- Promotes a Lean-Agile mindset and exhibits leadership behavior, supporting and enforcing team rules.
- Helped other Scrum Masters to increase the effectiveness of the application of Scrum in the organization.

**PREV WORK EXP:** 5 years 6 months (*Sep 2013 to April 2019*)

**EMPLOYER:** CLARIVATE ANALYTICS (formerly known as Thomson Reuters India Pvt Ltd)

**DESIGNATION:** SENIOR PRODUCT SUPPORT ANALYST

**ROLE:** The core responsibility is to aid with the Front-Line Agents, handling customers with complex queries or issues that cannot be handled by front line support or that has been escalated by business stakeholders. This role requires domain knowledge, a solid understanding of Clarivate products, market trends and customers' workflow as well as a passion for customer advocacy and service.

**PRODUCTS HANDLED:** EndNote desktop, EndNote online, EndNote iPad and Reference Manager.

## **RESPONSIBILITIES**

- Responsible for making sure that staffing requirements for every work shift. Maintain a productive case load in support of the overall production requirements; maintain an acceptable ratio of aged cases, initiating follow-up in a timely manner.
- To coordinate and work with the Product Support team to get the Release Notes updated weekly and aim to have these available to customers by every Monday after the release. Creating Knowledgebase articles, process documents, training materials and Troubleshooting Guide.
- Been a part of the UAT team – involved in manual testing of the product, testing chat consoles, follow-up and verify solutions and report out through various channels to the relevant stakeholders; tested and verified bug reports during product releases.
- Maintain a high level of knowledge about products and new product releases through participation in product development and go-to-market launch activities and collaboration with other internal groups.
- Acted as a SME (Subject matter expert) in training new employees (local and overseas), provided Product Training for internal customer support team and trained external customers as well.

## **VOC (Voice of Customer) conference:**

- Participated & represented VOC conference in product development cycle; capture insight into customers business and the context in which they use our products through customer interactions and visit

## **TECHNICAL SKILL SET:**

- Knowledge of web product delivery, software and middleware applications, electronic product delivery systems, computers, network operating systems, network architecture.
- Proficient knowledge in Windows/Mac operating systems and networking skills
- Basic knowledge of HTML, API, SaaS.
- **CRM:** Salesforce.com (Expert knowledge in using Salesforce, Customer Reports), Zendesk and HubSpot.
- Well versed in using JIRA, JENKINS, PENDO, Bugzilla

**PREVIOUS WORK EXPERIENCE:** 2.5 years (*April 2011 to Sep 2013*)

**EMPLOYER:** CSS Corp Pvt Ltd

**DESIGNATION:** Application Engineer

**RESPONSIBILITIES:**

- Receive and provide verbal and written response to customer inquiries utilizing the Customer Relationship Management (CRM) system, ensuring that customer inquiries are handled correctly and efficiently via various support channels such as Phones, Emails and Live chats in support of current Service Level Agreements, Key Performance Indicators, and in conjunction with departmental policies and procedures.
- Belkin Routers, Modems, Operating systems and Handheld devices, providing on call technical support to global users.
- Troubleshooting with Operating systems, Outlook, VPN, Routers, Modems and other handheld devices.

**EDUCATION:**

- **B.E, Computer Science** from Kings Engineering College, Affiliated to Anna University, Chennai
- Higher Secondary (+2) from **St.Joseph's Matric Hr. Sec School**, Poonamallee, Chennai
- 10<sup>th</sup> standard from **St.Joseph's Matric Hr. Sec School** , Poonamallee, Chennai.