**Monika Bhatia**

**US Citizen**

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**Objective**

Experienced Scrum Master/Project manager with a proven track record of delivery (Telecom) manufacturing and logistic industry. Innovative professional with proven ability to identify, analyze and solve problems to increase customer satisfaction. Follow processes and practices within Agile frameworks to self-organize while delivering value. Evangelist of agile methodologies like Scrum, SAFe implementing scaled agile framework. Passionate about driving the adoption and enforcement of scrum rules, removing impediments, and fostering self-management.

# Certifications:

* Graduate Certificate in Project Management, UT Dallas
* Certified Scrum Master- CSM

# Core Competencies & Tools

* Scrum Master Certified with apprehension in the Scrum process. Acquainted with various sprint backlog

estimation techniques such as planning poker, polling &T-shirt sizing. Abreast of prioritization techniques for product backlog like MoSCoW model.

* Experience in driving the adoption and enforcement of scrum rules, removing impediments.

and fostering self-management. Applying Agile Scrum/Kanban framework

* Worked on JIRA for Agile Boards, product backlog user stories, bug tracking, team velocity, and deadlines.
* Organize daily stand-ups and status updates in scrum framework.
* Coach Managers and Project Sponsor on the basics of Scrum.
* Facilitating meetings and providing feedback to Stakeholders.
* Coaching the team, Product Owner and organization on Agile Values and Practices.
* Conversant with creation and management of agile reporting artifacts like Release/Product Burn-down Charts, Sprint Burn-down charts, Velocity and Earned Value Management analysis.
* Experience in both waterfall and Agile methodology.
* Proficient in Excel, PowerPoint and Word
* Working knowledge of JIRA, MS Project, Google Doc/Sheets, QuickBooks and Appian (AWS cloud).

# Experience Details

 **PROJECT MANAGER/SCRUM Master, Plano, TX (March 2015 – Current) at Ontronics**

* Working as a Project Manager/Scrum Master, managing their migration and automation effort.
* Assisted in preparation of project documents (Meeting Minutes, Status Reports, forecasting, Business Requirement Document, Functional Requirement Document, etc.)
* Managing multiple tasks/projects/sprints effectively.
* Collaborating with the Product Owner to groom the product backlog of user stories weekly to

determine what the team will work on next.

* Coach the team through typical scrum ceremonies, including the daily standup meeting, story

reviews, sprint demos, and sprint retrospectives.

* Collaborated with the product Owner delegate, business and engineering teams to develop and groom user stories and maintain product backlogs, backlog management and continuous delivery of features.
* Responsible to apply Agile principles and best practices.
* Drive adoption and usage of JIRA.
* Tracked, report, and communicated project status to varying audiences, from project team members to executive management, including milestones and realistic forecasts of final deliverables meeting or exceeding all Iteration goals, objectives.
* Proven ability to work creatively and analytically in a problem-solving environment.
* Coordinated and communicated the values of Agile to management evident with metrics and velocity.
* Proactively eliminating barriers and facilitating team delivery on sprint goals. Working closely with the

Product Owner to support Sprint and Release Planning, foster team self-awareness, encourage cross – training,

decision-making and continuous improvement.

* Improved team velocity by incorporating capacity planning into sprint planning sessions.
* Servant Leader with good conflict resolution and critical thinking skills

**BUSINESS ANALYST (Aug/2008-Sep/2010) at RBS, India**

* Gathered Requirements from key business users, IT users and subject matter experts to define the scope and requirements of online banking system.
* Worked closely with the development team to verify that business needs are fulfilled, and deliverables are produced within specified budget, quality, and time.
* Developed system requirements specifications encompassing Functional and Non-Functional requirements
* Conducted Gap analysis to estimate effort required in modification of existing architecture and development of new business needs.
* Assisted project manager in management of Iteration plans, Product backlogs, User stories, Action item list and Risk log.

# Education

**MBA** (Project Management) University of Texas, Dallas 2018-2020

**MBA** (Human Resources) Sikkim Manipal University 2008-2010