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| **PRASANTHI KATAM****Scrum Master/QA Manager**Expertise in improving processes and complex product deliveries by implementing Agile & Scrum methodologies. Hands-on in training Scrum/QA teams, assisting QA professionals to implement best practices for quality deliveries, supporting product owners/teams to maintain backlogs, remove impediments, enhance velocity, and help teams to adopt Agile best practices. **Contact Information** prasanthi.katam@gmail.com +91 9666810272 **Core Competencies**

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| --- | --- |
| * Product/Project/Process/Quality Management
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| * SAFe Implementation/PI Planning/ Sprint Ceremonies handling/ Dashboard reviews
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| * Release/Change Management
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| * Metrics review -SLA/TAT/ Velocity/Cycle time etc.
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| * Team Management & Leadership
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| * SDLC/STLC/Defect Management
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| * Risk Assessment & Mitigation
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 **Domain-Client Experience*** **Property Logistics -** Realpage
* **Telecom -** Ericsson
* **Hi – Tech -** Microsoft
* **Insurance –** Travelers
* **Banking & Financial Services –** Northern Trust & Amex

**Certifications**  **Education*** **MCA - IGNOU University**

2010 (Correspondence)* **BSc Computers - Kakatiya University –** 2007 (Full Time)

 **Timeline****2007-2011**Hyderabad, Chennai QA Analyst**2011-2016**Hyderabad, Sweden QA Lead**Since-2016** Hyderabad, Texas Scrum Master  **IT Skills*** **Tools:** Azure DevOps, TFS, Soap UI, Jira, QC, ALM, MTM, JMeter, Selenium, Postman
* **Reporting (BI)tools:** Tableau, Cognos
* **Models:** Agile, SAFe, V- Model & Waterfall
* **Methodologies:** Scrum, Kanban
* **RDBMS:** SQL server 2016, Oracle
* **Testing Types:** Regression, Integration, Functional, User Acceptance, Sanity, Cross browser testing, Automation of API, API Testing, ETL testing & Database Testing

**Soft Skills**

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| --- | --- |
| * Motivator
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| * Communicator
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| * Change Agent
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| * Collaborator
 |  |
| * Innovator
 |  |
| * Intuitive
 |  |
|  |  |

  **Major Projects*** Revenue & Lead Management Products
* Reporting CRM Applications - for

* Resource Planning Application & Database Migration projects – for

 * Insurance Data Analytics reports - for
* Banking CRM applications - for

 |  **Profile Summary*** **Scrum Master (CSM), ISTQB Certified** professional with total **13+ years** of experience in Software Industry, **4+ years** as Scrum Master and **5+ years** as QA Manager
* **Certified Scrum Master** - Planned & organized Scrum meetings; facilitated sprint planning & review meetings, sprint retrospective meetings, sprint backlog reviews, story point estimation, daily stand-ups, iteration & release planning, and Dashboard & Metrics monitoring
* Impressive success in managing and completing numerous high valued IT Testing Projects in a **Global Delivery Model (onshore in Sweden for one year as a Project Manager)**
* Track record of providing commendable **QA/SM Support** to the key international clients such as Realpage, Ericsson, Microsoft, Travelers, Northern Trust & Amex
* Hands-on with **Scrum, Test Management, Performance & Automation Tools** (DevOps, TFS, Jira, Soap UI, QC, ALM, MTM, MS Office, JMeter, Selenium, Snagit, Postman)
* Expertise in managing the team through the **testing life cycle using Scrum methodologies**
* An effective leader with proven capabilities in **leading teams during project phase, training & guiding team members** and enabling knowledge sharing among team

 **Key Achievements** * **Travelled to US for short term** as a business analyst in Real Page and got a good exposure on clients, domain
* **Gained 1 yr. of On-site experience in Sweden,** successfully handled QA manager & project manager roles for TCS
* Received ‘Quick Learner’, ‘On the spot’, ‘Best Mentor’ and ‘Start of the Month’ **awards** during the IT journey
* **Service Award for 5+ years** from TCS
* Functioned as SM for **30+ releases**, each delivered on time with no critical bugs released to production
* Enforced Scrum principles as a SM that resulted in reduction of **Cycle time by <5 days** thus increases team's throughput
* **Coached around 8 team members** on agile & scrum processes; protected team members from interruptions and distractions to maximize productivity; encouraged and implemented process improvements
* **Managed a team of 7 QA personnel** to perform testing life cycle activities and deliverables on time, within set budget and high quality; trained team members on the testing tools required to meet testing goals within the software development lifecycle and release schedules
* Hands-on on **SAFe agile practices**, participated in **PI planning** meetings, **SoS** meetings and **assisted RTE**.

 **Work Experience**RealPage India Pvt. Ltd., Hyderabad - Since Oct’16 – Scrum Master/QA Manager/QA Lead***Roles & Responsibilities – Scrum Master:**** Collaborating with members of the **Product, Business and Engineering Teams** to develop and maintain Product Backlog
* Working on **Agile Framework**; managing project backlog grooming, estimations, sprint planning, daily scrums, sprint demos, retrospective, follow-up on action points for continuous improvement and **sprint/project closure meetings**
* Removing team impediments daily basis to allow the team to deliver the sprint goals and deliverables.
* Facilitating **Scrum of Scrum meetings** to build good working relationships among the **5** agile teams across different locations
* **Engaging with other Scrum Masters** to increase the effectiveness of the application of Scrum in the organization
* **Supervising PI Planning’s, Sprint Capacity** calculations and estimations, supporting RTE in organizing the PI meetings
* **Creating, Monitoring Azure dashboards** to analyse standard metrics like Velocity, Throughput, Cycle Time and Burn down
* **Directing Scrum Teams** to manage entire facets of activities of **bi-weekly sprints** of prestigious projects for reputed domestic & international clients involving system analysis, requirement gathering, design, development, functional testing, delivery, and post implementation support

***Roles & Responsibilities – QA Manager/ QA Lead:**** **Scheduling and allocating work,** providing advice and guidance, and resolving problems to meet technical performance and financial objectives
* **Conducting meticulous GAP analysis** while successfully reengineering key business processes to increase operational efficiency and alignment of business unit objectives
* **Maintaining resource demand forecast** for manual & automation testing services and release management activities
* **Monitoring QA team’s performance** by attending sprint meetings, making sure to follow best practices for achieving defect free & on time deliveries.

QA Manager/ QA Lead/ QA Analyst - Tata Consultancy Services, Hyderabad & Sweden Feb’11 – Oct’16 ***Roles & Responsibilities – QA Manager/ QA Lead / QA Analyst:**** Spearheading **QA efforts** involving Test Automation, Test Designing, Test Execution during testing functionalities on each iteration and on every release
* **Resolving risk** factors in Agile team incl. project management activities, technical / architectural issues, requirements/ product ownership issues, and system integration
* Identifying the areas of bottlenecks & breakdown; taking steps to achieve zero client complaints through the application of troubleshooting tools like **Root Cause Analysis, Risk Assessments, and Job Risk Analysis**
* Improving software quality and reduced defects via introduction of defect and requirements management tools, requirements gathering and testing best practices, root cause analysis via creation of standardized tools

Database Tester/Functional Tester/ETL Tester - Cognizant Technology Solutions, Hyderabad & Chennai Dec’07 – Jan’11* Analysis, Planning, Test Scenarios & Cases design, Functional, Integration, Database, ETL, Regression & Sanity Testing for each Sprint/release, defect reporting and tracking using tools

 **Personal Details*** **Date of Birth:** 11th February 1987
* **Languages:** English, Hindi, Telugu
* **Address:** Plot No 218,219, PNR Colony, Ameenpur, Hyderabad
* **Passport:** P5058022 (05/10/2016 - 04/10/2026) Hyderabad
* **VISA Details:** US Business VISA
 |
| **ANNEXURE****Projects Details****Project Name: LRO (Lease Rent Options)****Client: RealPage US****Position:** Scrum Master and QA Manager**Period:** April 2021 to till date**Technical Skills:** Azure Devops, SQL Server, SOAP UI, Postman, Snagit**Locations:** Hyderabad**Description:** LRO is a powerful revenue management tool that helps ensure you are charging the right prices and offering the right lease terms to maximize your revenue.**Highlights as Scrum Master**:* Handling all Sprint ceremonies with team while focusing on 100% say/do and improving teams’ velocity
* Maintaining Azure Devops dashboards; analysing the metrics to understand Team’s performance and figure out improvement areas
* Coordinating with Product Owner & Team and Project Manager for clearing impediments and organizing things ready for Sprint Planning
* Handling PI Planning meetings, Capacity calculations and estimations, make sure user stories ready for the PI

**Highlights as QA Manager:** * Led QA Team for monthly sprints; took daily scrum calls with Product Owner, Scrum Master, and Team
* Involved in Sprint planning’s, QA estimations and Sprint reports preparation
* Making sure that QA teams following required process to deliver quality product with sufficient time, load for their activities in sprints

**Project Name: Lead 2 Lease****Client: RealPage US****Position:** Scrum Master**Period:** Oct 2020 to till date**Technical Skills:** Azure Devops (TFS), Microsoft Excel**Locations:** Hyderabad**Description:** Lead2Lease is a lead management tool for handling entire lead process till acquisition.**Highlights as Scrum Master**:* Maintaining Azure Devops dashboards to review, analyse the metrics to understand team’s performance and figure out improvement areas
* Working with Product owner, project manager and the team for making things ready for Sprint Planning
* Following Safe agile practices, organizing sprint ceremonies and PI Planning meetings, Capacity calculations and estimations, ensuring user stories are ready for the PI
* Supporting RTE in organizing the PI meetings

**Project Name**: **Rent Control****Client**: **RealPage US****Role**: Scrum Master and QA Manager**Period**: March 2019 to till date**Technical skills**: Azure Devops, SQL Server, Jira, SOAP UI, Postman Jmeter, Snagit**Location**: Hyderabad, Texas-US**Description**: Rent Control is an extension of revenue management systems. This tool allows to set up rules to cap renewal pricing recommendations for configuring properties.**Project Name**: **Senior Prospect Management (SPM)****Client**: **RealPage US****Role**: QA Lead, Business Analyst and Scrum Master**Period**: October 2016 to till date**Technical skills**: Azure Devops, SQL Server, Jira, SOAP UI, Jmeter, Snagit**Location**: Hyderabad, Texas-US**Description**: SPM is a tool, which brings all leads together in one system, making lead management very easy. It is a next version of Lead2Lease tool used for senior citizen leads.**Highlights as Business Analyst**:* Involved in requirement discussions with product owner, clients
* Worked with clients directly for gathering the requirements to enhance the product
* Worked on writing user stories & preparing mock-ups for features
* Worked as a bridge between product owner and development team
* Conducting gap analysis and documenting the gap of the requirements and identifying how it impacts the product
* Developing crucial functional requirement specifications, creating detailed use cases and process flow diagrams to support functional specifications

**Project Name**: **Performance Measurements (PeM+)****Client**: **Ericsson – IT, Sweden** **Role**: QA Manager – through **TCS****Period**: September 2015 to October 2016**Technical skills**: SQL Server, HANA, HP ALM, Tableau, Micro Strategy, Fiddler**Location**: Hyderabad**Description**: The Performance Measurements (PeM) is a reporting application under Analytics area which shares the performance measurements, quality metrics with Ericsson R&D users. PeM+ program main objective is to migrate the existing dashboards which are built on SQL (BE) + Micro strategy (FE) platform to new platform HANA (BE) + Tableau (FE) and serve the users with difference self-service features.**Project Name**: **One End User Portal****Client**: **Ericsson – IT, Sweden** **Role**: QA Manager & Project Manager, On-site (Sweden) – through **TCS****Period**: August 2014 to September 2015**Technical skills**: MPP, HP ALM**Location**: Stockholm-Sweden, Hyderabad**Description**: The aim of this project is to provide Ericsson employees with a single interface to log & track their queries related to various cross-functional teams, supported by a strong KCS culture. **Project Name**: **Replir****Client**: **Ericsson – IT, Sweden** **Role**: Test Lead – through **TCS****Period**: March 2014 to August 2014**Technical skills**: HP ALM**Location**: Hyderabad**Description**: REPLIR: A Resource Planning Instrument, its primary target is to create the requirements and allocating the resources to those requirements. It will be used by R&D users, to generate the reports and forecasts and use the tool for budget process**Project Name**: **ISP Tool - SQL Migration****Client**: **Ericsson – IT, Sweden** **Role**: Database & Manual Tester – through **TCS** **Period**: November 2013 to March 2014**Technical skills**: SQL Server 2012, HP ALM**Location**: Hyderabad**Description**: In-Service Performance (ISP) Tool is a role-based application for performance monitoring and customer support. ISP-Tool includes data for node disturbances, and it focused on node availability including impact on network level due to node outages. **Project Name**: **Karnak** **Client**: **Microsoft Corp., US****Role**: Database & Manual Tester – through **TCS (Client Location)** **Period**: Oct 2012 to Apr 2013**Technical skills**: SQL Server 2008 R2/2008, Microsoft Visual Studio 2008, Share point, SSIS, SSRS, SSAS**Location**: Hyderabad**Project Name**: **MS (Micro Soft) Voice****Client**: **Microsoft Corp., US****Role**: Database & Manual Tester – through **TCS** **(Client Location)****Period**: Oct 2011 to Sep 2012**Technical skills**: SQL Server 2008 R2/2008, Microsoft Visual Studio 2008**Location**: Hyderabad**Project Name**: **Northern Trust PACE QA****Client**: **Northern Trust, US****Role**: Database & Manual Tester - through **Cognizant** **Period**: March 2010 to Feb 2011**Technical skills**: Oracle 9i**Location**: Hyderabad**Project Name**: **TRV-QA PI MI – EPCR QUOTE and PED****Client**: Travelers**Role**: Database & ETL Tester - through **Cognizant** **Period**: Jan 2009 to Feb 2010 **Technical skills**: SQL Server 2005, Teradata**Location**: Chennai**Project Name**: **AMEX– Open****Client**: AMEX**Role**: Manual Tester - through **Cognizant** **Period**: June 2008 – Dec 2008**Technical skills**: Java, Quality Centre 9.2**Location**: Hyderabad |