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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**   |  |  | | --- | --- | | * Product/Project/Process/Quality Management |  | | * SAFe Implementation/PI Planning/ Sprint Ceremonies handling/ Dashboard reviews |  | | * Release/Change Management |  | | * Metrics review -SLA/TAT/ Velocity/Cycle time etc. |  | | * Team Management & Leadership |  | | * SDLC/STLC/Defect Management |  | | * Risk Assessment & Mitigation |  |   **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**   |  |  | | --- | --- | | * Motivator |  | | * Communicator |  | | * Change Agent |  | | * 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 | |