



CERTIFIED SCRUM
MASTER

ALEKHYA REDDY

SCRUM MASTER

+91 7675976026 ALEKHYA2930@GMAIL.COM

OBJECTIVE

Enthusiastic and smart working Scrum Master. Holds working experience in an Agile environment as a Support and Service Manager. Handled multiple Scrum teams and played a key role in major product deliverables. Proven history of working successfully with cross-functional teams and business stakeholders.

SKILLS

Scrum Master, Winshuttle, Salesforce, JIRA, Microsoft Dynamics, SAP SD, Agile, Project Management, Kanban, Customer service, Confluence, Zendesk, Zoho CRM, Rally.

EXPERIENCE

SUPPORT AND SERVICE MANAGER • UPTRIX CONSULTING • 02/2018 – PRESENT

- Took ownership and have driven the transition of a Product team towards Agile development in 2 months.
- Scrum Master for 2 distributed teams and **managed planning, backlog grooming, and sprint deliverables.**
- Guide and coach the teams on Scrum and Agile practices consistent with team standards and helping them **achieve their commitments and objectives day to day, sprint-to-sprint.**
- Coach the team to **improve in velocity and Sprint success** and strive for continuous improvement.
- Facilitate and organize **Scrum ceremonies** - help the team focus on goals, **self-organize to achieve objectives**, and ensure they fully understand the objectives and commitments.
- **Work with product owners and stakeholders** to ensure they are well engaged with the team and part of the regular feedback loop.
- Expertise in Scrum Framework **conducting daily stand-up calls, review and retrospective calls for team members.** Able to guide Product Owner with ease.
- Customized Scrum and crafted an in-house version specifically for our teams Responsible for release management: dependencies, challenges and risks.
- Product ownership - Created comprehensive functional requirements and prioritized them for all sprint meetings.

SR.SUPPORT ANALYST/LEAD • WINSHUTTLE PVT LTD • 12/2012 – 12/2017

- Assist customers with cases involving Winshuttle products, such as Studio(Transaction, Query, Direct and Composer).

- Ability to deal with different customers located across different location such as **UK and APAC**.
- Worked with clients **Coca-Cola, Oxygen business solution, Spotlight, Accenture, Kordia Solutions Australia, Nike Australia, Philips, etc.**
- Ability to deal with different internal teams (Escalation, Development, Services etc). in a collaborative manner, also worked with other support teams located in other regions such as US and UK.
- Conduct regular meetings with the team on the progress of the **critical cases, build reports on a regular basis on the flow of the tickets.**
- Maintain Knowledge Base entries for customer and internal use. Participate in UAT software testing.
- Have Implemented KCS in the organization and played a contributor role.

Project Implementations:

Project#1: Wartsila Pvt Ltd

Duration: 2 Month

Type of Project: End to End Implementation (Creation of Equipment Master Record in SAP using Winshuttle Products).

Project#2: Philips Netherlands

Duration: 6 months

Type of Project: End to End Implementation (Creation of Vendor Master solutions for creating and updating data to SAP).

- Started as a Sr.Support Analyst but slowly transitioned myself as scrum master managing the escalations support and engineering team

ASSOCIATE CONSULTANT • UDBHAVA SOLUTIONS • 07/2009 – 10/2012

- Have worked on customer master data, Material master, OTC process.
- Configuration of Document types, Item categories, schedule categories.
- Copy controls, Pricing determination, Partner determination, Output determination.

- Worked on Availability check, Rush orders. Worked on credit management, output determination, Revenue account determination.
- Worked on Third party process, Contracts, Consignments. Worked on support cases and reports to team lead.

EDUCATION

MBA(MARKETING AND FINANCE) • 08/2013 • PUNJAB TECHNICAL UNIVERSITY

B.TECH (COMPUTER SCIENCE) • 07/2009 • JNTU

CERTIFICATES

Scrum Master(CSM) 000646019

Winshuttle products