# Synopsis

* Certified Seasoned Senior Scrum Master (RTE) with 8 years of experience in Agile methodology and LEAN Implementation. In-depth knowledge and implementation of Scrum, SAFe Agile, Kanban, XP. Worked on Lean Agile Principles. Continuous integration continuous delivery (CI/CD) using DevOps. Experience in handling multiple Agile teams (currently 6 Scrum and 1 Kanban team). Acting as a Servant Leader for the growth and optimal delivery of the team.
* Managed projects in diverse technology projects involving business operations, improving the business process, working with different frameworks like SOA, Web services, SDLC, JSON, XML, ETL pipelines, data analytics and BPM. Proven success in managing timelines, analyzing large datasets to study business trend, gathering business requirements and documenting user stories; designing, maintaining, optimizing and testing systems and applications, as well as working effectively with all stakeholders and cross-tracks to coordinate business needs and drive process improvements.
* **Communication**: Strong interpersonal skills in dealing with technical and non-technical stakeholders. Ability to leverage technical, business and financial acumen to communicate effectively in order to build collaborative relationships among cross-functional groups. Act as a liaison between Tech and Business. Experienced in sending communications on project statuses, and system/process level changes to stakeholders.
* **Leadership**: Experienced in drafting timelines and building project execution plan involving several cross-functional teams and stakeholders. Responsible for cross-team follow-ups, setting up meetings and sending detailed meeting minutes to ensure quality project deliverables in planned time.
* **Concept to Execution:** Skilled in translation business concepts to business requirements, by using metrics for business justification – use data to drive decisions. Prepare and present business justifications across multiple organizations to bring system and process improvements.
* **Teamwork and collaboration:** Experience in working in a large team, cross-organizational environment to prioritize, document, and design solutions for business requirements.
* **Process Intelligence:** Expert operational and analytical skills translating business requirements into new, or improved and optimized business processes.
* **Product Development:** Full lifecycle experience in scoping, designing, developing, testing, go-live and normalizing enterprise scale business applications using agile and waterfall development mythologies.

# Education

## Master of Sciences in Information Technology Management 2015 – 2016

University of North Carolina, Charlotte

**Bachelor of Technology in Electronics and Communication 2008 - 2012**

West Bengal University of Technology, Kolkata

**Certifications**

* **Certified SAFe Scrum Master**
* **Certified Scrum Master (CSM) from Scrum Alliance**
* **Certified Senior System Architect v7.1**
* **Certified System Architect v6.2**

# Skills

* **Applications**: CA Agile Rally, JIRA, Confluence, Microsoft Project
* **Software Development Methodology**: Agile – SAFe, Scrum, Kanban, XP, LEAN; Waterfall
* **Technologies worked**: SQL, Big Data, HDFS Framework, JSON, XML, PEGA PRPC, Microsoft Excel, Microsoft Visio, Tableau, PEGA (CRM), PEGA (BPM), JAVA, Mainframe, Data Science, Machine Learning, Analytics, Web Applications, Mobile Applications, Informatica
* **Working Knowledge**: Supply Chain Finance, Trade Finance, Quantitative market research using case and order data, Data mining techniques, algorithms, and SDL methodologies, Supply Chain management, Business Operations

# Professional Experience (2012 – 2020) in Banking, Telecom, Networking, Finance and E-Commerce Sector

## Program Manager/Senior Scrum Master Nov 2019 – Present

*Project - Sam’s Club Membership Team for dotcom E-Commerce*

Company - **Walmart**, Sunnyvale, CA

* Collaborating with the Product Management and timelines, scope and budget of Join, Renew and Upgrade flows for the Membership team of Sam’s Club.
* Managed project migration from Mainframe DB2 application to MS Azure cloud, Machine Learning (ML) and AI projects adhering to LEAN.
* Experience in migration of our Web Application and mWeb in Sam’s club Membership and Marketing from Mainframe/DB2 to Azure cloud.
* Organizing Program Increment Planning (PI Planning) for the Agile Release Train (ART). Managing the release scope and dependencies.
* Conducting the Daily Standups, Sprint Planning, Story grooming, Sprint review and Retrospective sessions.
* First point of escalation for the program. Servant Leader/Facilitator of the team. Protecting the team from external distractions.
* Coaching Scrum Masters and Scrum teams along 7 workstreams for continuous and optimal delivery using Agile Methodology.
* Working as an RTE (Release Train Engineer) and representing the program in Leadership meetings (Director and CTO level).
* Facilitated the Scrum of Scrum meetings to mitigate risks, tracking status and resolving impediments of different projects in the program.
* Used JIRA, Confluence and Roadmap tool to portray the progress and milestones of program for different projects.
* Managed 7 work streams both onsite (Sunnyvale and Bentonville) and offsite (Bangalore) model for Digital Delivery of New E-commerce Platform for the Membership team.
* Coached Scrum teams to implement both Scrum and Kanban in Waterfall projects.
* Worked on the Cash reward for plus members project which saved Sam’s Club 2Million a month.
* Expert in Scrum, Kanban, TDD, FDD, CI/CD, PI Planning, XP. Track record of making low performing teams to high performing teams with limited resources.

## Project Manager/Senior Scrum Master Nov 2018 – Nov 2019

*Project - Cash Pro Trade and Supply Chain Finance*

Company - **Bank of America**, CHARLOTTE, NC

* Managed the business flow for the Data Science and Mobile App team for the Cash Pro Trade application for Bank of America Brazil.
* Coaching teams and helping them implement SAFe Agile methodology on an enterprise level and bringing out the best results in software development delivery. Following LEAN implementation for quality delivery.
* Define LEAN approach of software development, application of TDD, pair programming, CI using DevOps.
* Conducting the Project Implementation Planning (PIP) for the quarter for the high-level features.
* Creating User Stories in JIRA and establishing the timelines by providing user story points collaborating with the development and testing team.
* Conducting grooming meetings with the dev team for the user stories.
* Working closely with Product Manager, for gathering the requirements and establishing the priorities of the user stories.
* Reviewing the test case scenarios and accepting the user stories.
* As a Scrum Master, I am conducting the Daily Standups, Sprint Planning, Story grooming, Sprint review and Retrospective sessions.
* Working with the RTE (Release Train Engineer) for Scrum of Scrum and Sprint reports. Creating Burn down chart to access the efficiency of the team.

## Project Manager/Scrum Master Oct 2014 – Nov 2018

*Projects - RMA Simplification, Global Service Logistics Operations – C3, Service Supply Chain, Service Supply Chain, Customer Partner Services – CPS, Customer Services – CE*

Company - **Cisco Systems**, San Jose, CA

* Conducting the Daily Standup meetings, Sprint Planning, Backlog Grooming, Sprint Retrospective and Sprint Review meetings.
* Calculating the velocity of each sprint and motivating the team to deliver to their full potential. Creating high performing teams.
* Creating Burn down chart for each sprint to have a visualization of the work done vs the work estimated during the sprint.
* Driving the Grooming sessions ensuring the Product Owner provide the acceptance criteria in the user stories for the developers and testers, bridging the gap between business and development.
* Organizing the demo of the application to actual users. Organizing BAT and UAT sessions.
* Collaborating on the design discussion of the business architecture for converting Legacy RMA creation tool in JAVA to PEGA.
* Worked on the optimizing project which established 20% faster creation of RMA for LSC, TAC, Cisco Partners and Customers.
* Collaborating with Product Owner in capturing the requirements in PEGA DCO for high level epic of the requirements.
* Ensuring the requirements are in the hierarchy of Feature, Epic, User story, Task and Sub-Task respectively.
* Collaborated with the Agile coach to maintain accountability and compliance with the defined Agile delivery methodology
* Working closely with the Product Owner and Product Manager, collaborating with the actual users for making the application better.
* Playing an active role in accepting the user stories along with the PO.
* Collaborating with the UX design team for better look and feel of the application.
* Defining the scope of production releases and setting priority of functional releases along with the PO.
* Designing customer data queries to pull and analyze existing customer contracts, and Premium tasks associated with these contracts
* Assisting management in timely delivery of a new task management system (Oracle Service Cloud) for Cisco and TPMs
* Leading team of 3 testers to prepare and execute test plan for integration, QA, and business testing
* Participate in Go-Live activities, and perform smoke test once code is successfully deployed in production instance
* Replaced existing in-house task management system with PEGA Business Process Management, using Agile methodology for timely Product Delivery.
* Designed customer data queries to pull and analyze existing customer contracts in order to build a strong business case based on SLA for Prioritization, Performance, and Scalability.
* Work on the complete testing lifecycle including requirements review, test cases creation, test execution and defects reporting
* Tracking the user stories by assigning user story points for calculating the EOD of development and testing efforts.
* Participating in scrum of scrum meetings with clients and stakeholders for better delivery models.
* Conducted initial research on business opportunities, including market, financial and strategic; presented findings t
* Successful project completion in given 2 quarters; analysis and research resulted in $50M (product and service) in sales within first quarter of going live
* Devised go-to-market strategy for Cisco India from operational standpoint, lead the Returns process analysis and development team to create new policies and process flows for Cisco Returns
* Worked with ordering UI and backend database teams to develop new capabilities that would optimize the ‘order and service returns/cancellations’ and ‘view order’ capabilities for customers and partners

## IT Business Systems Analyst / Jr. Scrum Master June 12 – Oct 14

*Projects - Vodafone Germany, Order Management Large Scale Services – OM LSS, Intesa Bank*

Company - **Capgemini India**

* Perform fit/gap analysis on Vodafone’s existing ordering database platform (Oracle 11i) vs. out-of-box Oracle R12
* Work closely with cross-track counterparts and IT teams to capture business and system requirements in business functional documents (BFD); ensure all changes are in compliance with SOX
* Validate customer and order data to certify correct data migration from 11i to R12 database
* Build new architecture for on-premise, and other SaaS and subscription models
* Assist QA teams in RTM preparation; approve and sign off after testing all system capabilities pertaining to Cisco’s ordering business; perform BAT and participate in go-live
* Responsible for capturing business and functional requirements for Order Management process area in PEGA by participating in system and order data analysis on orders entered manually and electronically
* Plan and organize cross-functional meetings to discuss requirements across multiple organizations; build UI mockups and work very closely with development teams to solution the requirements
* Develop RTMs and perform testing, resulting in successful quarterly and monthly releases.
* Driving Design discussions and arranging workshops with SMEs for better implementation of the application.
* Grooming and planning the user story for the development team for their better understanding.