**Sanjeev Kumar**

**Scrum Master/Product Owner**

# PMI-ACP® PSM1® CSPO® ISTQB® ITIL® Six Sigma GB®

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# Personal Details

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Nationality: Indian

Marital Status: Single

Languages: English, Hindi, German

# Experience Summary

* + - Certified Agile Scrum Master, @PSM1, product Owner @CSPO, Project Management Professional @PMI-ACP with 12+ years of experience in IT industry.
    - Coached teams over with various experience and agile maturity level.
    - Empowered teams by guiding and educating them on how to sort through cross-team dependencies, inter-team coordination, and department / program level roadmap discussions with business and internal IT stakeholders.
    - Leveraged scrum rituals and metrics to increase visibility transparency at the program level encouraged discussion among internal resources to resolve challenges in a self-organizing fashion.
    - Facilitated workshops and discussions to generate new ideas about development among Scrum masters via Scrum master Forum.
    - Proficient in Scrum, SaFe Kanban, and XP Engineering Practices like User Story Writing, BDD, TDD, Continuous Integration, Continuous Delivery, Automated Testing etc.
    - Coaching, training, assisting Agile Teams, Product Owners, Scrum Masters, Program and Project Managers to deliver Software Projects by removing impediments, fostering team self-management, and reinforcing Agile Project Management and Engineering Practices.
    - Hands on experience in requirement gathering, BRD/FSD documentation, User stories writing, User stories mapping, Product backlog management, design & development, implementation, techno functional consultancy, Test Planning, project management, business process re-engineering, SDLC processes, Trade Life Cycle.
    - Domains – Digital Banking, Capital Market, Payments Gateway, GST, & Insurance
    - Key Clients: **IDFC Bank**, **Axis Bank, Reliance capital, Reliance Insurance, and group companies, NICL, Bandhan Bank, Cigna TT** etc.
    - Core Knowledge and Skill Areas – Net Banking/Digital Channels, payment Gateway/Funds Transfer, Requirements Analysis, Gap Analysis, Stakeholder management, Test planning, UAT, Comprehensive software development life cycle/Trade Life Cycle, Project Planning/tracking and delivery, Equity and Derivative Market, Mutual Fund and Insurance
    - Strength – Accountable, problem solving, client focused, negotiation & conflict resolution and excellent communication.

# Professional Experience

Dec’19 – Present **IDFC Bank (Client)**

Role: Scrum Master/Product Owner

* Coordinate all Scrum Ceremonies including Sprint Planning, Daily Stand-up, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning
* Ensuring Scrum teams fully understand overall program of work, deployment schedule, project and dependencies.
* Helping teams to constantly focus on resolving issues, bottlenecks, and risks to delivery within Scrum teams, across program and to senior management.
* Ensuring working software demo to all stakeholders including leadership team at end of each sprint.
* Gathering and updating project materials, forecasting, project documentation, business flows and lessons learned documents.
* Scheduling and allocating work, providing advice and guidance, and resolving problems to meet technical performance and financial objectives.
* Assist in defining and deploying new product development processes and in facilitating continuous improvement of existing processes.
* Liaising between developers and project stakeholders; fostering quality communication between engineering disciplines
* Empower team to make system and process improvements captured in sprint retrospective meetings.

Sep’17 – Aug’2019 **Karvy Data Management Service Ltd, Hyderabad**

Role – Product Owner

* Work with the scrum team to define, prioritise and manage the product backlog to deliver on the product vision, goals, and roadmap.
* Consult with business customers, stakeholders, and cross-functional teams to build a shared understanding of the problem and delivery decisions.
* Publish and communicate the product strategy and roadmap to stakeholder and teams.
* Assess and prioritise work based on outcomes to deliver maximum value.
* Continuously order and refine product backlog to deliver maximum value in line with a clear product strategy and roadmap.
* Accountability for the prioritization of the backlog.
* Manage conflicts, issues, and risks to optimise solution and ensure alignment to scope.
* Promote continuous improvement of the Product Owner practice within the organisation.
* Manage the plan or product roadmap including any risk, security, or financial assets within accountabilities.

Mar’16-Mar’17 **Delphi Computech Pvt Ltd, Pune**

Role – Product Owner

* Create, maintain, and monitor product roadmap, product backlog, and delivery timeline.
* Define product backlog items, ensure visibility and transparency.
* Scope management, prioritization of product backlog and release management.
* Validating business requirement with stakeholders
* Oversee development stages and evaluate product progress at each iteration.
* Liaise with the product team to define end to end product capabilities platform.
* Conduct walkthrough’ sessions with delivery teams to clarify and confirm business requirements.
* Aid the preparation of test scenarios and test cases in line with user stories / functional specifications.
* Participate in study and research of the market requirements, industry standards and competitor products.
* Responsible for client onboarding and end to end support.
* Preparation and analysis of performance reports and review with clients
* Liaise with the customer delivery team to ensure correct implementation.

Jul’14–Mar’16 **Seed InfoTech Ltd, Pune**

Role – Product Owner

* Define, priorities, and manage the product backlog to deliver on the product vision, goals, and roadmap.
* Manage, groom, and prioritize the scrum's backlog and work with the team to plan stories for upcoming sprints. Determines acceptance criteria for final UAT code.
* Be accountable for scrum team deliverables and KPIs. Monitor and measure progress on user story delivery and sprint team velocity. Review metrics to measure value and identify opportunities for improvement.
* Effectively manage risks associated with projects and scrum team, including compliance with applicable laws, rules, and regulations, and adherence to internal Wells Fargo policies, procedures, and controls
* Look at industry trends and customer feedback to brainstorm on features.
* Create campaigns and programs to increase digital adoption by customers.
* Document the current as-is business process and to be business process design.
* Working closely with stakeholders to understand project’s scope, risk, and benefits.

Jun’10 – Jul’14 **Product Owner (Freelance**), **Mumbai**

Role-Consultant/Product owner

* Requirement Management: defining, analyzing, and underlining the objective, scope, risk, and benefits of project.
* Documenting & validating requirements with stakeholders and preparing BRD/FSD
* Prioritize requirements and create conceptual prototypes and mock-ups.
* Developing project plan, Project tracking & engaging stakeholders to ensure Product development timeline.
* Ensuring system requirements are consistent with business requirement.
* Contribute to UAT Plan, assist the business and the test team with the test cases.
* Create functional test cases, document the test cases, perform Peer Review of test Cases, Perform functional testing and acceptance testing.
* Participate in release life cycle by writing detailed specification of requirements within scope.
* Developing user manual for related application and services

Apr’08 – Jun’10 **Sunidhi Securities and Finance Ltd, Mumbai**

Role – Manager Operations &Compliance

* Compliances and reporting for various exchanges - NSE, BSE, NCDEX & MCX, depositories - CDSL & NSDL and regulators - SEBI, RBI & IRDA
* Preparing circulars and policies for internal control and compliances
* Training to employees/business associates on regulatory compliances and due diligence
* Managing client’s receivables and payable positions
* Supporting clearing and settlement processes
* Setting credit limits for clients and branches
* Equity and commodities Trading
* Coordination and management for IPO/NFO applications and schemes
* Providing business requirements for IT solutions

Dec’06 – Mar’08 **Reliance Communications Ltd, Mumbai**

Role – Product Owner

* Provide business requirements for digital solution.
* Drive workshops with business and IT stakeholders to define business requirements for developing the product backlog.
* Liaise with the product team to define end to end product capabilities platform.
* Conduct walkthrough’ sessions with delivery teams to clarify and confirm business requirements.
* Aid the preparation of test scenarios and test cases in line with user stories / functional specifications.
* Participate in pre-sales activities with prospects and existing customers; define product solution by working with the product team.
* Designing Business Solutions bases on business requirement.
* Developing user manual and training of team members and customers

Jan’03 – Dec’06 **ING Vysya Life Insurance Co Pvt Ltd, Mumbai**

Role – Manager Operations/Compliance

* Handling Policy application, documentation, and issuance
* Processing claim settlement applications
* Verifying and validating KYC and Due Diligence
* Risk management and monitoring
* Ensuring compliance with internal and external regulations
* Leveraged on technology for automation of processes with aim to achieve economies of scale and better turnaround time and quality.
* Designed governance model for monitoring service level satisfaction.
* Optimize quality assurance, define service benchmarks, and streamline service levels to enhance customer experience.
* Leveraged on technology for automation of processes with aim to achieve economies of scale and better turnaround time and quality.
* Handling grievances and escalations.

# IT Skills

* + - Methodologies - Agile, Waterfall
    - Tools - JIRA, Tortoise SVN, SharePoint and HP Quality Center
    - Platforms - Windows, Mainframes. SQL

# Education & Certifications

Bachelor of Arts (Economics) – First Class - Mumbai University

CSPO- SRCUM.ORG

IIBA = Membership

12.2019- CBAP-Udemy

02.2020= PSM1

02.2011- ISTQB® Foundation course

02.2016- ITIL® Foundation

01-2008 - 12-2011

Various NCFM certifications in capital market

Certified Market Professional (NCMP)-Level -1, Securities Operations & Risk Management (NISM)

Capital Market (dealer’s module), Depository Operations Module, AMFI-Mutual Funds. Securities Market, Derivative Market, Financial Market beginner’s Module, IRDA

# Hobbies & Interests

* Hobbies –Yoga, Public Speaking, current affairs and reading