Quality - focused professional with 6 years of experience in the IT industry with a proven ability to work with self-organizing, cross functional and distributed teams. Influential, resourceful and an innovative **Scrum Master** that leveraged prior **Business Analyst/ Associate Project Manager** experience and is recognized for collaboration, responsiveness, flexibility, proactive problem-solving skills, and the ability to multi-task in demanding and dynamic business environments.

PROFILE SUMMARY  ~~­­­­­­­­­­­­­­­­­­­­­­ ­~~

* Led *SAFe Agile* transformation at team level for successful execution to support the delivery of products.
* Aided RTE in conducting PI Planning events and setting up program level cadence (SAFe).
* Participated in Scrum of Scrum events to identify dependencies across teams, removing impediments, collaborating with scrum masters, providing status updates to program stakeholders and business owners on a weekly basis.
* Helped teams embrace AGILE/SAFe Core Values, adopt, and apply AGILE /SAFe Principles, implement AGILE /SAFe practices.
* Established team-level cadence and drove ceremonies (Sprint Planning, Stand Ups, Sprint Retrospective, Sprint Review and Backlog Refinement).
* Facilitated Agile Adoption Retrospective for the organization with leadership and teams with outcome resulting in enhanced performance.
* Enabled improvement in team delivery commitments and capacity planning for sprints by identifying /tracking
hidden tasks that increased customer satisfaction.
* Expert at resolving various impediments affecting the progress of the project with the help of product owner for improving the velocity and help team members work efficiently.
* Established transparent and safe environment; scheduled calls/meetings between IT and Business to bring disclosure ownership; problems were discussed to understand individual's/team’s standpoint & brought in solutions to focus on project tasks/timelines rather than each team/person.
* Facilitated management of the scrum teams’ dependencies between the program team and third parties, release managers and other scrum teams.
* Knowledge of 3-tier, n-tier architecture and Service Oriented Architecture (SOA) systems and Web APIs like SOAP and REST, Extensible Markup Language (XML), and JavaScript Object Notation (JSON).
* Knowledge of Test-Driven Development (TDD), Behavior Driven Development (BDD) and Acceptance Test Driven Development (ATDD).
* Experience in creating dashboards using Tableau and Excel for data reporting and creating dashboards for visualizing the data patterns and trends.
* A well-versed Business Analyst with keen ability to define/analyze business processes for improvements. Define, design, develop and implement highly successful automated solutions, as well as find solutions where others have failed.
* Collaborated in the implementation of a Help Desk Tracking System to help manage incoming help- desk volume and eliminate issues in a timely and accurate manner.
* Experience in Document Analysis, Risk Analysis, Root Cause Analysis and GAP Analysis.
* Experience in writing Business Requirement Document (BRD), Functional Requirement Document (FRD), System Requirement Specification (SRS), Requirement Traceability Matrix (RTM).
* Assisted Project Manager in developing Project Management Plan, Project Charter and WBS.

TECHNICAL SKILLS

*Requirement & Defect Management:* Jira

*Reporting Tools:* Tableau

*Incident Management:* ServiceNow

*Testing Tools:* Postman, HP ALM

*Design Tools* Lucid Chart, MS Visio

*Project Management Tools:* Confluence, MS Project

*Communication Tools:* MS Teams, Jabber, Slack

*SDLC Methodologies:* Waterfall, Agile, Scrum, Hybrid, Kanban, SAFe

*MS Office suite:* Word, Outlook, Excel, PowerPoint and SharePoint, Project

PROFESSIONAL BACKGROUND

Lincoln Financial Group, NH Mar 2019 – Feb 2020

Scrum Master

Project Description The project scope was to upgrade, migrate Liberty Mutual’s business applications, environments and tools to Lincoln Financial Group and sunset the old applications. Set up in the SAFe environment, the objective of this LM & LFG integration project was to move applications, data and business functions to LFG infrastructure with no loss of data, capability, performance or availability.

Roles and Responsibilities

* Managed multiple Scrum Teams as part of the Agile Release-Train and facilitated all team meetings, including the Standups, Backlog Grooming, Code Review, Sprint Review, and Retrospective.
* Assisted RTE in conducting PI Planning events and supported teams for any dependency queries through the breakout sessions.
* Maintained the team’s progress by tracking the cycle time of each story and ensuring that committed work is not spilled over into the next sprint.
* Facilitated Triage calls with QAs and DEVs to resolve any defects/bugs.
* Well-versed in documenting weekly status reports, BWSRs & Sprint metrics to RTE and higher management.
* Engaged team members during retrospectives to communicate and contribute to each other to build a high performing team.
* POC for submitting change requests, service now requests to provide access and permissions to team members.
* Actively worked with the Product Owner, Tech Lead & SMEs to monitor and prioritize product backlog on an ongoing basis to meet release timelines.
* Proactively step up to support RTE by facilitating meetings with multiple teams to discuss dependencies and provide support to scrum masters across the train.
* Actively engaged with the PO on a weekly basis to run a health check on the Sprint’s backlog and ensure that backlog has enough stories for the team to work on.
* Collaborated with the QA team to ensure adequate testing of software both before and after completion, maintained quality procedures, and ensured that appropriate documentation is in place.
* Act as a proxy PO in their absence and support the team in writing stories and acceptance criteria.
* Participated in biweekly CoP sessions to collaborate with other scrum masters and learn new techniques to support the teams
* Participated in weekly status, defect review, stakeholder, and Scrum of Scrum meetings to ensure that everyone are aware of the product workflow as well as strive to move in right direction collectively.
* Provided access permissions to Business users to SharePoint Group Applications so that they can conduct UAT testing.
* Continuously learnt and implemented new processes throughout the project.

Achievements

* Improved the visibility of stories cycle time on Kanban board by 50%.
* Helped transition the team to a self-organized and high performing team.

PROFESSIONAL BACKGROUND

STEPLABS IT SOLUTIONS, Hyderabad, In May 2010 - June 2015

Business Analyst/ Assoc. Project Manager

Project Description

Project 1: The project was for enhancing a customer relationship management application that enable clients to increase their sales as well as to improve ROI.

Project 2: The scope of the project was to enhance the credit card payment system by modernizing the application using latest payment technology as well as added new features to support the clients.

Roles and Responsibilities

* Conducted a stake holder analysis to draft a RACI matrix and a Communication plan with the Project Manager.
* Gathered requirements from key stakeholders, business owners, business users, end users and subject matter experts (SMEs) to define the scope and requirements.
* Performed GAP analysis and identified AS-IS and TO-BE state to identify the mandate and non-mandate requirements and created the business process diagrams using Lucid Chart.
* Facilitated JAD sessions with different work streams and technology teams and analyzed gathered requirements, verified requirements and created business requirement document.
* Created Mock-ups and Wireframes for better understanding of the GUI and worked with the LOBs, the technical teams to identify the Client Side, Server Side and Database Validations required and documented them.
* Designed UML diagrams like Use Cases, Activity Diagrams and Class Diagrams using MS VISIO.
* Collaborated with Technical Architects in modelling Web Orchestrations involving multiple web services from distributed teams.
* Conducted Triage calls between Developers & QAs; tracked, logged and prioritized the defects based on the severity and criticality.
* Generated ad hoc SQL queries using joins, sub queries and aggregate functions, database connections and transformation rules to fetch data from the SQL Server database systems.
* Collaborated with testers to do regression testing and integration testing and ensure the UAT environment was ready with demo accounts so that the stakeholders can test the applications.
* Coordinated with teams including Development, QA, UAT and product managers to successfully deliver any minor and major releases.
* Worked with the Project manager to improve project management practices such as the development of an integrated, cross-team project plan.
* Collaborated with the project manager to create a work – around for any delivery constraints and optimize the project plan for maximum benefits/minimal risk.
* Developed plans within constraints, considering the delivery approach, key milestones, dependencies within the plan, scope, resources, budgets, and quality.
* Deliver management level overview of progress, lead and facilitate end to end execution and responsible for all aspects of the project, including definition, planning, execution & implementation, governance & control, financial, resource and change management.
* Built operational processes and workflows, report risks and issues, and tracked and reported success measures and KPIs.
* Coordinated closely and effectively with internal and external stakeholders and build strong alliances by deploying strong team‐working, organizational, communication, and customer service skills.
* Proactively identified and communicated blockers and opportunities for improvement of operational workflows.
* Track and manage service tickets, production defects, and change requests to ensure SLA adherence
* Advocated for quality and the customer experience to ensure customer satisfaction and gain referrals.

EDUCATIONAL BACKGROUND

Master’s in Information Technology Management, Campbellsville University, KY, USA Feb 2020

B. Tech in Electronics and Communication Engineering, BRECW University, India Feb 2007

PROFESSIONAL CERTIFICATIONS

Certified SAFe® 5.0 Scrum Master (SSM SAFe’ 5) ®, Scaled Agile, Inc