RAJA SEKHAR GADDAM

Scrum Master\Project Manager\Test Manager

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**EXPERIENCE SUMMARY**

* Dynamic and diligent Professional with **14 Years and 6 months** of experience as **Scrum Master, Test Manager, Project Manager and Product management.**
* Experienced in agile coaching/mentoring, improving development team motivation, process innovation, SCRUM based emergency procedures, removal of project impediments, working with business/product owner to maximize business value.
* Experienced in SCRUM based iterative incremental development showing increasing business value every Sprint. Experienced in techniques such as Sprint planning, Product Backlog management, agile estimation, daily SCRUM, metrics such as Burn-down & Burn-Up charts, Sprint summary report, Sprint review/retro meetings etc.
* Extensive process analysis, Data analysis and analytics, Data mapping and Data modeling skills to develop solutions to complex application, business and operational problems, and by performing business process reengineering and process improvements where necessary.
* Experienced in SCRUM based iterative incremental development showing increasing business value every Sprint.
* Experienced in **Agile**, **Waterfall** and **SCRUM** methodologies with full understanding of SDLC and STLC.
* Overall responsible for Testing deliverables.
* Highly experienced in various domains like & and Utilities, Retail, Banking, Securities and Health Care
* Solid experience in Content Management (Microsoft SharePoint, Adobe CQ5), HTML5 based testing.
* Experienced in **Release Management** (Go live) and excellent coordination skills.
* Comprehensive knowledge of Software Development Life Cycle (SDLC), having thorough understanding of various phases like Requirements, Analysis/Design, Development and Testing.
* Enthusiastic and innovative individual with experience in Project Management, Implementation.
* Worked closely with Clients at their locations (**Onsite** – USA)
* Experienced working with clients during CAT (UAT – Phase) in various countries (CEE countries, Canada, Malaysia and USA)

**ACCOMPLISHMENTS:**

* **Certified ScrumMaster®** (CSM) by Scrum Alliance
* **ICAgile Certified Professional in Agile Coaching (ICP-ACC)**
* **Certified Scrum Professional®** (**CSP**)
* Awarded as **Best performer** for 3 consecutive years (2008, 2009 and 2010)
* Got appreciation **certificate** from client for UAT support activities held in **Canada.**

**PROFESSIONAL EXPERIENCE:**

* Currently working as Project Manager, Scrum Master at Modak from July 2018
* Worked in MovingDneedle (Sep 2017 – July 2018) as Project Manager, Scrum Master
* Worked in Wipro Technologies (2006 – 2017) as Scrum Master, Project Lead

**EDUCATION:**

* **Bachelor of Computer Science and Engineering (**B.Tech.) in **Computer Science** from JNTU, Hyderabad.

PROJECTS PROFILE



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| **1:** | **Project Name** | Core Data Fabric |
|  | **Duration** | Jan 2020 – Current Date | **Location** | Hyderabad, India |
|  | **Company** | Modak | **Role** | Project Manager/Scrum Master |
|  | **Client** | Humana |  |  |
|  | **Description** |  |
|  | Core Data Fabric is platform is an architecture and set of data services that provides consistent capabilities across a choice of endpoints spanning on-premises and multiple cloud environments. Data fabric simplifies and integrates data management across cloud and on premises to accelerate digital transformation. It delivers consistent and integrated hybrid cloud data services for data visibility and insights, data access and control and data protection and security. |
|  | **Role & Responsibility:** |  |  |

* Played a key role in training employees on application, Agile, Development and testing.
* Facilitate Daily standups, Iteration/Sprint planning, mid-sprint reviews, Iteration/Sprint demos and retrospective meetings for multiple teams.
* Identified, owned and removed impediments.
* Responsible for identifying sprint and project risks and offering any potential mitigation strategies.
* Tracked metrics of team progress, productivity and success and development costs.
* Document and manage issues/Risks.
* Track and update the deliverables.
* Follow up with business users on the Signoff.
* Provide weekly analysis and Metrics to client.
* Maintaining dashboard with latest updates (DoD, DoR, Vision, Burndown chart etc)
* Plan out Iteration work, arrange QA hand off sessions (Dev to QA), accept or reject delivered stories based on acceptance criteria.
* Assist QA team with any queries regarding specifications, data, and environmental needs.
* Manage the day-to-day activities of projects and resources and ensure the timely delivery of test deliverables.
* Responsible for overall Project deliverables
* Involved in Product enhancements discussions.
* Production deployment support activities
* Excellent coordination and communication skills
* Resource Management and tracking
* Working closely with Product team and provide feedback.

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| **2:** | **Project Name** | RDIP Portal |
|  | **Duration** | July 2018 – Jan 2020 | **Location** | Hyderabad, India |
|  | **Company** | Modak | **Role** | Project Manager/Scrum Master |
|  | **Client** | GSK (GlaxoSmithKline) |  |  |
|  | **Description** |  |
|  | RDIP Portal is research and development integrated platform for GSK internal usage purpose. The RDIP portal consist of dashboards, metrics that are required for domain owners and data analyst. The metrics and data created are used for clinical trial purpose and other proof of technologies. We have created lots of POC’s to accomplish the required as requested. |
|  | **Role & Responsibility:** |  |  |

* Played a key role in training employees on application, Agile, Development and testing.
* Facilitated Daily standups, Iteration/Sprint planning, mid-sprint reviews, Iteration/Sprint demos and retrospective meetings for multiple teams.
* Identified, owned and removed impediments.
* Responsible for identifying sprint and project risks and offering any potential mitigation strategies.
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* Provide weekly analysis and Metrics to client.
* Maintaining dashboard with latest updates (DoD, DoR, Vision, Burndown chart etc)
* Plan out Iteration work, arrange QA hand off sessions (Dev to QA), accept or reject delivered stories based on acceptance criteria.
* Assist QA team with any queries regarding specifications, data, and environmental needs.
* Manage the day-to-day activities of projects and resources and ensure the timely delivery of test deliverables.
* Responsible for overall Project deliverables
* Involved in Product enhancements discussions.
* Production deployment support activities
* Excellent coordination and communication skills
* Resource Management and tracking
* Release Management activities
* Hiring / Training as the need arises in the future.
* Team Culture and fun activities



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| **3:** | **Project Name** | MovingDneedle Client and Team Portals |
|  | **Duration** | Sep 2016 – July 2018e | **Location** | Hyderabad, India |
|  | **Company** | MovingDneedle | **Role** | Scrum Master/Business Analyst |
|  | **Client** | MovingDneedle  |  |  |
|  | **Description** |  |
|  | MovingDneedle is B2B lead generation and We generate sales leads using our Personalized Email Marketing framework and mDn LGaaS (Lead Generation as a Service). mDn LGaaS platform leverages technology to unlock human intelligence involved to produce the sales lead generation results from all the sales campaigns to run for our customers. From setting up the inside sales campaign, daily tracking of the activity, scheduling sales meetings on the sales champ calendar, sharing the inputs and feedback on every completed meeting to pipeline view, customized reporting and deriving deep analysis and insights with all the KPIs executives and sales leaders need, it is the operating system for your inside sales and the field sales team.  |
|  | **Role & Responsibility:** |  |  |

* Played a key role in training employees on application, Agile, Development and testing.
* Facilitated Daily standups, Iteration/Sprint planning, mid-sprint reviews, Iteration/Sprint demos and retrospective meetings for multiple teams.
* Identified, owned and removed impediments for team daily.
* Responsible for identifying sprint and project risks and offering any potential mitigation strategies.
* Tracked metrics of team progress, productivity and success and development costs.
* Document and manage issues/Risks.
* Track and update the deliverables.
* Follow up with business users on the Signoff.
* Provide weekly analysis and Metrics to CEO and CTO on the progress.
* Maintaining dashboard with latest updates (DoD, DoR, Vision, Burndown chart etc)
* Plan out Iteration work, arrange QA hand off sessions (Dev to QA), accept or reject delivered stories based on acceptance criteria.
* Assist QA team with any queries regarding specifications, data, and environmental needs.
* Manage the day-to-day activities of projects and resources and ensure the timely delivery of test deliverables.
* Responsible for overall Project deliverables
* Publish weekly status report to CEO and management.
* Involved in Product enhancements discussions.
* Production deployment support activities
* Excellent coordination and communication skills
* Resource Management and tracking
* Release Management activities
* Hiring / Training as the need arises in the future.
* Team Culture and fun activities



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| **4:** | **Project Name** | My State Street |
|  | **Duration** | June 2014 – July 2017 | **Location** | Boston, MA, USA |
|  | **Company** | Wipro | **Role** | Project Lead/Scrum Master/Business Analyst |
|  | **Client** | State Street Banking Corporation |  |  |
|  | **Description** |  |
|  | My State Street is a home page for all state street customers. This project involves in home page redesign and Improvements. The home page is a web-based application where user can access their profile any time. User has benefits to view their reports, dash boards, Interactive views, alerts. Etc. User can manage their alerts and reports on the home page. |
|  | **Role & Responsibility:** |  |  |

* Played a key role in training employees on application, Agile, testing and continuous integration.
* Facilitated Daily standups, Iteration/Sprint planning, mid-sprint reviews, Iteration/Sprint demos and retrospective meetings for multiple teams.
* Identified, owned and removed impediments for team daily.
* Responsible for identifying sprint and project risks and offering any potential mitigation strategies.
* Tracked metrics of team progress, productivity and success and development costs.
* Maintaining dashboard with latest updates (DoD, DoR, Vision, Burndown chart etc)
* Plan out Iteration work, arrange QA hand off sessions (Dev to QA), accept or reject delivered stories based on acceptance criteria.
* Work in an Onsite-Offshore Model and managed teams spread across different geographical locations.
* (China, India and US)
* Managed quality assurance activities to ensure it met quality expectations.
* Divide up iteration work amongst QA team members.
* Assist QA team with any queries regarding specifications, data, and environmental needs.
* Manage the day-to-day activities of projects and resources and ensure the timely delivery of test deliverables.
* Write and maintain test plans, functional test scripts, integration test scripts and automated scripts.
* Responsible for overall Test management and test execution
* Responsible for Execute test cases on mobile and tablet devices (Android and iOS)
* Test case execution and publish status report to management.
* Requirement gathering and analysis of new requirements.
* Production deployment support activities
* Test Automation execution and provide support if any.
* Excellent coordination and communication skills
* Test Springboard (**Mobile Testing**) App developed for MySS in various tablet devices (iOS and Android)



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| **5**: | **Project Name** | Shop and Buy  |
|  | **Duration** | March 2013, - June 2014 | **Location** | San Francisco, CA, USA |
|  | **Company** | Wipro | **Role** | Project Lead /Test Lead |
|  | **Client** | Williams- Sonoma, INC |  |  |
|  | **Description** |  |
|  | ecommerce Content Management, restful e-Commerce content channel for the specialty retailer Williams Sonoma. The project involved exposing Commerce product and assortment content business logic as RESTful web service which will be used by several client applications of different platforms and languages. The services provide all the functionalities present on the website of Williams- sonoma.com. This application consists of modules such as store search, shipping option, product availability, order lookup, etc. Customers should be able to search online for account information that would normally be incorporated in an invoice sent to a customer, access to the original order and billing document details, and check credit status information. |
|  | **Role & Responsibility** |  |  |

* Execution of System Test cases based on the requirements.
* Incorporated the new CR's into the Test Case Document
* Understand the architecture and infrastructure of the current WSI eCommerce system.
* Collaboration with other support organizations within Williams-Sonoma, Inc
* Managed quality assurance activities to ensure it met quality expectations.
* Prepare Test strategy and Master test plan documents.
* Knowledge sharing with business users and new team members.
* Monitor test metrics and ensure they are with the set norms.
* Test case execution and publish status report to WSI management.
* Organize daily testing activities and status meetings.
* Acting as liaison to onsite and offshore teams and involve in preparing work plan for the team.
* Primary interface to WSI Business, technical and functional teams and work on mitigating risks and closing issues.
* UAT Support with business users
* Coordination and leading the project team.
* Go live and deployment support for eCommerce releases.



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| **6:** | **Project Name** | Shell eServe |
|  | **Duration** | January 2006 – March 2013 | **Client** | Houston, USA |
|  | **Company** | Wipro | **Locations** | Bangalore, USA, Canada and Europe |
|  | **Role** | Test Lead and Business Analyst |  |  |
|  | **Description** |  |
|  | Shell eServe is a Web based application specifically designed for facilitating online transactions of Shell Customers, this also allows profile keeping and hierarchical privilege assignments, Users have options for placing Orders as well as view the related transaction and account information. The .Net eService component of the Customer Service Operating Model is a business-to-business Internet site that integrates with Global SAP, and the connected portfolio as required, to provide customers real time access to order, shipping, and invoice and account information 24 hours a day, 7 days a week. The purpose of eService application is to provide customers with the capability to self-serve themselves to maintain their account user information, personal profiles, manage orders, search and view product information, create and track requests, view account financial details and view and print customer invoices, sales and volume reports and statements on demand. |
|  | **Role & Responsibility** |  |  |

* Responsible for system, integration, regression, AT and go live testing.
* Responsible for Application release testing from
* Responsible for Release Management activities with team management of 6 members.
* Responsible for release regression (Smoke Testing and Dry run activities) QA activities
* Responsible for UAT signoff with business
* Worked with business users on UAT and go live activities at business location.
* Requirement gathering with BA’s and design team.
* Estimations for Manual and automation activities
* Test plan and test case reviews.
* Incorporated the new CR's into the Test Case Document
* Conducted defect triage meetings.
* Defect management using Mercury Test Director, DTS



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| **7:** | **Project Name** | Content Management System |
|  | **Duration** | January 2006 – September, 2009 | **Client** | Houston, USA |
|  | **Company** | Wipro | **Locations** | Bangalore |
|  | **Role** | Test Lead and Business Analyst |  |  |
|  | **Description** |  |
|  | CMS is a system developed for Information management using Microsoft Share Point 2007 technology. It is integrated with eServe application for display of information for the Shell customers. In this project we will be creating alerts and display on web-based portal (Shell eServe) also other types of contents like audio, videos to display to customers. Testing efforts involved in creating all types of contents in share point and validation.  |

 **Role & Responsibility:**

* Test and Co-ordinate application end to end.
* Responsible for UAT signoff with business
* Conducted release management activities for CMS.
* Involved in test case preparation and execution.
* Test case review process (lead review, peer review)
* Reported defects on time and coordinated with the development team for early fix of defects.



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| **8:** | **Project Name** | Global Resource Tool (GRT) |
|  | **Duration** | January 2008 – Jan 2013 | **Client** | Houston, USA |
|  | **Company** | Wipro | **Locations** | Bangalore and Houston |
|  | **Role** | Test Lead and Business Analyst |  |  |
|  | **Description** |  |
|  | GRT is a system developed for Information management using Microsoft Share point 2007 technology. It is integrated with eServe application for view\update translations for a particular culture (language).   |

 **Role & Responsibility:**

* Handled application alone for the entire testing phase.
* Requirement gathering with business users and BA teams.
* Test and Co-ordinate application end to end.
* Responsible for UAT signoff with business
* Involved in test case preparation and execution.
* Test case review process (lead review, peer review)
* Reported defects on time and coordinated with the development team for early fix of defects.



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| **9:** | **Project Name** | Shell EP LIVE LINK UPGRADE |
|  | **Duration** | January 2007 – January, 2008 | **Client** | Nederland |
|  | **Company** | Wipro | **Locations** | Bangalore |
|  | **Role** | Test Engineer |  |  |
|  | **Description** |  |
|  | Shell uses Live link (product by Open Text) as its Enterprise Content Management Tool. They are in the process of upgrading their current Live link version from 9.1 SP4 to 9.7. Shell has developed lot of customer modules and features to support their day-to-day business in Live link. All the customized modules and features needs to be tested on Live link 9.7 and these needs to be made compatible with Live link 9.7.  |

 **Role & Responsibility:*** Involved in testing of different types of reports on different Live link instances.
* Involved in testing of applications and modules for compatibility with live link 9.7 and prepared bug/issues lists.
* Involved in Requirement gathering.
* Supported all the test activities alone for this project.
* Reporting defects to customer and attending weekly status meeting with customers.
* Re-Verification of defects fixed by development team.
* Attended weekly and daily meetings with customer.

**TECHNICAL SKILLS**

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| **TOOLS KNOWLEDGE** | **PROGRAMMING LANGUAGES** | **OTHER TECHNOLOGIES** |
| HP – ALM (Quality Centre) - 8 + Years | C, C++, Core Java | MS SQL, Open Text, Phytomeres API’s |
| JIRA - 1+ Year, Trello 6 months | VB Script  | Jenkins, Django, java |
| RTC - 3 + Years | UNIX | JSON, Bug snag, Mailgun, .Net |
| HP QTP (Automation) - 3 + Years | LINUX | SAP - BAPI, R3 |
| Ranorex (Automation) - 3 + Years | XML | ADOBE CQ5 |
| REST API’s - 2+ Years | Win Runner - Trained | Microsoft Sharepoint (2010,2013) |
| Load Runner - 1 + Year | COBOL-Trained CICS, DB2 and other Mainframes related | MS office (word, Doc, Excel, Power point) |

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**DECLARATION: -**

I hereby declare that the above-mentioned information is correct to my knowledge.

Place: Hyderabad

Date: 27 January 2021

 **(Raja Sekhar Gaddam)**