

Aditya Pratap

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Senior Professional –Agile Coach, Scrum Master, Quality Assurance,

Experience: 9+ Years,

Domain Knowledge: Banking, Salesforce CRM, Oil and Gas, Education, Cargo & Shipment

EXECUTIVE PROFILE

Accomplished servant-leader capable of delivering large-scale software and web development projects by effectively collaborating, facilitating and coaching multiple scrum teams.

Experienced with Scrum practices, removing impediments and self-management, while keeping teams focused on delivering success in rapidly evolving and dynamic environments.

Helped various teams to learn to deliver a program that makes its user's life easier on time, every time.

Well-rounded experience in various additional roles such as technical trainer, business analyst, product owner and program manager across numerous industries enables me to provide unparalleled communication and persuasion skills.

Capable of speaking three languages; the language of the user, the language of the developer, and the one of the business. I am very comfortable to explain the point of view of each one to the other two.

PROFESSIONAL CERTIFICATION

- **Certified Professional Agile Coaching** by ICAgile
- **Certified Advanced Scrum Master (5.0) (A-CSM)** by SAFe
- **Certified Agile Practitioner** by Imarticus
- **Certified Scrum Master (CSM)** by Scrum Alliance
- **Certified Agile Testers** by ISTQB
- **Certified Tester Certification** by ISTQB
- **Certified Foundation Business Analysis** by BCS ISEB

SKILL HIGHLIGHT

- Agile Coach with certification in Agile, Certified Scrum Master & Certified Software Testing, Quality Assurance professional with excellence in:

~ Agile Methodology

~ Atlassian JIRA

~ PMO Support Operations

~ Selenium with Java

~ Quality Assurance

~ Release Management

~ Team Management

~ HP QTP

~ Salesforce CRM

~ Defect Management

~ Liaison & Coordination

~ Work soft Certify

- Creative and Analytical, Out of box thinker driven by the need to satisfy customers and solve problems with effective solutions.
- Self-motivated and Goal Oriented, Self-Directed individual with ability to visualize a long-term strategic solution for products and break that down into smaller executable and tactical goals based on priority and business objectives.
- Experience leading and guiding multi-disciplinary teams including collaboration, consensus building and conflict management.
- Desire to follow through with customers and build and maintain relationships from initial inception of idea to post-delivery feedback.
- Experienced in all aspects of agile product management methodologies from research, design, user story mapping, road mapping, prioritizing and setting expectations and communicating results.
- Hands-on experience in working on Salesforce CRM, Web Based, Client/Server & Security Testing.
- Comprehensive knowledge of Software Testing Life Cycle, Manual and Automation Testing

- Spearheaded the design and led the test strategy , test plan for various projects; completed review activities such as requirements review, design review, test strategy review and test case review
- Skilled in automation test planning and authoring test documents, managing the quality assurance program in the organization, overseeing metrics data collection and calculation

ACCOMPLISHMENTS

- At Danske Bank, as an Agile Coach working at the enterprise level, I have advised and guided leadership at the executive level to adopt truly agile ways of thinking and operating.
- At Danske Bank, I have coached program and Portfolio Management from an agile perspective with the goal of facilitating scaled agile.
- At Danske Bank, as an Agile Coach, I have helped companies identify communication impediments and then guided them to remove the issue to increase productivity and decrease defects.
- At Danske Bank, I have great success coaching Product owners to better understand their role, improve backlog maturity, and to evangelize about team successes to executive leadership, reversing years of poor performance.
- At North Shore Technologies, Noida I have also coached executive leadership about agile best practices and helped resolve numerous problems regarding predictability, transparency, estimation accuracy, and deployment.
- At North Shore Technologies, Noida was awarded with Unsung Heroes Award for contribution towards development of Automation Framework and Set up of CI/CD Process.
- At Shell, awarded with Young Researcher award for Performing 4 Automation POC in a year.
- At Shell, awarded with Teacher of year, 2014 for taking 12 Onboarding sessions for New Joiners in a year maximum by any Person in Organization.
- At Accenture, contributed as a trainer for training new joiners on “Testing Concepts” and was applauded by Lateral Training Lead for the good feedback (4.6 / 5 rating).

ORGANIZATIONAL EXPERIENCE

Since Dec, 2019 with Danske Bank, Bengaluru as Agile Coach.

Project: Handling 3 Projects (Advisor Tools, Advisor CRM, eBanking)

Microsoft Dynamics CRM based projects providing new features to Advisors of Danske Bank.

- 9+ Years of working experience with agile frameworks: Scrum and Kanban.
- Provided Agile boot camp training to 5 teams, totaling near 70* employees and coached these teams through 4-5 sprints, Facilitating scrum ceremonies (Sprint Backlog grooming, sprint planning, retrospectives, daily stand-ups, etc.) and sharing the reports of the status (weekly and monthly basis) with senior management in Denmark in independent and individual capacity.
- Coached product owners how to align business objectives to a strategic product vision, how to break that vision down into epics and stories that can be executed by the team, and how to prioritize those stories in a way that aligns with the company’s business objectives.
- Taught product owners how to create user story maps, product roadmaps and release plans.
- Successfully coached and trained 6+ managers and directors on how to take projects and products and break them down into epics, user stories, and acceptance criteria, as they transitioned from the role of functional manager to technical product owner.
- Coached Senior Leadership (both Business and IT) and product owners on how to effectively coordinate and collaborate across silos and up and down multiple levels of hierarchy, how to effectively communicate the product’s vision ,strategy, roadmap and upcoming releases to all those levels, including stakeholders and external customers.
- Created a vision and roadmap for projects where the vision was not clear, used that to elicit the vision and strategy from upper management when they are unable to clearly communicate a vision and strategy.
- Successfully coached and trained 6+ teams on how to execute on that vision and strategy using scrum, scrumban, and Kanban methodologies, a clear definition of ready, a clear definition of done and good quality checklists.

Sep, 2019 to Dec, 2019 with Danske Bank, Bengaluru as Scrum Master

Project: Customer Portal

Microsoft Dynamics CRM based project looking after the current and probable clients of Danske Bank.

- Coached the teams on how to seek, receive and incorporate user and customer feedback frequently.
- Presented formal training, roadmap and progress of each sprint in terms of team velocity to Stakeholders.
- Facilitating the cross teams Scrum of Scrum meetings and retrospectives at the end of sprint using various tools namely JIRA, Ideaboardz, Miro

- Successfully negotiated an extension to the project once initial training and coaching was complete. In phase 2, I had set up their agile governance process, helped bridge the gap between their business goals and scrum teams, further trained their product owners and product managers, as well as business executives and coached their internal coach.
- Removing impediments and protecting team members from interruptions and distractions to maximize productivity.
- Organizing and facilitating quarterly Program Increment (PI) planning meetings with global teams (Denmark, India, and Lithuania).

Aug, 2018 to Sep, 2019 with North Shore Technologies Pvt. Ltd (SVAM International), Noida as Scrum Master & Salesforce Test Lead

Project: Teach for America

Salesforce based application supporting the Teach for America (TFA) cause, by confronting educational inequality through teaching and work with unwavering commitment from every sector of society to make the United States of America free from this injustice.

Key Roles and Responsibilities:

- Developed quality standards through participating in the initial software development stages; validated and enhanced the existing QA plan and strategy
- To Plan and coordinate different aspects of projects across different parts of the globe namely Netherland, India, Philippines, China.
- Lead a high performing team of software testing and developers through all the phases of development starting from iteration till delivery including budget , analyzing project risk and opportunities. Ensured that information systems, products, and services met or exceeded organization quality standards and end-user requirements
- Defect Reporting via HP ALM, MS VSTS, Atlassian JIRA and Script writing in HP QC in different projects based upon requirements.
- Worked with the engineering managers to identify cross-team dependencies and manage inter-team tasks. Empowered teams to self-organize and grow cross-functionality to fill in the unintentional gaps in the framework.
- Fostering the culture of agile, promoting the adoption of core principles i.e. collaboration, prioritization, team accountability, visibility and development in the Advisory IT team.
- Encouraged and implemented process improvements. Created team-building opportunities.
- Worked closely with Product Owners, discussing on the scope of sprints from time to time and coordinating on grooming and prioritizing product backlog.
- Observed teams and identified areas of improvement on agile best practices, and scrum processes.
- Held workshops and training sessions to guide learning in order to improve performance, predictability, delivery, and quality.
- Assisted the team with making appropriate commitments through story selection, sizing and task definition and participated proactively in developing and maintaining team standards, tools and best practices reducing development time by 35%.
- Communication with engineers, product managers and support specialists on product issues, exhibit information in a transparent manner and project delivery in stipulated time.

Dec, 2015 to Aug, 2018 with Shell India Markets Pvt. Ltd, Bangalore as Test Lead & Scrum Master

Project: Sales1st

The Lubes business of Shell is using Salesforce Application to keep a record of their sales.

Key Roles and Responsibilities:

- Responsible for providing the complete Testing Solution i.e. Functional and non-functional testing.
- Prepared, designed and led the Test Strategy and Test Plan for all projects; reviewed activities such as Requirements Review, Design Review, Test Strategy Review and Test Case Review
- Development of Selenium framework for above said application using Selenium, TestNG, Maven.
- Managed QA resources for ensuring timely project completion; developed quality standards through participating in the initial software development stages; validated and enhanced the existing QA plan and strategy

- Worked on a Continuous Integration environment providing Automated Solution using Selenium, TestNG, Jenkins, Git Hub, VSTS, and Maven.
- As a Scrum Master and Scrum coach, I successfully determined gaps in teams and department performance, developed an improvement plan, and improved performance by greater than 20% on each team.
- I helped with the implementation of the SCRUM framework for the lubes team developing software in a Software as a Solution (SAAS) System (Salesforce).
- Guided product owners in backlog management, Feature creation and user stories decomposition, release planning and then cross teams planning.
- I officiated the SCRUM rituals for the lubes team, including backlog monitoring, iteration planning, retrospectives, daily stand-ups, burn-down/burn-up charts to measure progress and keep them on track.
- Provided additional coaching and training to internal team-level coaches.
- Successfully migrated 2 projects from Waterfall to Scrum within 6 months and ensured that scrum maturity has reached a sustainable stage.
- Met goal of addressing and resolving issues within 24 hours by facilitating discussion, decision making in a participative manner.

Feb, 2013 to Dec, 2015 with Accenture Services Private Limited, Gurugram as Senior Software Engineer

Project 4: Manage My Sales

The Accenture Manage My Sales deals with maintaining a customer record for the Accenture present and prospective client. It keeps a complete track of the opportunity from the initial stage when the sales team contacts a prospective client

Key Roles and Responsibilities:

- Provided complete Automation Solution for Salesforce CRM based application using UFT (Unified Functional Tester).
- Prepared, designed and led the Test Strategy and Test Plan for all projects; reviewed activities such as Requirements Review, Design Review, Test Strategy Review and Test Case Review
- Successfully led the team of 4 developers to work on Integration Testing.
- Providing support to the development team that was diligently applying scrum principles.

July, 2011 to Feb'13 with Accenture Services Private Limited, Chennai as Software Engineer

Project 5: Route Generation and Schedule Manager for Neptune Oriented Lines (NOL) Singapore

The software developed deals with the Complete E-2-E solution for the Routing and Scheduling needs for NOL.

Key Roles and Responsibilities:

- Handled testing of JAVA based Route Generation and Service Management applications built for the client.
- Delivered key contributions for the client releases by performing various techniques of testing like integration, functional, regression, stress, UI, automation, performance and handling databases using SQL queries and servers using UNIX.
- Initiated and contributed in preparing Training material for the end user (client side) by using Adobe Captivate software.
- Closely worked with business analysts and developers to understand the product thoroughly and in identifying environmental issues to be raised to prevent delay in client releases.

EDUCATION

- Bachelor of Technology (Computer Science) from Jaypee University of Information Technology, Solan, Himachal Pradesh, India in 2011
- CBSE Senior Secondary School Certificate (2007) at D.A.V Public School Sector-8C, Chandigarh, India
- CBSE Secondary School Certificate (2005) at D.A.V Public School, Ambala City, Haryana, India

IT SKILL SET

- Agile Tool Kit- Atlassian JIRA, Visual Studio, HP QC, Atlassian Confluence , Miro, Ideaboardz
- Testing Automation tools – Selenium Web driver & Java, Work Soft Certify, HP QTP (Quick Test Professional), Katalon Studio, Provar
- Continuous Integration tools - Jenkins
- Framework & Build Tools- TestNG, Maven, Gradle
- Design Patterns - Page Object Model (POM)
- Test Automation Framework – Keyword Driven, Hybrid
- Repository Tool – GIT & Bitbucket
- Tools – Salesforce, Eclipse
- Other Skills & Tools – Basic SQL, Adobe Captivate 6,

MEMBERSHIPS

- Member of Scrum Master Guild at Danske Bank, a forum where scrum masters share the learnings and find solutions to their problems at work.
- Former Member of Mentoring Cycle that helps new Joiners at North Shore Technologies Pvt. Ltd. (SVAM International) to be accustomed with ways of working at organization.
- Former member of Innovation at Workplace Committee at Shell that motivates employees to think out of box and do innovation that can help them reduce effort by any means.
- Former member of the Project People Advocate committee at Accenture which organizes Delivery Unit Outings, workshops for welfare causes and to help new joiners.
- Former core member of the foundation committee and Head of the Technical department of Computer Society of India in Jaypee University of Information Technology.

VOLUNTEER

- Member of the Fun at work Network in Danske Bank & Support services, helping colleague to cope up with Work Pressure by having some fun.
- Former Member of the Tech Geeks club in North Shore Technologies Pvt. Ltd. (SVAM International), responsible for various proof of concepts on new tools.
- Former member of the Enable Network in Shell India Markets Pvt. Ltd. It aims in spreading awareness about the people with Special abilities.
- Former member of the Social Activity Cell in the AFLS project in Accenture Services Pvt. Ltd, which organizes workshops and blood donations camps.
- Former member of the Corporate Social Responsibility team in Accenture Services Pvt. Ltd., under which a free education program is conducted for underprivileged children.

PERSONAL DETAILS

Date of Birth : October 17, 1990
Nationality : Indian
Marital Status : Married
Languages Known : English, Hindi, and Punjabi