Scrum Master (CSM)
Agile Coach
SAFe (5.0) Agilist

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Professional Summary:

- Nine years' experience in the IT Industry and Agile environment with hands-on experience as an Agile coach and a Scrum Master and four years as a Unix/Linux System Engineer with strong communication skills, ability to effectively manage a technical teams, quickly comprehend complex subjects and guide products through the full requirements, release and support lifecycle
- Team driven and experienced Senior Agile coach Software Development professional with outstanding qualifications and track record in delivering and managing agile software projects
- Well versed with SAFe and KANBAN and accustomed working with several Agile Project Management tools such as: JIRA, Rally, VersionOne and Confluence. Collaborative individual with ability to remain poised in all types of situations.

Technical Skills:

- Agile frameworks: Scrum, XP, Kanban Principles.
- Management tools; JIRA, Version One, Rally and TFS
- Scrum Ceremonies and Product Backlog Grooming
- Relative Estimation and Story-Based Development
- Agile techniques: User Stories, TDD, Continuous Integration
- Ticketing tools**:** Remedy PAC2000, JIRA, ServiceNow, DevOps, Rally, VersionOne, Confluence Toad, Data Pump, SQL loader, AWR, ASH, Explain Plan
- Operating systems: Linux/Unix/Solaris10, /Solaris 11, CentOS6, Windows 2008 Server
- Software: Rally Soft, TFS, VMware ESXi, Vcenter and VSphere Clients, Microsoft Office 2010 Words/Excel/Access/PowerPoint/ Outlook, MS Visio, Oracle
- **Networking:** Basic Network Configuration in Linux and Solaris, Firewall Setup, Troubleshoots Network connectivity.

Education:

- Bachelor's in Science - 2009
- Master's in Environmental Science, USA-2012
- Red Hat Certified Systems Administrator(RHCSA)
- Certified Scrum Master(CSM)
- Certified Safe Agile Framework (SAFe 5.0) Agilist
- Certified Enterprise Agile Coach (CEAC)

Professional Experience:

Bank of America.
Senior Agile Coach/ Scrum Master
Jan 2020 -Nov.2020

Responsibilities:

- Coached and mentored development team on adopting Agile Principles, quality deliverables and self-organization.
- Provided guidance to the development team to ensure alignment with Scrum guidelines, while motivating and protecting them from distractions.
- Collaborated with development team to define standard practices for continuous integration and delivery using Jenkins.
- Knowledge and experience on Agile techniques like User Stories, ATDD, TDD, Continuous Integration, Continuous Testing, Pairing, Automated Testing, Agile Games.
- Worked closely with Product Owner to refine and maintain the Product Backlog.
- Collaborated with project management team to identify potential risks and assist with development of preventive plans.
- Organized and facilitated Released planning, Sprint planning, Daily Scrum Stand-up, Sprint Reviews, Sprint Retrospectives, and other Scrum related meetings.
- Introduced, coached, and mentored the organization in the implementation of Agile values and principles.
- Educated management and development team on the importance of automation and continuous integration in delivery of quality software.
- Focused on developing trusted and collaborative team environment where problems can be raised without fear of blame or being judged without a complete focus on problem resolution.
- Facilitated planning meeting for effort estimation and prioritization of user stories using Planning Poker, Fibonacci series as measurement technique and MoSCoW as prioritization technique.
- Tracked metrics such as Velocity, Burndown and Burnup charts, release progress and addressed issues as they arose using Azure DevOps.

Wells Fargo and Co, Remote
Agile Scrum Master
Jun 2018-Dec 2019

Responsibilities:

- Facilitated Scrum Ceremonies like Daily Stand Ups, Backlog Refinement, Sprint Planning, Sprint reviews, and retrospectives
- Coached, teach and mentored development team, junior scrum masters and senior executives on adopting Agile Principles, quality deliverables and self-organization
- Enlightened the Scrum teams and the organization on the values of Scrum
- Provided guidance to the team to create script files for Sprints per User story
- Assisted the team by eliminating impediments to ensure User stories meet the definition of Done
- Facilitated communications with distributed team members in different time Zones.
- Assisted product owner in creating Back log for Sprints
- Ensured that development teams are practicing the core agile principles of collaboration, prioritization, team accountability and visibility
- Selected Agile tool for project which resulted in the identification of a suitable agile lifecycle management tool for Enterprise wide adoption (JIRA)
- Participated and organized requirement gathering sessions with the stakeholders to elicit and analyze requirements
- Worked with all Facets Provider of software development from requirements gathering to testing, configuration and international deployment
- Worked with Sr. Architects/Lead Developers to set up the design of all ETL mapping to load it to EDW as target systems
- Performed Data Validation running SQL against new data source - Teradata, Integration and UAT Testing
- Created use cases specifications, use case diagrams, swim lane diagrams to define the workflow and segregate high-level and low-level requirements using MS Visio.
- Communicated with relevant stakeholders and PO and was able to integrate their business needs into the team's developed product release.

Bank of America
Agile Scrum Master
Dec 2016 - Jun 2018

Responsibilities:

- Worked in close collaboration with Project manager to maintain and monitor project plans, budgets, and Project deliverables,
- Assisted Organization in ensuring deadlines were met with emphasis on Quality
- Responsible for the end-to-end integration and ensure that the products are shippable
- Perform Risk Management and Mitigation Planning
- Readiness/Change Adoption/Stakeholder Management
- Participated in Scrum of Scrum to provide updates on progress, impediments, and collaboration with other teams
- Facilitated two teams consisting of 9 members with focus on aligning the teams go agile while empowering teams to self-organize and grow cross-functionally

- Helped the Product Owners to come up with set of stories for better understanding for estimate and development
- Tracked team's velocity to analyze productivity trend
- Established effective communication for the department with consistency across development and business management with presentations, recommendations and updates provided regularly to the agile manager
- Created and maintained Artifacts and Information Radiators such as Sprint Burn-down, and Release Burndown.
- Collaborated with team members to identify problems, impediments, dependencies, and other team dysfunctions, and then facilitate quick resolution
- Motivated the team to come up with quality shippable product and meet the product goals.
- Tracked and report status and other metrics against goals on an ongoing basis
- Represented the team to report overall project status and upcoming risks and suggest solutions about it.

Bank of America, Houston TX
Unix/Linux Systems Administrator
Dec 2015 – Dec 2016

Responsibilities:

- Provide Technical support for complex database activity monitoring environment to maximum performance, availability, and upgrades.
- Access changes for risk to production system and ensure quality, security and compliance requirements meets support areas.
- Define the environment needs for production implementation, number of virtual machines, physical location, size of VMs, backup location for servers.
- Planning, creating change request, Game plans for application deployment.
- Testing, Build, upgrades and deploy virtual machines with applications per request.
- Support and manage OpenSSL certificates in Production environments
- Patching systems using developed and released codes, software upgrades, performing tuning and monitoring for optimum level performance.
- Build and support physical and virtual servers both in the Linux and Unix (Red hat Linux and Solaris 10) and windows world using BladeLogic, deploy applications like tomcat, apache, etc., as per client needs on the servers.
- Decommissioned and remediate several Linux and windows severs. In the decommission process, we use ITSM BMC Remedy to decommission the servers on the network.
- Creating and managing user accounts, enforcing account policy (password complexity, recovery, and lockout).
- Configure hardware and software, install Microsoft Windows Patches and updates, loading computer with furnished system images, perform computers re-images, and assisted users with data backup and restore

- Restrict access to files and directories using Access Control Lists file permission.
- Created and extended physical volumes, volume groups. Resized existing logical volumes for additional space as required.

Wells Fargo and Co, Charlotte NC
Unix/Linux Systems Administrator
Jan 2014 - Dec 2015

Responsibilities:

- Migrated servers and applications (WebLogic, oracle, AutoSys, etc.) from one security system (VAS, WHOLESALE etc.), to a more secured security system (BokS) using custom UNIX commands.
- Good in troubleshooting, monitoring, training and 24/7 production support in mission critical environments
- Experience in Installation, Configuration, Integration, Tuning, Backup, Crash recovery, Upgrades, Patching, Monitoring System Performance, System and Network Security and Troubleshooting of UNIX Servers.
- Migration of UNIX servers (Solaris 10) to Red hat Linux servers.
- Experienced with the installation, configuration and volume/File system management using Veritas Volume Manager (VxVm), Logical Volume Manager (LVM) and Solstice Disk Suite (Solaris Volume Manager).
- Backup management and recovery policies using VERITAS Net-Backup.
- Experience in creating physical volume, logical volume, volume groups using LVM's in Linux, HP-UX (ITANIUM and PA-RISC) and SVM, GFS (global file system) and ZFS in Solaris.
- Proficient in Networking, configuring TCP/IP, DNS, NFS, SAMBA, LDAP, SSH, SFTP, SMTP, SNMP.
- Worked on Puppet, Nagios, Spectrum, Cacti monitoring, and configuration management software.
- Deploy database change scripts provided by third party vendor and trouble shoot SQL server service outages as they occur, including after hours and weekends.
- Conduct extensive server discovery process to gather all necessary server/environment information required for successful migration in BokS
- Work closely with Project Managers, DBAs, Sys Admins, and business representatives throughout migration process
- Create, monitor & complete internal support tickets using multiple ticketing systems
- Train & adhere to strict security protocols and auditing requirements as required for a major financial institution
- Research and create detailed meeting, discovery, provisioning, and migration documentation.

Beyond Technology Ohio
Linux/Unix Systems Administrator
Oct 2011 – Dec 2013

Responsibilities:

- Created and managed user/group accounts, password and setting up permissions.
- Responsible for tasks like managing Disk Space and File System.
- Responsible for installation, configuration of Solaris and Linux servers using jumpstart and interactive methods.
- Maintains Solaris and Linux servers, evaluating needs and installs appropriate recommended patches and Create and configure Solaris zones
- Performs data management using native Solaris utilities for archiving and compression.
- Administers user accounts on Solaris 8, 9 and 10 servers. Customizes user environment and troubleshoots user logins using various remote login utilities.
- Utilizes the VI editor in accessing file contents and securely modifying them to meet specific objectives. Also, assigns file or directory permissions and enables group collaboration.
- Performs administration and monitors job processes using associated commands. Very proficient in troubleshooting system problems and ultimately solving them.
- Monitors client disk quotas and general disk space usage conducts systems performance monitoring and tuning using different monitoring tools such as Nagios and syslog.
- Introduces new servers to the network, maintaining and troubleshooting network connectivity, firewalls, and DNS hostnames resolution.
- Performs routine audits on systems performance, logs, capacity planning and system resource management.
- Perform system monitoring; CPU, memory, I/O, hardware, jobs scheduling and processes management.
- Create and extend physical volumes, volume groups. Resize existing logical volumes for additional space requirements
- Utilized Nagios software for server monitoring and systems health with native Solaris tools and top.