**Agile Project Manager, QA Manager, Senior Scrum Master.**

**SUMMARY**

* Overall 17+ years of experience, including 8 years of senior-level leadership— Scrum Master, Agile Project / QA Management, Training, and disaster recovery (BCP).
* Strongly bonded with Agile for 10+ years.
* Having 7+ Years of Scrum Master.
* Acting as pseudo Agile Coach for the past 1.5 years.
* Handling 5 Scrum teams / delivery tracks at a time.
* Combine technical expertise with strong business acumen and operational understanding; ensure all technical strategies and activities align with corporate goals.
* Well versed with software development methodologies Waterfall, Agile.
* Experience working on KANBAN, XP software development methodologies.
* Experience working on Scrum, SAFe frameworks. Knowledge of Spotify framework.
* Exposure to CI/CD, DevOps, TDD practices.
* Oversee large IT projects, from initial planning, development, implementation & enhancements.
* Proven leader adept at building and motivating diverse technical teams to achieve outstanding results and complete projects on time and within budget.
* Certified SAFe Agilist (2019) from Scaled Agile.
* Experience working in Functional and Non-Functional automation testing (Performance).
* Experience working with clients directly (Onsite site & offshore site).
* Exposure in Request for Proposals/ Transition for customers like CBA-Commonwealth Bank of Australia), BOSSMEDIA and OCBC (Oversea-Chinese Banking Corporation).
* Worked with HCL Technologies Ltd as Agile Project Manager from Dec 2003 to Mar 2020.
* Currently working with UST Global, as Senior Agile Project Manager from Mar 2020 to till date.

**HIGHLIGHTS**

* Leading multiple Scaled Agile portfolios of high complexity to work as a cohesive unit.
* Work closely with Product Owner (PO), Scrum team, Business / Stakeholders.
* Facilitate scrum process to drive significant impact on projects/non-projects (maintenance work).
* Work with counter parts to understand product strategy, product vision, and roadmap.
* Involved with Business to understand customer centric mindset and design thinking; by processing large amounts of information and encourage team to share innovative ideas /value adds in the areas of work.
* Guides the scrum team(s) to follow Agile/Scrum practices, actively promote prioritization, team readiness, and commitment for each Sprint.
* Facilitate team to have T-shaped (cross-functional) / Self organized skills, by providing necessary trainings and inculcating values; to achieve higher levels of team performance.
* Uses empirical data to help the team(s) assess their ‘Scrum Maturity’, optimize scrum team velocity to measure relative progress towards business objectives.
* Involved in recruitment, training, budgeting, forecasting and performance appraisal.
* Responsible for maintaining Scrum artifacts (Product Vison, Product Backlog, Release plan, Sprint goal, Sprint Backlog, DoD, Metrics, Introspection, etc...)
* Well versed with software development methods: XP, KANBAN.
* Responsible for conducting ceremonies – Sprint Planning, review, retrospect, Daily Scrum.
* Proactively addresses impediments; guides team(s) on methods to escalate when needed to prevent challenges from becoming blockers.
* Motivate team to be self-organized, follow continuous improvement and follow Scrum events.
* Facilitate Scrum teams to deliver capabilities using agile practices while following business process mapping, to ensure all risk, security, and development requirements are met.
* Facilitate Product Owner(s) to ensure continuous product backlog refinement and prioritization.
* Facilitate PO in splitting user stories and prepare for DoR (Definition of ready)
* Facilitate PO to write effective user stories following 3C’s, SMART goals and INVEST criteria.
* Facilitate scrum teams with agile estimation (e.g. Playing Poker, T-Shirt sizing)
* Conduct Sprint retrospective meeting to “inspect” and “adapt”; what went well, what went wrong, what should we do differently in the next sprint, What We had Learnt in the Sprint
* Facilitates Scrum of Scrums and be a part of Communities of Practice (CoP).
* Conduct team assessments and guide team in setting their objectives.
* Communicate with stakeholders functionally, technically to simplify complex messages.

**Dec 2003 – Present Agile Project Manager**

* Train and guide Agile Agents, executives, Managers to use best practices, values and attain project goals, proven record of 63+ team members (functional / non-functional).
* Able to lead several Scaled Agile teams of high complexity at once that have a common strategic goal. Encourage teams to get trained in the areas of work.
* Associated with clients in capturing non-functional requirements and SLAs.
* Experience in building and implementing program boards in Release train.
* High level understanding of the application architecture for different applications.
* Involved in PI Planning, Iterations, System Demo, I&A.
* Involved in ART (Agile Release Train), closely worked with other Scrum Masters / RTE.
* Involved in continuous improvement, Innovation, quality as a foundation in PE process.
* Involved in driving team to achieve built-in quality.
* Commitment to Quality, attention to detail and be business focused.
* Demonstrated strong human relations skills to identify, coach, mentor resources.
* Encourage team to share their ideas, value adds, innovations in their areas of work which increased an 10% average efficiency in their work.
* Encouraged development team to be self-organized and choose PBIs for Sprints based on their capacity, which helped team gaining 20% of their productivity.
* Encourage team to be courage, accept tough problems and be transparent to share the challenges while performing the work and create spikes where there are functional and technical dependencies, which helped team to gain an average of 10% effort per SPRINT.
* Encourage team to be T-Shaped professionals, by providing necessary trainings.
* Recognize team for the value adds every quarter, which helped customer to gain confidence and customer satisfaction, CSAT score of 9/10 in 2019.
* Encourage development team to show progress to PO and get early feedback.
* Encourage team using agile techniques, Test Driven Development (TDD), Continuous Delivery Pipeline (CI/CD); saved and average of 40% regression testing effort in a release.
* Facilitated teams to update test suite in CI/CD and maintain 95% reliability.
* Encourage non-functional teams (Performance) to achieve SLAs for respective scenarios when application is under test for various transaction loads.
* Visualize and track WIP items in Program board (KANBAN).
* Responsible for making metrics transparent to stakeholders.
* Anticipating risks and recommending mitigation / solutions along with team.
* Member of CoP (Communities of Practice).
* Exposure working with client directly at Onsite / Offsite.
* Knowledge on end-to-end process for overall performance engineering projects
* Experience in using performance testing tools Load Runner, Performance Center, and monitoring tools like AppDynamics, CA Wily, Splunk (Knowledge), Dynatrace(knowledge)
* Experience in developing Non-Functional Test Plans, defining strategies projects.

**EDUCATION**

* Master of Computer Applications (MCA), a master’s degree from Osmania University.
* Data Science course @ Data labs.

**TECHNOLOGY FAMILIAR**

Tools HP Performance Center, AppDynamics, CA Wiley, Dynatrace, Splunk, Selenium,

 Ready API, SOAP UI, HP ALM, Bugzilla.

Product Management Confluence, JIRA.

Agile/Scrum JIRA, Azure DevOps, SAFe

Analytics MS Excel, Tableau, Minitab

Coding Languages Java, C++.

Databases MS Access, MySQL.

**APPRECIATIONS**

* Client appreciations from : LexisNexis, Lowes, Wolters Kluwer.
* CSAT (Customer Satisfaction)Score of 6.3/7 for LN, 6.5/7 for Lowe’s and 6.3/7 for WK clients.
* Best Trainer in HCL T2IDE in 2009 – 2010 in Non-functional technical training(s) using Load Runner and monitoring tools.

**CERTIFICITONS**

* SAFe Agilist from Scaled Agile
* National Retail foundation (NRF) certification from NRF Foundation.
* CSTE from software certifications.
* Diversity and Inclusion in a Global Enterprise
* Unconscious Bias
* Design Thinking at Work.
* Project Management (Preventing Scope creep, Project Stakeholders)
* Agile Foundations

**COMMUNITY SERVICE**

* CSR lead @ Hyderabad in HCL Technologies.
* CSR Ambassador @ Hyderabad in UST Global (currently working with Nirmaan.org, HYSE([Hyderabad Software Enterprises Association](https://hysea.in/)).