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| C:\Users\ankita.bajaj\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\PEIWNRVG\Vishal.PNG  **Vishal Kaser**  **CSM| ITIL | MBA**  **kaservishal@gmail.com**  **+91-8452940074** |
| Profile Summary |
| * Accomplished Scrum Master with over **13+ years** of extensive experience in software development * Playing a Scrum Master role in collaboration with Product owner & Scrum team * Delivered 6 software products in agile way using Scrum methodology for diverse industry client (Pharma, Automobile, BFSI, Telecom) & 3 software products in waterfall way * Coaching and mentoring Scrum team and fostering Agile culture and building Agile mindset as per Agile Manifesto * In-depth expertise in transforming way of working, bringing change as a change leader * Experience in successful software delivery, growing business footprint and increasing customer satisfaction; championed Agile and Scrum disciplines, drove practices in the areas of culture change towards Agile way |
| Academic Details |
| * Master of Business Administration **(MBA)** in IT & Marketing from Chouksey Eng. College, Bilaspur by Swami Vivekanand Technical Central University in 2005-2007 * Bachelor of Commerce from CMD College, Bilaspur by GGD Central University in 2002-2005 |
| |  |  |  | | --- | --- | --- | | Technical Skills | Certifications | Achievements | | |  | | --- | | * Agile, Scrum, Kanban, Waterfall * JIRA, Confluence, MS Project, Trello, SAP, CRM Salesforce, Oracle EBS, HPSM, SharePoint * Katalon, Postman, Selenium Web driver, Bugzilla * HPQC, TFS, Eclipse IDE, Amazon CloudWatch, Java * SQL Server 2012, Toad (Oracle), OREP, DB2, MySQL Workbench | | * Pursuing DevOps Certification * Pursuing SAFe Certification * Certified Scrum Master (CSM) from Scrum Alliance * ITIL from Axilos * Software Testing * SAP SD Certificate | * Received award for **Highest Savings** through Automation for the year 2019 by VP of Here Technology India * Conferred with award for **Top Talent** for the year 2016 by Accenture India HR head * Adjudged with Award **as Numero Uno Scrum Master** in 2014 by Accenture Asia Pacific HR head | |
| Career Timeline (Recent 3 Associations) |
| **Jan’11 - June’17**  **Jul’17 – Dec’20**  **Dec’20 - Present**  **NTT Data as Scrum Master**    **Accenture as Scrum Master**  **Here Technology as Scrum Master** |
| Knowledge Purview |
| * Extensive industry knowledge of MAP & navigation through Here Technologies, BFSI through American Express, JP Morgan Chase, Citibank & RSA, Telecom through AT&T, Airtel, Tata Communications, Automobile through BMW, Audi & Mercedes, eLearning application through Oxford. * Global Development & Operations (DevOps) Management, Project Development & Stabilization * Jira for creating Advanced Raodmap, Scrum Board, Sprint, Business Review, Epic, User Story, Tasks & Sub-Tasks * UI Testing, Defect Management Lifecycle, Testing Environment Setup, Master Test Plan (MTP), Test Case, Test Scenario, Test Reporting, Test Review, Test Audit and Requirement Traceability Metrix (RTM) * Worked on various tools like CRM Salesforce, SAP, Oracle EBS, HPSM, JIRA, Tableau * Hands-on experience on Jira for tracking the end-to-end project lifecycle * Manual/Functional/Mobile Application/API/Regression/Black Box/Web Application/Integration/Smoke/Responsive/Software Testing * **Work Experience**   **NTT Data as a Scrum Master Dec’20 to Present**     * Fostering Agile culture and building Agile mindset as per Agile Manifesto for software development. * Following Agile four values & twelve principles and inculcating the same in Scrum team * Responsible for managing and delivering overall CRM Software development in collaboration with Product owner and Scrum team * Responsible for ensuring Scrum is understood and the team adheres to Scrum theory, practice, and guidelines * Facilitating all scrum ceremonies (Sprint planning, Daily Scrum, Sprint review & Sprint Retrospective) * Guides team in time estimating practices and facilitates team estimates * Monitoring Sprint progress in Jira by Scrum board, Advance Roadmaps, * Reporting in Jira through Sprint report, Sprint burndown chart, Release burndown, Velocity chart * Work management reporting in Jira through Average Age report, created vs resolved issue report, Resolution time report * Forecast vs management reports in Jira through Time tracking report, User workload and version workload report * Collaborating with product owner to understand the product and create the backlog as per priority * Works with Scrum Team, as well as internal and external stakeholders, to influence and drive decision making and support organizational project or product teams.   **Here Technology for client Audi, BMW and Mercedes as Scrum Master Jul’17 to Dec’20**     * Served Scrum team to deliver Automatic Driverless Car product through artificial intelligence, machine learning algorithms, lane & signs coding and ensuring timely delivery with required quality * Responsible for ensuring Scrum is understood and the team adheres to Scrum theory, practice, and guidelines * Facilitating all scrum ceremonies (Sprint planning, Daily Scrum, Sprint review & Sprint Retrospective) * Fostering Agile culture and building Agile mindset as per Agile Manifesto for software development. * Following Agile four values & twelve principles and inculcating the same in Scrum team * Monitoring Sprint progress in Jira by Scrum board, Advance Roadmaps, * Reporting in Jira through Sprint report, Sprint burndown chart, Release burndown, Velocity chart * Work management reporting in Jira through Average Age report, created vs resolved issue report, Resolution time report * Forecast vs management reports in Jira through Time tracking report, User workload and version workload report * Collaborating with product owner to understand the product and create the backlog as per priority * Works with Scrum Team, as well as internal and external stakeholders, to influence and drive decision making and support organizational project or product teams.   **Accenture for client American Express as Scrum Master May’16 to July’17**     * Collaborated a Scrum team to deliver Credit card software for User, Merchant and Employees through GO coding and ensuring timely delivery with required quality * Monitoring Sprint progress in Jira by Scrum board, Advance Roadmaps, * Reporting in Jira through Sprint report, Sprint burndown chart, Release burndown, Velocity chart * Work management reporting in Jira through Average Age report, created vs resolved issue report, Resolution time report * Responsible for ensuring Scrum is understood and the team adheres to Scrum theory, practice, and guidelines * Facilitating all scrum ceremonies (Sprint planning, Daily Scrum, Sprint review & Sprint Retrospective) * Fostering Agile culture and building Agile mindset as per Agile Manifesto for software development.   **Accenture for client Chase Canada as Scrum Master Jan’15 to April’16**   * Administered end-to-end delivery of payment application for Chase and supervised team of developers and testers for end-to-end development and testing * Rendered support to QA Team for setting up QA Environment. test case designing reviewing and coordinated with BA, Sr. Developers for creating and reviewing Master Test Plan (MTP) * Developed test data, executed test cases one by one and analyzed test results and troubleshooting environment issues * Liable for Daily Scrum, Sprint Goal, Sprint review and Sprint retrospective and developed weekly report, project plan and burndown chart   **Accenture for client Citibank Mortgage Business as Project Lead Sep’13 to Dec’14**   * Worked for Citibank mortgage product application and administered team of developers and testers for end-to-end development and testing * Administered responsibilities of analyzing test results and troubleshooting environment issues and ensured bug free software movement to client   **Accenture for client Royal & Sun Alliance (RSA) as Project Lead May’12 to Aug’13**   * Handled end to end project for application development of RSA for insurance product * Managed client, coders, testers to get understanding of application and delivered iterations within the deadlines * Liable for Daily Scrum, Sprint Goal, Sprint review and Sprint retrospective and developed weekly report, project plan and burndown chart   **Accenture for client American Telephone & Telegraph (AT&T) as QA Lead Jan’11 to April’12**   * Worked on various website & client application for AT&T Telecom global partners and understand SDLC, STLC, Defect Life Cycle, Test management and reporting * Proficient in writing the Test Scenarios and Test Case from scratch and test as per RTM * Administered responsibilities of analyzing test results and troubleshooting environment issues experience of the SQL tools like SQL Server * Performed API testing using SOAP UI automation tool   exp24x24icons **Previous Experience**  **Apr’10 to Sep’10**  **Bharti Airtel Ltd., Mumbai as Sr. Software Tester**  **Aug’08 to Mar’10**  **Tata Communications Ltd., Mumbai as Software Tester**  **Nov’07 to Jul’08**  **Chain-sys Software Services Pvt. Ltd., Mumbai as Application Engineer**  Core Competencies Soft Skills Projects Undertaken  **MMT Project:** Developed Manage My Time **Automation tool** for Development team to improve their effectiveness. Post implementation, effectiveness has been increased the by ~10%.   **E mode Patent:** Registered a **Patent** to develop new prototype which is under review with Patent board. E mode prototype had unique feature for emergency vehicles to alert nearby vehicles in their route. E mode will save lead time of emergency vehicles to reach the incident spot.  Change Agent  Motivational Leader  Strategic Thinker  Collaborator  Communicator  Innovator  **Project Management**    **Client Management**    **Agile/Scrum/DevOps Methodology**    **Budgeting & Cost Control**    **Requirement Gathering & Analysis**    **Audits/ Risk/ Compliances**    **SDLC/STLC/PDLC/PMLC**    **Scrum Master**    **Quality Assurance & Testing**    **Team Building & Leadership** |