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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
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|  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
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|  Technical Skills |  Certifications | Achievements  |
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| * 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
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 | * 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
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|  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** |