** S.Gayathri**

 **Scrum Master**

**About Me**

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An individual with 4+ years as Scrum Master , 2+ years as a Business analyst ,7+ years as a Test Management, Quality Assurance Lead , Quality Improvement, Client Relations, and People Management with Corporate Compliance. Leverages exemplary oral and written communication skills to build a positive brand while fostering continuous client engagement. Adapt at working effectively to achieve goals both as a cross-functional team member and individual contributor.



**Career Highlights**

|  |  |  |
| --- | --- | --- |
| **Duration** | **Organization** | **Role** |
| March ’20- till date  | Infinite Computer Solution | Project Lead/Scrum Master  |
| Sep 2016– March 2019 | Hewlett Packard Enterprise  | Scrum Master |
| July 2007 – Sep 2016 | Hewlett Packard Global soft Private Limited | Test Manager ,BA,QA lead  |
| May 2006-July 2007 | Tech Mahindra | Technical Associate |



**Tools**

|  |  |
| --- | --- |
| **Skill Area** | **Tools** |
| UI Prototype building | iRise |
| Defect Tracking | Mantis |
| Test Management | Bugzilla,ALM |
| Web Service Test/Automation Tool | Soap UI – Groovy Scripts,Selenium |
| Scrum Tool tracking  | JIRA |



**Awards**

##  •2007- Received award for Participating in CMMi Level V audits in Scampi B

##  •2007- Received award for implementing ALM and leverage the knowledge across the account

##  •2011- Received award for achieving zero defects in UAT

**Soft Skill**

|  |
| --- |
| * Coaching & Mentoring
* Meeting Facilitation
* Conflict Resolution
* Interpersonal skills & Business Communication
* Documentation & Training
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**Work Experience**

**Verizon India**

April 2020 – till date

Scrum Master
Infinite Computer Solution

Verizon India is a leading telecom company in US. The family of companies has grown to become leading network and content experience company, delivering the highest-quality consumer, business and content products in the bss network.

**Responsibility**

* Provided all support to the team using a servant leadership style whenever possible, and led by example
* Engagement Team Management with Onshore clients.
* Work with product owners to maintain the product back log and stay focused for the forecasted sprint.
* Host the sprint retro at end of the each sprint to capture the lesson learnt and best practice .
* Delegating the work to overall team associates for completion of tasks within specified period as per requirements.
* Create and manage Artifacts in common repository.
* Built relationship with Product owner and other stake holders to facilitate team's interaction with them.
* Coached team members on Agile principles and providing general guidance on the methodology.
* Engaged with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization.
* Facilitated sprint planning, retrospective and sprint demos.
* Organized and facilitated project planning, daily stand-up meetings, reviews, retrospectives, sprint, release planning, demos, and other Scrum-related meetings
* Implementing best practices for agility and continuous improvement
* Removed impediments by finding the right personnel to remove the impediment
* Tracked and effectively communicated team velocity and sprint/release progress to all affected teams and management
* Worked with the Scrum Team and the Product Owner to negotiate the minimum viable product for delivery

**Safari Com**

Jan 2016 –March 2019

Scrum Master
Hewlett Packard Enterprise

Safari com is a leading telecom company in Kenya. The family of companies has grown to become East – central Africa leading network and content experience company, delivering the highest-quality consumer, business and content products using the oss tools TeMIP.

**Responsibility**

* Provided all support to the team using a servant leadership style whenever possible, and led by example
* Engagement Team Management with Onshore clients.
* Host the sprint planning meeting and arrive the scope for the upcoming sprint .
* Work with product owners to maintain the product back log and stay focused for the forecasted sprint.
* Facilitate customer reviews for show and tell meeting at the end of each sprint.
* Host the sprint retro at end of the each sprint to capture the lesson learnt and best practice .
* Delegating the work to overall team associates for completion of tasks within specified period as per requirements.
* Create and manage Artifacts in common repository.
* Built relationship with Product owner and other stake holders to facilitate team's interaction with them.
* Coached team members on Agile principles and providing general guidance on the methodology.
* Engaged with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization.
* Facilitated sprint planning, retrospective and sprint demos /show and tell.
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**Shaw ID**

Jan 2014 – Dec 2015

Business Analyst

Shaw is a leading telecom company in Canada. Since connecting there first cable customer in 1971, the family of companies has grown to become Western Canada’s leading network and content experience company, delivering the highest-quality consumer, business and content products.

**Responsibility**

* Organize the daily sync up meeting.
* Develop business architecture using requirement such scope, process, alternative and risks.
* Analyze client’s business requirement and process through document analysis ,interview, workshop and workflow analysis .
* Conduct various level of testing including functional,regression,user acceptance, integration to verify the clients need are met .
* Translate the stake holder requirement into over 10 different tangible deliverables such as functional specification, uses cases, user stories,workflow,data flow and data models .
* Draft and maintain business requirements and align with functional and technical requirements.
* Engage client to gather software requirement, business rules, and ensure alignment with development teams.
* Communicate client’s business requirement by constructing easy-to understand data and process model.

**Vodafone**

Test Manager

July2008-Dec2013

Peak Team Size: 9

Vodafone is a leading telecom company across the globe .This project is focused for Germany geographic area which involves in the handling billing of the customers details.

**Responsibility**

* Engagement Test Management with Onshore clients.
* Manage Testing Requirement Reviews.
* Manage Testing Requirement walkthroughs and presentations.
* Review Project Scope and create test plans, test estimates, and schedule for the test team.
* Carry out planning activities for testing along with the project manager.
* Identify critical risk in the project, create and propose mitigation plans pro-actively.
* Handled Functional testing, system integration testing and regression testing teams.
* Participated in project walkthroughs to provide feedback and inputs on proposed solutions.
* Identification and preparation of High Level Scenarios and Test Cases.
* Performed Work Product Reviews for Scenarios and Test Cases.
* Facilitate customer reviews for testing artifacts.
* Delegating the work to overall team associates for completion of tasks within specified period as per requirements.
* Create and manage Test Artifacts in common repository.
* Writing /Executing Test Cases.
* ALM Dashboard preparation for higher level management reviews.
* Test Metrics preparation.
* Team Monitoring.
* Test Plan Preparation.
* Preparation of phase end metrics for QA review .
* Mentoring juniors.
* Preparation of the UI prototype using irise tool.
* Filing bugs in Bugzilla/ALM /Preparing Bug report.
* Handling QA activity.
* Co-ordination with scrum team in agile.
* Participating in KB preparation/Submission of White papers.
* Preparing Daily status Report.

**SOM –Service Order Management**

Senior TestEngineer,Quality Assurance Lead

July 2007 – Jun 2008 **Helwett Packard Global Soft Private Limited Chennai**

General Motors is a leading automobile experience company, which involves in the Order management of the service / automobile parts sales.

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**Languages**

* English
* Tamil
* Hindi

**Education**

**Masters, Computer Application**University Of Madras

**Bachelor, Science**

University Of Madras

**Certification**

Selenium

Certified Scrum Master – CSM

Agile Coach - ICPACC