Neetika Agarwal

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Professional Summary

Dynamic and motivated professional with 14 years of experience in industry and proven record of generating

and building relationships, managing projects from concept to completion, designing strategies, and coaching   
individuals to success. Skilled in building cross-functional teams, demonstrating exceptional communication   
skills, and making critical decisions during challenges.

Experience Summary

* Managed Products end to end in initiative and delivery horizon.
* Expertise with Project Scoping, Cost Estimation and Resource Allocation.
* Experience in working with Technical and Business teams to refine, interpret and implement the requirements.
* Developed and managed project plans that successfully deliver promised results.
* Increased client satisfaction by facilitating cross team meetings to improve turn around on operational activities.
* Maintained customer expectations with open consultations and frequent communication.
* Delivered Projects with consistent record of meeting timelines, scope and budget requirements.
* Defined scopes, managed resources and oversaw schedules in line with stakeholder and project owner specifications.
* Maintained close connection with stakeholders to quickly identify and resolve problems.
* Monitored and facilitated Scrum processes and team meetings for Product Development.
* Strong understanding of Project Management methodology and PMO standards.
* Trained and mentored team members on best and most effective ways to use Scrum processes to improve efficiency and reduce production times.
* Authored complex functional and system-level test plans, test cases and test reports for use in development process.
* Experience in Telecom Enterprise and Customer Service, Retail Mobility, Mobile Applications domains.

Employment History

* Streamline LLC (Client: T-Mobile) as Product Owner from November 2018- Till date
* Tek Systems (Client: Hulu & T-Mobile) as Scrum Master/QA from March 2016 – November 2018
* Diamond Resorts International as Scrum Master from October 2015 – March 2016
* Mutual Mobile (Clients: Nike, Union Bank & Economist) as Test Lead/Scrum Master from June 2014 - August 2015.
* Deloitte LLC as Senior QA Engineer from December 2010 – June 2014
* Wipro Technologies (Clients: Nokia, British Petroleum, Aircel & Microsoft, India) as Senior Project Engineer from October 2006- December 2010

Certifications

* Software Product Management (Certificate Program, University of Washington)
* [Certified SAFe 4 Product Owner/Product Manager](https://www.youracclaim.com/badges/2ff7d85b-b1be-4d6d-9425-8a995a6956ee/) (POPM)
* [Certified SAFe 4 DevOps Practitioner](https://www.youracclaim.com/badges/d77dc6f6-7563-4cc3-a394-c706d4c62226/)
* [Certified SAFe 4 Scrum Master](https://www.youracclaim.com/badges/41b6f636-e833-45f3-9493-9b638de2755c/) (SSM)
* [Professional Scrum Master 1](https://www.scrum.org/user/153905) (PSM1)
* [Jamf Certified associate](https://verify.skilljar.com/c/mxmmemyocvg4)

Awards and Achievements

* Performer of the month award, twice for driving test project smoothly at T-Mobile.
* Applause Award for extra ordinary, well managed onsite-offshore coordination for Project Management Centre - Deloitte.
* Feather in my Cap for contributions in Microsoft Localization project - Wipro Technologies.
* Hercules Award for my contribution in TES - Wipro Technologies.
* Letter of Appreciation from VP Wipro Infotech for my outstanding contribution in Aircel project - Wipro Technologies.
* Several other rewards and recognitions for event management in the organization.

Skills

* Management: Scheduling, Resource Planning, Risk management, Conflict Management, Scrum, Agile
* Project Management Tools: JIRA, Microsoft Project, Confluence, Trello, HP Project and Portfolio Management, Tableau (basic visualization).
* Other: Basics of JAMF, Mobile iron, Gitlab.

Education

* MBA in Information Technology from Western Governors University, UT, July 2020
* Bachelor of Technology, Computer Science from Uttar Pradesh Technical University, India, June 2006