**PINKY DEY | CSM | CSPO**

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**Summary**

7 years of experience in the IT industry working in Finance (NFC Wallets and POS System), health care and education domain and executing small to medium projects which are complex in nature. Hands on experience on Agile Project Management using Scrum, Team coaching and mentoring.

* Ensure teams are following agile practices and ceremonies as needed
* Coached teams on self-organizing and motivate them towards high performing teams
* Identify improvement areas and train and coach those teams as needed
* Mentored teams to help identify and remove impediments and become self-managing
* Expertise in using tools like Trello, JIRA for project tracking and reporting

**Highlights**

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| --- | --- |
| * Resource Planning | * Agile/Scrum Methodology |
| * Scheduling * Risk Assessment(s) | * Documentation * Data Analysis |
| * Process Improvement | * Design and Development cycle |
| * Requirement(s) Gathering | * Jira/Confluence |

**Professional Experience**

**Popcornapps**

**Business Analyst -Scrum Master February 2021 - Present**

* Working as BA/Scrum Master in end-to-end delivery of projects Responsibilities involved facilitating Scrum events, helping the team in self-organizing.
* Helped Product Owner & team by facilitating backlog refinement, prioritization of user stories, defining scope and timeline of the releases, definition of done etc.
* Worked with PO and the team on artifacts such as Product Backlog, Spring Backlog, Sprint Burn down, Release BurnDown charts, Definition of Done etc.
* Encouraging the team to inspect and adapt the best practices at regular intervals and maintain a sustainable pace.
* Facilitating various scrum ceremonies & developing a team to be self-sufficient in conducting these ceremonies.
* Protecting the team from external interference, removing impediments and empowering them to work as a self-organizing & self-managed team.
* Working with the team and other stakeholders to remove any impediments which are blocking the progress of the team to make sure that work gets delivered as committed by the team.
* Educating/coaching various stakeholders in understanding of Agile methodologies and its implementation in multiple teams within the organization.
* Tracking the workflow of tasks in iterations, working with a team to take tasks from start to end in turn educating to minimize the number of work-in-progress, encouraging teams to maintain transparency by regular updates of information radiators.
* Helping the team in conflict resolution within or outside the team, encouraging healthy conflicts which help the team in getting a different point of view.

**West Agile IT Labs Hyderabad**

**Project Manager August 2018- March 2019**

* Facilitate all of the Scrum ceremonies backlog grooming, Sprint planning meetings, daily stand-ups, retrospectives, sprint demos.
* Collaborate with Product Owner & team by facilitating backlog refinement, prioritization of user stories, defining scope and Estimation, definition of done**.**
* Develop and execute a strategy for risk reduction, implementing corrective action, mitigation, workarounds.
* Encouraging the team to inspect and adapt the best practices at regular interval and maintain a sustainable pace
* Developed and maintained project related documentation such as Project requirement documentation and system design documentation, meeting notes, status reports, change management plan, risk Mitigation plan.
* Facilitating various scrum ceremonies & development team to be self-sufficient in conducting these ceremonies
* Guide the team through the scrum process, helping to remove any impediments blocking progress and prevent potential drawbacks
* Monitored and communicated effectively project status reports to the leadership and Stakeholder such as team velocity, sprint progress/burn down chart for better visibility

**Triage Consulting Group San Francisco September 2017-June 2018**

**Project Manager /Scrum master**

* Implemented and Improved triage enterprise desktop application to kill legacy with improved features and Tools.
* Collaborated directly with Product managers and various business stakeholders across the organization during requirement gathering sessions.
* Documented clear and concise epics/user stories in JIRA with as-is, to-be narratives, acceptance criteria, business process flows.
* Facilitated Scrum ceremonies, including Daily Stand ups, Backlog Grooming, Sprint Planning, Sprint Review and Sprint Retrospective
* Worked Closely with Product manager in developing product spec, UX/UI, design, prioritize, implement, and deliver product features.
* Assisted teams in making appropriate commitments through story selection, sizing, and task definition and participated proactively in developing and maintaining team standards, tools, and best practices.
* Utilized Jira to manage sprint progress, defect tracking also user feedbacks
* Track and communicate team status and progress via burnup and burndown charts, as well as other information radiators, to the team, management, and stakeholders ensuring it accurately reflects current state

**Viscira LLC, San Francisco January 2016 – September 2017**

**Senior Analyst/ Scrum Master:**

* Serving as Scrum master for ongoing project implementation and enhancements on the Online Speaker Portal and other maintenance projects
* Managed Scrum processes, including daily stand ups, backlog grooming, sprint planning, sprint review and project retrospectives
* Effectively communicate project status to the client and senior management on a regular basis
* Working closely with Product managers/owners to refine/prioritize backlogs
* Participate in wireframe, functional walk through and provide inputs on functionality, design aspects.
* Responsible for project execution, status tracking, issues tracking, changes tracking, and monitoring across the board
* Manage release processes, identify and drive improvements to streamline processes and improve effectiveness

**Monitise Inc, San Francisco May 2013- November 2013**

**QA Analyst**

* Participated in testing mobile banking and payment solution on various platforms including iOS, Android and Blackberry
* Prepared and executed test case for different features, enrollment application, remote check deposit, bill pay, transfer, mobile wallet, single card downloads and payment
* Analyze business requirements, functional requirements and use cases
* Worked closely with Business Analysts and Development team to clarify all functional and technical issues related to the application under testing
* Worked directly with client to guide them through the application onboarding

**ADP Inc. (Dealer Service), San Francisco Bay Area May 2012- May 2013**

**QA Analyst I**

* Involved in end-to-end testing of torque ads server, Digital Campaign Manager, Cookie Jar service
* Created and modified JavaScript creative for testing Banner Ads and cached videos
* Involved in planning test scenarios and writing test cases and test results for application.
* Responsible for executing automated test case provided by Dev and Manual replicate failed Test cases
* Performed smoke testing on older operating system using Oracle VirtualBox

**ViVOtech Inc. June 2011-April 2012**

**QA Analyst**

* Created test plan, Test case, Test Matrix based on business requirements
* Involved in setting up the testing environment such as setting up E-commerce store, merchant setup,
* generating cards and setting up a point of sale terminal.
* Responsible for ViVOtech Mobile Application (Vivo platform Wallet) on various platforms of
* Responsible for creating weekly status report

**DCKAP Technologies Inc.**

**Business Analyst October 2010- May 2011**

* Gathered requirements during inception phase, documented and delivered functional specification documents
* Conducted Market Research on Pricing and feature offered by other vendors
* Participated in test environment setup by ensuring test tools and scripts are in place to successfully perform the required tests.
* Documented requirements, Test Plan, Test Cases, defects and change controls in quality center
* Communicated the project status to clients bi-weekly, highlighted changes made in requirements and gathered new requirements.

**Professional/Education Qualification**

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| * PGDM(Executive) SVKM's NMIMS, Hyderabad | Graduate August 2020 |
| * Certified Scrum Product owner (**CSPO)** | February 2018 |
| * Certified Scrum Master (**CSM**) | March 23rd 2017 |
| * Oracle Certified Java Associate | June 4th, 2015 |
| * BS, Osmania University, Hyderabad | June 2003-March 2006 |