

Devaraju M

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IT PRODUCT MANAGEMENT - SCRUM MASTER

SUMMARY

6+ years experienced Technical Project Manager with a track record of managing technical operations along with optimizing processes by employing effective project management & quality management principles to drive growth. Armed with a PMP certification and possesses demonstrated capability in conceptualizing & executing more than 12 projects while ensuring 100% client satisfaction.

KEY SKILLS

- Project Management & Monitoring • Agile Development Practices • Scrum Management • Kanban Management
- Budgeting & Costing • Stakeholder Management • Project Commissioning & Launch • Product Management
- Mentoring • Reporting & Compliance • Issue Resolution • Process Optimization • Client Relationship Management
- Team Management & Leadership • Strategic Planning • Status Reports • Automation • Cost-Benefit Analysis
- Portfolio Analysis • Application Deployment & Troubleshooting • Service Delivery • Product Strategy
- Software Development & Maintenance • Coding • System Upgrade • Database Management

TECHNICAL SKILLS

- **Languages:** Dot Net, Java (primary), HTML, CSS, JavaScript, PHP(primary)
- **Database:** SQL, MongoDB (primary)
- **Frameworks:** JQuery, Bootstrap, node.js and react.js and more.
- **Operating Systems:** Windows
- **Software Applications :** Jira, VersionOne, Microsoft Office Suite, SAP (primary), Spreadsheet and more.

PROFESSIONAL EXPERIENCE

SCRUM MASTER

Dec '18 - May '21

GENERAL ELECTRIC, Payroll Company :- TGS Pvt Ltd.

Bengaluru, India

#461,3rd floor,sahara computer building, 4th Main Road, Chennakeshava Nagar, Hosa Road, Parappana Agrahara, Bengaluru, Karnataka-560068

6+ Years of relevant Experience in an agile environment

- Established and implemented training processes and strategies for **60+ technical personnel**
- Analyzed, planned, and developed requirements & standards in reference to **scheduled projects (2+ on a monthly basis)**
- Implemented agile methodologies using a Scrum framework throughout the organization from executives to software to marketing across 65 employees
- Led all sprint planning, sprint reviews, sprint retrospectives, and daily scrums with the development team resulting in product features that reached 4 million users
- Served as the main point of contact to drive effective communication throughout all project phases reducing costs through streamlined communication by \$25,000
- Worked closely with product management and technical stakeholders to clarify the schedule, status, and details of each project
- Defined project scope and schedule while focusing on regular and timely delivery of value of 6 year long projects
- Assisted in team development while holding teams accountable for their commitments and leveraging organizational resources
- Assisted in team development while holding teams accountable for their commitments and leveraging organizational resources to improve capacity for project work increasing the average time to deliver new features by 15%
- Knowledge of other Agile approaches: XP (primay), Kanban (primary), etc
- Experience using **Jira** tool to manage project schedules
- Experience using spreadsheet, database management and other software applications

Cost-Benefit Analysis & Budgeting

- Conducted research & evaluated **hardware/software technology** options and performed the **cost-benefit analysis**
 - Handled an annual **budget of 20 cr** and saved the company **15 Lakhs**

Training

- Assigned & oversaw the **daily tasks** of **15+ project associates** while ensuring that the deadlines were met
- Promoted empowerment of the team and encouraged a sustainable pace with high-levels of quality for the team which improved employee retention by 7%
- Directed regular **technical team meetings** to determine progress & address questions or challenges **regarding projects**

Process Optimization

- Updated & maintained all **production technologies** ensuring proper **installation** and enforced **health & safety protocol**
- Prepared **5+** progress reports in a month for senior management and suggested various project improvement strategies
 - Led to cost **savings of ~50k to 2lakhs** for each project & achieved time savings of **>50 person-hours/month**

ASSOCIATE PRODUCT MANAGER

Jan '15 - Nov '18

ADDRESSBAR limited.

Bengaluru, India

#284, 2nd Cross, Coconut Avenue Road Malleshwaram, Bengaluru, Karnataka 560003

Project Delivery & Customer Retention

- Rendered assistance in **all phases** of the **project life-cycle** (from concept and requirements through launch and support)
- Develop and execute strategy by SWOT analysis, working with Industry Managers, and supporting
- Work closely with product managers, project managers, technical leads, information architects and other stakeholders to ensure products are developed
- Work with Product Manager(s) to design & execute on key initiatives related to increased KPI performance within a given title; such as re-engagement campaigns
- Perform process analysis, identify gaps, size improvement opportunities and business benefits, and develop and execute action
- Assists with tracking, monitoring and reporting project progress
- Facilitate the success of programs by improving dependency management and resource allocation across various programs and teams
- Monitor projects on an ongoing basis, evaluating progress and quality, managing issue resolution and taking corrective action as necessary
- Assisted **Senior Project Managers** in maintaining **project schedules**, breakdown structures and issued decision logs
- Collaborated with the project, product and program managers to ensure **project delivery** aligning it **with business goals**
 - Ensured that all project deliverables were completed on time and within budget; improved **customer retention by 15%**

Report Generation & Portfolio Data Analysis

- Generated **reports**, charts, and **graphs in a month** for the management to provide **project status/progress**
- Examined **product portfolio data** to **identify areas for improvement** and assisted PMs to implement the improvements
- Proven ability to manage multiple projects and tasks simultaneously
- Work experience daily with a team of project managers and developers to build products in an agile environment (sprint planning, retros, daily scrum stand-ups, etc.)

Application support Engineer

Mar '13 - Dec '14

Microland limited

Bengaluru, India

Level 12, Citrine Bagmane World Technology Center, Marathahalli, Outer Ring Rd, Doddanakundi Village, Mahadevapura, Bengaluru, Karnataka 560048

Application Maintenance

- Deployed, maintained, and **troubleshoot applications** including servers, associated hardware, endpoints, & **databases**, etc.
- The installation and maintenance of software applications in order to streamline business operations
- optimizing software application performance, installing updates, and performing debugging procedures

Application Support Responsibilities

- Checked & organized **requirement specifications** & Ensuring effective front-end and back-end functionality of applications
- Consulting with the software development team, internal users, and clients to improve application performance

System Monitoring & Upgrading

- Developed & implemented **maintenance procedures**, monitored systems health, and **gathered system statistics**
- Designed, implemented, and **upgraded information systems** to meet the business & user needs

INTERNSHIP

Desktop Administrator	Aug '12 - Feb '13
ISKCON	Bengaluru, India
<i>Hare Krishna Hill, Chord Rd, Rajajinagar, Bengaluru, Karnataka 560010</i>	

Desktop hardware & Application Maintenance
<ul style="list-style-type: none">• Installation & maintenance of desktop & Applications, upgrading Desktop hardware, networking & software applications• Set up and maintained database standards and maintained various processes to networking security• Troubleshot desktop errors and oversaw performance tuning of application systems to increase system efficiency

EDUCATION

University of Bengaluru	Jun '09 - Jul '12
BCA (Bachelor of Computer Application)	Bengaluru, India
<i>Bengaluru University - Bangalore, Karnataka, India.</i>	

Among 86.57%

Karnataka DTE Board	Aug '06 - Mar '09
Diploma in Computer Science & Engineering	Bengaluru, India
<i>SKB Polytechnic-Hesaragatta, Bengalouru, Karnataka, India.</i>	

Among 57.33%

Karnataka Secondary Education Examination Board	Jul '04 - Mar '05
SSLC (10th - Standard)	Sira, Karnataka, India
<i>Lakkanahalli Govt. High school Sira (TQ), Tumkur(D), Karnataka, India.</i>	

Among 45.12%
