S. Murli Rao

Mobile 9373163065

[Murli.hi@gmail.com](mailto:Murli.hi@gmail.com)

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**SUMMARY:**

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| Educational Qualification | MCA ,MBA (Finance , Marketing ) |
| Total Experience | 11 Years |
| Core Roles: | Project Manager /Scrum Master, Functional Consultant. , Business Analyst, |
| Core Competencies | * Customer Relationship Management , Stakeholder management * Quality Assurance * Scrum Master with distributed teams * Compliance Management * Cross Functional Team Coordination, communication management * Requirement Management Change Management, release management, * Delivery Management |
| Project Management Skills | * Project Lifecycle Management * Enterprise Implementations, * System Migrations * Requirements * Definition & Analysis * Project Scheduling * Team Building & Leadership * Software: Word, Excel, Access, PowerPoint, Jira ,Rally, morning.com * Domains: Telecom, Digital supply chain Management , Financial services , E-Commerce, Mobile app development. Digital Banking * Process:  SDLC: Agile methodology, Scrum framework (Scrum Master & Product Owner roles), traditional waterfall |
| Certifications | * **Agile Scrum Master ,Safe agile 5.0,5.1** |

* 11 years of experience in Information Technology as a “Project Manager/ Scrum Master, Business/Functional Analyst.
* Result oriented and self-driven technology professional with over 11+ years of established experience in managing domestic as well as International clients. Managing a portfolio across multiple technology domains and handling diverse teams spread across geographies. Extensive expertise in customer relationship management and project management aspects coupled with a leadership style built around openness, transparency and a metrics driven approach.
* Proven track record of Leading and executing.
* Skilled in providing leadership, direction, strategy and vision in the areas of technology /product development, testing implementations to facilitate distributed teams and enable growth & business agility
* Possess excellent negotiation, organizational, relationship management, problem solving and interpersonal skills with cross-cultural adaptation & creative abilities.
* Highly-effective Operations and Program management professional with more than a decade of experience delivering business process alignment, project management, and practical solutions to complex business problems
* Driven by new challenges and desire to be successful in all endeavors having extensive expertise in customer relationship management and project management aspects coupled with a leadership style built around openness, transparency and a metrics driven approach.
* Extensive experience in Operations Management spanning Industries while being passionate about quality and customer satisfaction with successful track record of improving efficiency, productivity and profitability through automation and process improvement
* Certified Scrum Master and project having experience of handling agile methodology implemented projects for almost 8 years.
* Expertise in end-to-end project ownership and executing projects right from inception to implementation till closure & production support and ensuring deliverables within assigned time, quality & cost parameters.
* Documenting Business case, Vision Scope Requirement management plan, Business Requirement Docs, Product backlogs, Sprint Backlog, Implementation list, Burn down charts velocity and get involve in Business test plans
* Business test scenarios and Business test cases, executing the same and maintaining test cases, test results sign off for each release/Sprint.
* Strong working experience with Agile (Scrum and Lean) methodologies and conducting workshops.
* Responsible for doing System Demos during the progress of the project.
* Responsible for reporting on the progress of a project to the managers.
* Responsible for implementing Agile processes such as defining Sprint
* Participating in User stories reviews and hurdles in the daily stand up calls
* Setting up test environment and preparation of Test criteria on user end.
* Impact Analysis, monitoring and prioritizing defects on basis of Business Impact.
* Monitoring Post Implementation Reports and Test execution reports.
* Preparing artifacts, heading sprint ceremonies etc.
* Checking workflows as per the deliverables. And managing change requests
* Sound knowledge of Windows, Linux Operating Systems.
* Designed and implemented different Telecom Domain Products.

TECHNICAL SKILLS:

* Programming Languages : PL/SQL, C, C++, Java, .NET, C#, SQL Server,
* Documentation : MS Office (Word, Excel, Power Point)
* Operating System : Windows XP/NT/2003/2000/98/95, MS-DOS, UNIX
* Web Technology : XML, JavaScript, HTML, DHTML.
* Database : Oracle 10g, MS Access.
* Tools : HP Quality Center 9, Bridge Clarifier, Navigator, Storm, CRM, AVLON

EDUCATION:

* **Master of Business Administration (Finance and Marketing)** from IBAT School of Management,

KALINGA INSTITUTE OF INDUSTRIAL TECHNOLOGY, Pune, India

* **Master of Computer Application** from SEEMANTA Engineering College, BIJU PATNAIK

UNIVERSITY OF TECHNOLOGY, Bhubaneswar, India.

* **Bachelor of Science** from S.F.S College, Nagpur University, Nagpur, India.

PROFESSIONAL SUMMARY:

**Project 1 :**

**Employer : Capgemini Technology , India**

**Role : Project manager /Scrum Master**

**Duration : March 2021 till date.**

**Responsibilities:**

* Develop and own cross functional software development program plans that define planning, development, verification, operations, milestones, and quality of infrastructure and application development initiatives
* Develop detailed technical understanding of all components to facilitate prioritization of requests from the Product Management organization and other key internal stakeholders as well as identify the connections and dependencies among other teams.
* Support the Scrum teams with monitoring schedule deviations, velocity and assisting in the development of corrective action plans at the program level.
* Partner with the internal Product Management organization to drive requirements and work with other teams to continuously interact with stakeholders to set expectations, review objectives and coordinate resources across the individual projects.
* Work with Release Management organization to develop release schedules and intermediate milestones for release trains across product lines and ensure the engineering teams are aligned with the release model for predictable releases.
* Manage, track, and regularly communicate on-time delivery of multi-phased programs to different levels ranging from cross functional teams to Executives.
* Partner with the Engineering Captain to identify the program's individual technical projects and estimate resources required to deliver the program.
* Work closely with the team of Engineering Program Managers, Product Managers and key Engineering teams across the company to successfully drive the programs
* through various phases of Planning, Execution, Production Readiness and Post Production program health.
* Responsible for managing successful delivery of program releases into production on agreed schedules.
* Guide agile (Scrum and Kanban) transformation of the Software Engineering Product development side of the business.
* Hands-on with product offers design review, risk, safety and root cause analysis.
* Facilitate continuous improvement of the policies, process, practices and templates associated with stage-gate process.
* Maintain dashboards in JIRA, Excel and Confluence providing real-time visibility across projects and product lines.

**Project 1:**

**Employer : India (WIPRO Technologies)**

**Client : HSBC**

**Project : Digital payments**

**Role : Project manager /Scrum Master**

**Duration : Nov 2020 till Feb 2021.**

**Responsibilities:**

* Setting up the project and managing the high productivity software development scrum teams working on a 2 weeks sprint cycle. And PI planning for the POD
* Responsible for improving and maintaining the efficiency of the product development teams/squads by establishing clear short term and long term goals and removing any roadblocks.
* Collaborate with customer delivery teams to ensure product backlog can be delivered on what customers expect and ensure delivery teams set the right expectations with the customers.
* Communicate rigorously with the development teams, delivery teams, product management, and executive management on goals, ongoing progress, milestones, and any issues.
* Establish/Leverage experienced project manager or agile coach to consistently keep the development process flowing regularly with expected results
* Collaborate with the QA team to ensure product can be certified for delivery and resolve issues with high priority and drive a zero-defect system and release.
* Leverage the DevOps team to ensure product can be automatically built, deployed, and tested using a CI/CD pipelines across all of the release cycles from dev to production.
* Mentor and develop required skills of the product development teams across all roles and functions. Establish career goals, training, and performance
* Goals for all development team members by collaborating and mentoring the development managers.
* Estimation of the user stories.
* Finalizing the RAID as per sprint.
* Updating the docs and manual on confluence adding high level tasks and user stories.

**Project 2:**

**Employer : DelaPlex, India**

**Client : JDA**

**Project : Digital Supply Chain Management.**

**Role : Scrum Master**

**Duration : Sept 2019 till 4th March 2020.**

**Responsibilities:**

* Setting up and managing the high productivity software development scrum teams working on a 2 weeks sprint cycle.
* Responsible for improving and maintaining the efficiency of the product development teams/squads by establishing clear short term and long term goals and removing any roadblocks.
* Collaborate with customer delivery teams to ensure product can deliver on what customers expect and ensure delivery teams set the right expectations with the customers.
* Communicate rigorously with the development teams, delivery teams, product management, and executive management on goals, ongoing progress, milestones, and any issues.
* Establish/Leverage experienced project manager or agile coach to consistently keep the development process flowing regularly with expected results.
* Collaborate with the QA team to ensure product can be certified for delivery and resolve issues with high priority and drive a zero-defect system and release.
* Leverage the DevOps team to ensure product can be automatically built, deployed, and tested using a CI/CD pipelines across all of the release cycles from dev to production.
* Mentor and develop required skills of the product development teams across all roles and functions. Establish career goals, training, and performance
* Goals for all development team members by collaborating and mentoring the development managers.

**Project 3 :**

**Employer : DelaPlex, India**

**Client : Excellence, Simple tip.**

**Project : Mobile app development**

**Role : Scrum Master / Project Manager**

**Duration : March 2019 till Sept**

**Responsibilities:**

* Organize and facilitate sprint planning, daily scrum events, sprint reviews, retrospectives, release planning, demos, and other Scrum-related events.
* Track and communicate team velocity and sprint/release progress.
* Remove or escalate impediments to the Development Team’s progress.
* Prevent distractions that interfere with the ability of the team to deliver the sprint goal.Organizing and motivating a project team
* Exude the five Scrum values of: Courage, Commitment, Openness, Focus, and Respect.
* Controlling time management
* Ensuring customer satisfaction
* Analysing and managing project risk
* Monitoring progress
* Managing reports and necessary documentation

**Project 4:**

**Employer : DelaPlex, India**

**Client : JDA ROC-Speedway**

**Project : Digital Supply Chain Management (Mobile app development)**

**Role : Scrum Master Functional consultant /Project Manager**

**Duration : Jan 2019 till March 2019**

**Responsibilities:**

* Converting requirements to product backlog and then refining.
* Develop tasks ,API middleware development , database and files
* Finalizing, story sizing, estimation, capacity planning, and velocity.
* Work with internal stakeholders and the client to identify requirements,
* Design enhancements and functionality to meet user requirements.
* Daily reporting, weekly scrum reporting and all sprint calls and reporting tools.
* Mapping, integration and validation of data.
* Act as primary point of contact for functional issues and responsible for resolving or escalating as necessary.
* Maintains standard reports daily , weekly , quarterly inventory, updates and revises as necessary to ensure reports are relevant and provide value.
* Environment:: Oracle PL /SQL, React Native, E-R framework, Jira , Microsoft Teams, Postman, Visio

**Project 5 :**

**Employer : Celer Systems Inc. (California USA)**

**Client : Air Resource Board**

**Project : Credit Bank and Transfer System.**

**Role : Scrum Master**

**Duration : Oct 2015-Sept 2016**

**Responsibilities:**

* Organize and facilitate sprint planning, daily scrum events, sprint reviews, retrospectives, release planning, demos, and other Scrum-related events.
* Track and communicate team velocity and sprint/release progress.
* Remove or escalate impediments to the Development Team’s progress.
* Prevent distractions that interfere with the ability of the team to deliver the sprint goal.
* Is accountable for process documentation and continuously assess team processes for maximum flow.
* Coach development teams on the core agile principles of collaboration, prioritization, accountability, transparency, and self-organization.
* Update agile tracking systems to provide transparency on Product & Sprint Backlogs.
* Assist team with making appropriate commitments through story selection, task definition.
* Adapting project plans, schedules, and resource assignments as required throughout pilot projects to respond to emerging requirements and risks.
* Lives and speaks Nuance’s value statements, and helps the team live/speak these values through daily scrum behaviors.

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**Environment :** Oracle 10g, PL/SQL, Microsoft .NET technologies, XML

**Project 6 :**

**Employer : Tech Mahindra , India**

**Client : British Telecom (BT)**

**Project : CDU Design**

**Role : Scrum Master/ Functional Consultant**

**Duration : Aug 2014 - Sept 2015**

**Summary:**

In British Telecom we are dealing with the project based on Telecom Domain. Here in this project we are working on some of the Flow related products such as FTTP, FVA, SIM Provide orders, Multicast, Ethernet, FTTC and ICU which are all come under NGA Product for BT Retail and BT Wholesale.

**Responsibilities:**

* Responsible for consulting with senior management and Client to identify their existing and future Business processes. And understand various process Plans, Business Process and End to End Functionality in Detail and determine the KPI (Key Performance Indicator) of the business functions and processes that will be implemented in the current phase of the project on quarterly basis.
* Adding value activities and enabling the project flow efficiently by continuously improving through customer involvement and leveraging with knowledge areas and reducing waste
* Involved in Preparation of Project Plan, User Acceptance Testing plan, Business Requirement Documents. Got detailed understanding of Business Functionality so responsible of preparing Functionality Test Plan and Test Cases of Business Process.
* Working with development team on (NET, SQL Server, Oracle ) teams .
* Involved in key roles during implementation and release of project roll-out, all phases of project SDLC and also supported post go live activities during normalization and smoke Testing.
* Responsible for creating test cases based on the Business need for that particular requirement and Test the same during BAT testing Phase and few cases in Smoke Testing Phases during Go Live Deployment phase.
* Responsible in conducting Post Implementation Reviews after each major and minor project Rollout.
* Conducting Review sessions with development teams to translate the business requirements as per the business scope provided by client and updating traceability matrix.
* Reviewed Business Requirement Documents and Functional Specifications and participating in team reviews and Test Plan reviews during test planning phase.
* Was actively involved in writing business cases for the user to test the custom components developed by the Technical teams to make sure that all the business needs are satisfied.
* Used SQL Queries to verify the data from the Oracle database.
* Attended and conducted several Walk through with the Business Analysts, Technical Analysts and Developers for better understanding of the application.

**Environment:** Oracle 10g, SQL \* PLUS, PL/SQL, UNIX, XML, HTML Edit Plus, MS Office, Windows, Bridge Clarifier, HP Quality Center 9, Navigator, Storm, Siebel CRM, AVLON.Oracle , .NET, SQL Server, Oracle

**Project 7 :**

**Client : British Telecom (BT)**

**Project : Openreach flow (NGA)**

**Role : Scrum Master/ Functional Consultant**

**Duration : Mar 2011 – Aug 2014**

**Responsibilities:**

* Order journeys (Lead to cash (L2C)
* Trouble to resolve (T2R), Right first time)
* Anchoring Defect Prevention Activity
* Actively resolving the logged incidents within the guided timelines.
* Motivating the Team to adhere the SLA timelines.
* Planning and tracking of the team activities.
* Handling various other activities including Defect Prevention Activity
* Environment: Bridge Clarify, Flow manage

**Project 8:**

**Employer : Syntel Ltd., India**

**Client : State Street, Boston, USA**

**Project : Distributed Contribution Services (DCS)**

**Role : Functional Consultant**

**Duration : Apr 2007 - Mar 2011**

**Summary:**

In Syntel we worked under the projects Distributed Contribution Services (DCS) for US Funds (Boston). Mutual funds and equity markets In this project responsible for make the Business Process fully functional in production. Involved in all the phases for Processes implementation scratch from Requirement Gathering and Analysis, implementation of the process in Live environment, preparing Business Requirement Documents, Testing and after live finding any issues in the processes and any impact of the bugs on live operation in production make the issues to be fixed by Dev team based on the complexity of the issue.

**Responsibilities:**

* Being a senior member in the team, responsible for making requests for proposals (RFP\*s), and conducting meetings with Managers and Clients to understand various process Plans, Business Process and Functionality in Detail in the form of Business Requirement Document and accordingly communicate to the Technical teams and Testing Teams. Subject Matter expert in Equity, Bonds in Debt Market.
* Expertise in doing capital stock, subscription, and redemption.
* Expertise in doing dividend re-investment, inter-fund asset transfer.
* Responsible for Income lines and tax adjustments.
* Involved in customizing already existing business practices, workflows, activities and deliverables.
* Involved in Developing User interfaces, Requirements gathering, data modeling, Feasibility studies, Scope Documents, Requests for Proposal.
* Took Part in the Preparation of Project Plan, User Acceptance Testing. Got detailed understanding of Business Functionality and took the responsibility of preparing Functionality Test Plan and Test Cases and Test Report for manual testing during Business Testing Phase.
* Subject Matter expert in financial domain
* Work under weekly deadlines and motivate team.
* Working with development team on (.NET, SQL Server, Oracle ) teams to deliver user stories
* Expertise in Project Implementation of the Financial Processes

**Environment:** Oracle , UNIX, XML, HTML, MS Office, Windows, Quality Center, Navigator, .NET,SQL Server,