Jitendra Kumar Rathore 

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 Scrum Master

* **Scrum alliance Certified Scrum Master and PMI Certified Project Management Professional** having close to 17 years of IT experience in Delivery, Consulting and Management.
* Extensive experience of 6+ years in performing Client facing roles at Client locations: US, UK, Switzerland in Offshore-Onshore delivery model.
* Experience of Delivering Complex/Strategic large-scale IT solutions supporting 25-30K Users with Globally distributed teams in Agile software development environment with Scrum framework
* Extensively worked on SQL, PL/SQL, Java, .Net, Oracle Technologies based Implementation, Support, & Maintenance of IT solutions as well as Transformation/Decommissioning of legacy applications
* Proficient in leading all Scrum Ceremonies including Product backlog Refinement, Sprint Planning, Story Grooming, Daily Stand-ups, Sprint Reviews, Sprint Retrospective and Release Planning Meetings
* Experience in Coaching and Planning Scrum Adoption within Delivery teams
* Adept in Project Management skills of Developing Project Plan, Task Breakdown, Resource Allocation, Scheduling, Tasking and Delegation, Status Reporting
* Extensive working experience of PPM tools – Planview Enterprise One, Planview LeanKit, Broadcom Clarity, HP PPM
* Working experience of Agile Project Management tools – JIRA and Rally
* Knowledge of Kanban, Crystal, FDD, XP, Scaled Agile Frameworks: SAFe, LeSS
* Excellent Communication, Leadership, Team building, Technical & Analytical Skills with proven abilities in resolving complex software issues

**Certifications**

* **PMI certified PMP (PMP #1532973 valid till Aug 2021)**
* **Scrum Alliance certified CSM (ID: 000620572 valid till Mar 2023)**
* **Microsoft certified Azure Fundamentals (ID: H824-3154)**

**Technical Skills**

**Agile Tools** : JIRA 7.4.X, Rally 2015.2

**Languages** : Java, JavaScript, .Net, PL/SQL, SQL, HTML, Unix

**Database :** Oracle 12c, 11g, 10g

**PPM Tools** : Planview, CA Clarity 14.2,15.4.1, HP PPM 7.5, 8.02 & Mercury ITG 5.5, 6.0

**Operating Systems** : MSWindows 2000 Server, Unix, Linux, Win XP & 9X Platforms

**Packages:** MS Project, Excel, PowerPoint

**Build Management Tools** : Maven

**QA Tools Used** : HP ALM 12.53, Appium, Selenium, TestNG

**Awards**

* Presented with **“Criticality Award”** for excellent contribution in OnePPM project.
* Presented with the “**Special Appreciation”** from the Sealed Air customer in PPM Migration project.
* Presented with the most prestigious **“Feather in my Cap”** award from Wipro for the Sealed Air PPM Migration project.
* Presented with the **“Excellence Awards Trailblazers”** award for the outstanding contribution in the Sealed Air PPM Migration project.
* “**Round of Applause recognition for Customer Centricity**” for delivering Clarity Upgrade in Lloyds Bank with Scrum team of 10 members

**Education**

B.Tech. (Production Engineering. & Management) - Regional Engineering College, Calicut **1997 – 2001**

**Professional Experience**

**Wipro Ltd. – London/India**

**Scrum Master – Lloyds Banking Group July 2018 – Till date**

This project involved implementation of Planview starting from Tool Assessment & Selection, Setup & Configuration, Administration & User Training, Support for Project Execution

**Responsibilities**

* Conducted gap analysis of existing and future state PMO processes
* Determined PPM tool requirements through interviews with PMO and PM stakeholders
* Assisted in setting up core and extended team to evaluate shortlisted PPM vendors via RFP & Demos
* Liaised with Planview Consultants for the Planview Implementation
* Acted as Point of Contact between Planview Consultants and Client teams
* Gathered and documented data required for the set-up/configuration of Planview
* Trained extensively in the implemented Planview PPM solution, from the end user’s perspective
* Assisted Project Managers in the Initiation, Execution and Closeout of their Projects in the Planview
* Set-up and Coach Scrum team members on Agile principles and Agile methodology
* Coach Product Owner for creation and maintenance of Product Backlog
* Worked with Scrum team in defining “Definition of Ready” and “Definition of Done” for user stories
* Collaborated with the Product Owner to prepare Release Planning and Sprint Planning (4 weeks Sprint)
* Collaborated with Product Owner on Refinement of Product Backlog, ensuring User Stories fulfilling the definition of Ready for Delivery team to include in Sprint Backlog
* Facilitated Coaching and Mentoring Delivery team on adoption of Scrum Practices
* Facilitated and Co-ordinated all Scrum ceremonies - Product Backlog Refinement, Sprint Planning, Daily Stand-up meeting, Sprint Review and Sprint Retrospective
* Responsible for ensuring an effective Time-boxed Daily Scrum Meetings
* Generated Key Scrum metrics such as Velocity, Burn-up and Burn-Down chart
* Configured Story Boards and other OOTB Dashboards in Atlassian JIRA for Real time visibility on User Stories progress across To Do, InProgress, Done list.
* Organized Sprint Demos for Product Owner involving Scrum team
* Worked closely with Product Owner and Delivery team to validate the Definition of Done for each User Story and ensuring meeting of Sprint Goals of delivering Minimum Viable Product
* Managed preparation and implementation of Release Deployment Plan
* Stakeholders Management by Status Reporting on Release/Sprint progress including Identification and Highlighting RAID (Risks, Assumptions, Issues and Dependencies) items
* Managed Internal and External Impediments to Sprint Goals to maintain the High performance of Delivery team

**Wipro Ltd. – London / Edinburgh**

**Scrum Master – Lloyds Banking Group May 2016 – June 2018**

This project was aimed at the implementation of various IT Governance processes in CA Clarity 14.2 and upgrading to Cloud hosted Broadcom Clarity 15.4.1 PPM.

**Responsibilities**

* Coach Scrum team on Agile principles & methodology; Implemented Scrum practices
* Closely worked with Product Owner on Backlog Management
* Worked with Product Owner in onboarding Scrum team
* Facilitated Sprint Planning, Daily Scrums, Retrospectives, Stakeholder meetings, and software demonstrations.
* Tracked and managed Product Backlog, Burndown Metrics, Velocity, and Task Breakdown
* Protect Development team from Distractions, Impediments, or team conflicts, and maintain focus on Sprint commitments.
* Monitored and tracked Project progress and Performance against Project Plans, Reporting Status to Project Stakeholders.
* Tracked RAID (Risks, Assumptions, Issues and Dependencies) items to closure
* Lead the Change Management Activities of Preparation of User Guide and Training Materials, carrying out Product Demos and Training sessions for specific Business groups
* Conducting Team Building activities between Product Owner, Scrum Team and External partners

**Wipro Ltd. – London / Zurich**

**QA Manager – Credit Suisse Sept 2011 – Apr 2016**

The project is aimed at enhancing applications critical to IT operations in Corporate Systems area. The portfolio is of 12+ applications which includes home grown applications developed using Java, .NET, Oracle technologies and off the shelf products like CA Clarity.

**Responsibilities**

* Defining Master & Release specific Test Plan for Manual/Automation and Performance Testing
* Liaised with Developers and Business Analysts through Defect Triage Calls, to review Defects
* Lead the development of Page Object Model Selenium, Appium framework on TestNG Platform
* Used Build Management Tool: Maven in the framework for batch triggering of Testcases
* Integrated complete framework with CI Tool Jenkins for Scheduling the Testcases
* Maintaining the Requirement Traceability Matrix.
* Engaging Business contacts for Planning, Organizing and Co-ordinating UAT Execution
* Assisted Business Users on Product related Queries/Facilitated logging of CRs coming out of UAT
* Daily & weekly reporting of various Test Metrics and RAID items
* Implemented Shift Left and Shift Right in Development approaches for improved Efficiency and Cost Saving
* Achieved 50% reduction in Manual efforts in Backlog validations by Automation
* Achieved 30% reduction in CRs by implementing Shift Left

**Wipro Ltd. – India**

**Technical Lead – Sealed Air Sep 2009 to Aug 2011**

This project involved Migration of HR data from in-house developed legacy application to HP PPM 7.5.

**Responsibilities**

* Defined Data migration model based on Star and Snowflake schema
* Developed Data Migrating scripts by creating Tables, Views using SQL, PL/SQL, Triggers, Stored Procedures, Functions and Packages to migrate data from flat files to an Oracle Database
* Created Indexes on Tables to improve on searches/queries
* Performance tuned queries using Hints to improve execution time of the queries
* Wrote Unix shell scripts to process the files on a daily basis like renaming the file, extracting the date from the file, unzipping the file and remove the junk characters from the file before loading them into the base tables.
* Set-up Control M jobs to automate processing of flat files

**Wipro Ltd. – USA**

**Technical Lead – GE NBCU Sep 2007 to Aug 2009**

This project involved development, support and maintenance of PPM modules such as Project, Time and Deployment based on a HP PPM 7.5.

**Responsibilities**

* Single Point of Contact from Offshore for the Customer
* Requirement gathering and analysis of New Implementation, Enhancements or Change Requests for Configuration of Request Type, Workflow, Portlets and Reports
* Created Functional and Technical specifications
* Upgraded the application from ITG 6.0 to PPM 7.5 SP3, Applied Service Pack 6 to PPM 7.5 SP3
* Applied the HP provided Hot-fixes for Product Defects in SP3 as well as SP6
* Interacted with Server and Database Administrators for Server maintenance
* Interacted with HP Team for getting the fixes of identified Product defects
* Migrating Objects using Deployment Management

**Previous Employers**

**Accenture Service Pvt. Ltd, India - Module Lead**  **Mar 2007 to Aug 2007**

**Patni Computer Systems Limited, India - Senior Software Engineer Nov 2004 to Feb 2007**