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| Ruchi Mishra **Scrum Master**Mobile: 9019907854 ruchi9mishra@gmail.com **Professional Summary**

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| * **Experienced scrum master with a proven track record of delivering high-quality software, on-time and within budget seeks a position with a top technology firm.**
* **CSM Certified Scrum Master /Agile Project Manager/Test Manager and ISTQB Certified Software Professional with 11+ years’ experience in IT, Project Management, Test Management, Release Management, Product Management, Vendor Management, SCM(Supply Chain Management) and Risk Analysis.**
* **Certified Scrum Master with 5+ years of experience and a proven track record of raising revenue and cutting costs.**
* **Continually refined and evolved agile processes for predictable and rapid software delivery resulting in hitting 99% of project deadlines**
* **Implemented agile methodologies using a Scrum framework throughout the organization from executives to software to marketing across 25 employees**
* **Led all sprint planning, sprint reviews, sprint retrospectives, and daily scrums with the development team resulting in product features that reached 2 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 SCRUM/AGILE Principles.**
* **Implemented and enforced Scrum principles and practices,facilitated continuous improvement /Continuous Delivery(CI/CD), and identified and removed team impediments**
* Actively participate and contribute as a QA team member in full product life cycle process in agile environment
* Work in a fast paced, multi team and multi project environment
* Design test cases from stories/requirements that covers all the basic, alternate and exception scenarios to deliver high quality product
* Identify test gaps and opportunities to expand test case coverage utilizing prior Quality and Testing experience
* Responsible for Functional testing of web applications
* Extensively worked on various Testing types such as Integration, System, Functional, Regression, Sanity, Smoke, User-interface (GUI), Performance Testing.
* Good experience on Continuous Integration Tools (CI/CD Tools) like Jenkins., Docker, and Kubernetes
* Strong expertise of Manual Testing with UNIX, Shell scripts, SQL scripts, Python scripts.
* Excellent experience with source version control tools such as TFS, Github, Gitlab, and SVN.
* Good knowledge on cloud technologies like AWS, Azure
* Supply Chain Management (SCM) Domain and CRM Domain knowledge is must.
* **Retail, Vendor Management, Cargo & Logistics, Health Care & Life Science, Travel & Airline Domain experience**
* Work closely with project owner in backlog management and continuous delivery of features.
* Strong experience testing web services and **RESTful APIs**
* Technical Skills – Familiar with test management tools like Quality Center, HP ALM, VSTS, VSS, **JIRA, Confluence, VersionOne, basic VB script** and excel macros skills
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**TECHNICAL SKILLS** **DWH/DWBI/ETL Testing : COGNOS ,Informatica, Teradata, MSTR** **Regression Testing Tools : RPT,QTP 9.2/9.1/9.0/8.2/8.0, WinRunner 8.0,Test Complete** **Performance Testing Tools : LoadRunner8.2, JMeter, RPT** **Test Management Tools : Test Director 8.0, Quality Center 9.0, 9.1,9.2,10** **Configuration Management Tools : VSS, SharePoint****Defect Tracking Tools : RQM(Rational Quality Manager), Bugzilla 2.22, Remedy, Jira, Evolution. Bug Tracker, PTT(Project Tracking Tool), RTC(Rational Team Concert), RTM(Rational Test Manager), Quality Center 10, Radar, HP ALM****Languages : Java, C, C++, BASIC, COBOL, SQL****Databases : Oracle, Sybase, Teradata, DB2, SQL Server ,Redshift****Operating Systems : Windows XP, 95 / 98 / 2000, UNIX, Linux, MAC** **Client Side Script : VB Script, TSL, JavaScript** **Web Technologies : HTML, DHTML,JavaScript, Delphi script** **Ski Big Data Skills : Hadoop, Hive, Hbase, AWS Glue, Spark, Python, PySpark, Lambda, Athena,Kafka****CERTIFICATIONS & ACHIEVEMENTS*** Done **Certification of Scrum Master [CSM] in the year December 2019 {Certificant ID: 001022831}**
* Done **Certification of “Advance Big Data and Hadoop”**from **Skillspeed**on October 19, 2016 **(License No. :** BDHB260812091622)
* Done **Certification of “Data warehousing concepts”**from **Brainbench on** April 23, 2015 **(Transcript ID:** 12683647)
* Done **Certification of “Big Data Fundamentals”**from **Big Data University on** June 9, 2015.
* Got C**ash Reward and Certification for the Foundation Day with UST Global** for the year 2014.
* Got **Best Team Member Reward for GYB-BPP PROJECT with IBM** for the year 2011(Quarter-3)
* **ISTQB(International Software Testing Quality Board) Certified professional in the year 2007(Dec 2007)**

**PASSPORT*** Possess **valid Passport (Details are given below)**

 **Passport no. : R7329073**  **Passport validity:** valid till **24th January 2028** **Experience Summary****Mindtree Limited.****Lastly worked as a Agile Scrum Master/Agile Project Manager/Test Manager & Test Specialist (Feb 2015 – 12th November, 2020):*** Implemented and enforced Scrum principles and practices, facilitated continuous improvement (CI), and identified and removed team impediments
* Supported the Product Owner with documentation of User
* Stories and Acceptance criteria
* Monitored team backlog daily and ensured it accurately reflects the current state of the sprint
* Facilitated daily scrums, stand-ups, and meetings
* Monitored and tracked project progress and performance against project plans, reporting status to project stakeholders through structured communication
* Managed risks to delivery
* Established and actively managed all project and key stakeholder expectations and relationships
* Coached several Scrum teams in Agile principles and the Scrum framework.
* Designed and implemented the configuration of Atlassian's JIRA Software (JIRA Agile) & Mingle to support an optimal and pure Scrum process.
* Trained many engineers, ScrumMasters and Scrum product owners on how to use JIRA most effectively.
* Experience in Duck Creek Testing(Policy, Billing, Claims), QA, ETL, Cloud, AWS Data Lake, Test Planning and **Test management & Release Management of various projects in Insurance, Retail, Airline, Travel, Healthcare, Logistics and Cargo Management domain.**

 **UST Global (as Scrum Master/Senior Test Analyst from UST Global)****Test Specialist (Nov 2013 – Feb 2015):*** Guide the team and organization on how to use Agile/Scrum, and on self-organizing to fill in the intentional gaps left in the Agile/Scrum frameworks.
* Experience in Testing, QA, Test Planning and Test management of various projects in Retail, Healthcare and Cargo Management domain. Handled a team of 3 to 8 peoples in Walmart and MEARSK.
* 8+ years of experience in software application testing and 3+ years of experience in managing high performance QA teams across the spectrum.
* Handled a team of 5 – 25(min – max) project/program resources to be led for specific projects during project duration
* Assess the Scrum maturity of the team and organization, and coach the team to higher levels of maturity, at a pace that is sustainable and comfortable for the team and organization.
* Remove impediments or guide the team to remove impediments by finding the right personnel to remove the impediment.
* Facilitate the completion of work without coercion, assigning, or dictating the work.
* Facilitate discussion, decision - making, and conflict resolution.
* Handle multiple scrums with shared team members spread across time zones.
* Assist with internal and external communication, improving transparency and radiating information.
* Support and educate the Product Owner, especially with respect to grooming and maintaining the product backlog.
* Forecast the number of deliverables possible in an iteration, based on evidence and reliable source.
* Arrange daily stand-up meetings; facilitate meetings, schedule meetings, demo and decision-making processes in order to ensure quick inspection and proper use of adaptation process.
* Provide regular updates on delivery and take corrective action where required.
* Work closely with subject matter experts and technical leaders from additional ERM business units, across time zones, as part of diverse teams that may be established for revenue delivery on project to project basis.

**Accenture India Pvt. Limited(on the payroll of Source One Management Services Ltd)****Test Lead (Aug 2013 – Nov 2013):*** + ETL Testing of Dashboard applications in Four Sesons BI Dashboard Project.
	+ Testing of Life Science domain in Pfizer Project.
	+ Handled a team of 5 to 17 people
	+ Involved in Requirements Analysis,Sprint Planning, identification of key resources, identified risks/mitigation process.
	+ Multidisciplinary experience overseeing software development, program/project management and QA
	+ Ability to manage multiple competing priorities simultaneously, and to influence organizations of both technical and non-technical members.
	+ Exceptional and effective verbal and written communication skills.
	+ Exceptional attention to detail and organizational skills.

**Manpower Services (Deployed at IBM)****Test Specialist (Apr 2011 2009 – Jan 2012):*** Handled a team of 3 – 15(min – max) project/program resources to be led for specific projects during project duration
* IT project management experience with two years sprint management experience
* Strong facilitation experience such as managing multiple concurrent projects Responsibilities
* Work with the development teams and product owners to create a collaborative environment.
* Perform performance and functional testing of a web-based application
* Collaborate with the business analysts (BAs) and stakeholders in gathering and refining requirements
* Collaborate with the project manager (PM) to establish and meet project schedule and goals
* Collaborate with the application development team to identify, track, and resolve defects.
* Collaborate with other quality assurance analysts (QAs)
* Suggest new tools and techniques to improve testing efficiency
* Solid understanding of project management methodologies
* Expertise with testing tools and methods in order to perform user acceptance testing

**Artech Infosystems Pvt. Ltd. (Deployed at IBM)****Test Specialist (Nov 2009 – Feb 2011):*** + Experience in web application and framework development in VB Script by using QTP.
	+ Interacts with the client to prioritize Test Plans and Test deliverables
	+ Defines Scope, Test Plans and test deliverables for assigned tasks.
	+ Handled a team of 3 to 10 people
	+ Involved in Reviews, Analyses and Designs the test scenarios and test cases.
	+ Exposure in RTM, Test Strategy, Test Plan and other test documentation
	+ Excellent written and oral communication skills.
	+ Excellent listening, presentation, and interpersonal skills.
	+ Ability to prioritize and execute tasks in a high-pressure environment.
	+ Experience working in a team-oriented, collaborative environment.

**NIIT Technologies Ltd.****Senior Test Engineer (Feb 2007 – Jan 2009):*** Worked as a Senior Test Engineer in various Airline, Travel domain and Insurance domain projects.
* Written test cases, test scenarios
* Did Test Execution and peer review of test cases.
* Defect Logging and Defect Tracking
* Prepared test reports(Defect Summary Report, Test Execution Summary Report)
* Hands-on Automation tools such as QTP, Quality Center, WinRunner, Test Complete and Fitness tool
* Handled a team of 2 to 3 people in Travelocity Project.
* Well versed with Airline domain and worked on various GDS and databases such as relational databases and SQL
* Participated in activities like freshers Recruitment, Mentoring junior team members, and Knowledge sharing among team members
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