**Bagavathy P** +91 94450 84795

 bagavathybalajip@gmail.com

**Professional Summary:**

* Having **15 +years of** experience in IT, with 4+ years as Scrum Masterand managed IT services.
* Experience in Agile and SCRUM framework.
* Performed the Agile **Scrum Master** role for three projects.
* Extensive experience in **SCRUM framework** and agile games
* Organizing interactive and collaborative scrum ceremonies
* Excellent analytical**,** organizational, and communication skills, for effective interaction with stakeholders and all levels of management**.**
* **Certified PMP** with proven track record of appreciation from leadership in enhancing team productivity, deliverable quality, and customer satisfaction.
* Tracking, monitoring, reporting status to senior management and quality assurance management·
* Exposure to Scaling Framework CI/CD.

**Certifications**

* Certified Scrum Master (**CSM**)
* Project Management Professional (**PMP)**
* Proficient in IT service Management, certified **ITIL V3** professional
* Sun Certified Java Programmer (**SCJP**)

**Project Management Tools**

* JIRA, Confluence
* MPP (Microsoft Project Plan), Microsoft Teams

**Work Experience:**

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| **Project Name** | businessDNA | **Start Date** | June 2019 | Till Date |

**Project Description:**

Banking Data Management product. BusinessDNA product provides an extensive bank data management (Internal and external). & ListDNA product provides an extensive bank list management such as Sanctions, AML (Anti Money Landry) these lists can be created, updated, reviewed and approved through a Workflow process by the banking professional.

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| Role/Responsibilities | Scrum Master |

**Scrum Team:**

* Playing the Scrum Master role

**Services to Team:**

* Organizing and facilitating collaborative and productive scrum ceremonies/rituals
* Effective collaboration with the Product Owner, supporting the PO to managing the Product backlog and ensure transparency
* Coach the team with respect to Scrum framework, rules, agile practices
* Helping the team to manage the Sprint progress and report tracking
* Owning and resolving the impediments
* Ensure the Scrum artifacts are prepared, managed and kept transparent always
* Facilitated the development team technical discussion
* Escalating the issues as appropriately to the senior management
* Collecting the sprint reports as needed by the organization

**Accomplishments:**

* ICX4 was transitioning from the SDLC framework to Scrum framework. As a Scrum Master I have been coaching and mentoring the scrum team in the scrum framework and its practices.
* Transitioned from traditional requirement documentation to JIRA tool-based product backlog
* Friday sprint refinement meeting, daily change control call has been successful initiation at ICX4

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| **Project Name** | VoxGen Applications | **Start Date** | Aug 2018 | Dec 2019 |
| **Project Location** | Chennai – India | **Team Size** | 13 |

**Project Description:**

**IVR** (Interactive Voice Response) application development, maintenance and delivery to the major UK bases IVR customer.

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| **Role/Responsibilities** | Project Manager, Scrum Master |

**Contributions:**

**Scrum Team:**

* Scrum Master

**Services to Team:**

* Organizing and facilitating collaborative and productive scrum ceremonies/rituals
* Effective collaboration with the Product Owner, supporting the PO to managing the Product backlog and ensure transparency
* Coach the team with respect to Scrum framework, rules, agile practices
* Helping the team to manage the Sprint progress and report tracking
* Owning and resolving the impediments
* Ensure the Scrum artifacts are prepared, managed and kept transparent always
* Coach the team with the Scrum values of FORCC, and agile principles
* Escalating the issues as appropriately to the senior management
* Collecting the sprint reports as needed by the organization

**Services to Organization:**

Ensure the Scrum is properly adopted with in the projects

Collecting the sprint reports as needed by the organization

**Accomplishments:**

* Adopted agile engineering practices
* Refactoring
* Continues attention to architecture and design
* Continuous Integration
* Automated Testing and Regression testing

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| **Project Name** | VoxGen Applications | **Start Date** | Aug 2017 | July 2018 |

**Project Description:**

Chatbot application development, maintenance and delivery to the major UK based airline customer.

Chatbot is integrated within the airline Facebook page, which provides agent kind assistance to the airline users.

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| Role/Responsibilities | Project Manager, Scrum Master |

**Contributions:**

**Scrum Team:**

* Scrum Master

**Services to Team:**

* Organizing and facilitating collaborative and productive scrum ceremonies/rituals
* Effective collaboration with the Product Owner, supporting the PO to managing the Product backlog and ensure transparency
* Coach the team with respect to Scrum framework, rules, agile practices
* Helping the team to manage the Sprint progress and report tracking
* Owning and resolving the impediments
* Ensure the Scrum artifacts are prepared, managed and kept transparent always
* Facilitated the development team technical discussion
* Escalating the issues as appropriately to the senior management
* Collecting the sprint reports as needed by the organization

**Services to Organization:**

Ensure the Scrum is properly adopted with in the projects

Collecting the sprint reports as needed by the organization

Educate and ensured the core agile principles are adopted and understood

**Accomplishments:**

* Adopted Agile estimation techniques (Planning Poker, Story Points)
* Automated, Regression testing
* Ensured the Product backlog are OPTIMISED

**Employment Details**

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| **Organization** | **Designation** | **Duration** |
| ICX4 Software Service Pvt Ltd | Scrum Master | June 2019 – Till Date |
| Sensiple Software Solutions Pvt Ltd | PM/Scrum Master | August 2017 – Dec 2019 |
| Accenture Services Pvt Ltd | Associate Project Manager | September 2013 – Jan 2017 |
| Accenture Services Pvt Ltd | Team Lead | September 2010 – August 2013 |
| Accenture Services Pvt Ltd | Senior Software Engineer | Dec 2006 – August 2010 |
| Adeptia India Pvt Ltd | Software Engineer | March 2004 – Nov 2006 |
| Adeptia India Pvt Ltd | Associate Software Engineer | March 2003 – April 2004 |

**Education**

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| **Degree** | **College/University** |
| MCA (Master of Computer Application) | Thanthai Hans Rover College, Peramballur, Tamilnadu, India, Bharathidasan university |
| BSc Computer Science | Mazharul Ulloom College, Ambur, Tamilnadu, India. Madras university |