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| **NITIN AGARWAL 3.0 mob**:9958075340 **Senior Level Professional**  [nitin.jsw@gmail.com](mailto:nitin.jsw@gmail.com) **linkedin:** nitinagarwal-agile   |  |  |  | | --- | --- | --- | | **Focused** and **passionate** professional, healthy mix of Visionary & Executionary ,targeting assignments as **Transformation lead, Change Agent ,Release Train Engineer /SAFe Advanced Scrum master / Senior Scrum Master/Senior Consultant, Continuous Improvement lead, Agile project Manager** to work with Customer & Teams to bring **Continuous Improvement**, delight them by reducing Lead time, **removing waste** in Agile transition journey and other Enterprise activities. More focus on **Customer centricity**, **Enterprise** and **Business** Agility. | |  | |  |  | | | | |
| Key Skills   |  | | --- | | Scrum & Agile Methodology | |  | | Scaled Agile Framework | |  | | Agile Planning and Estimation. | |  | | XP and Kanban | |  | | Continuous Integration/Deployment | |  | | TDD and BDD | |  | | Insurance/HealthCare, Ecommerce, Banking, Energy domain | |  | | Product management | |  | | Project Management | |  |     Personal Details  **Date of Birth:** 10th June 1981 **Languages Known:** English & Hindi **Address:** Flat No : B-209,Aparna Hill Park Avenue, Chandanagar. Pin code- 500050 |  | |
| *Extensive experience in executing full life-cycle development projects (Scrum, Kanban and Waterfall methodologies); ramping-up projects within time, budget & quality parameters, as per project management & good practice guidelines; onsite experience:* ***Dublin****,* ***Ireland***  ***Aiming to save time and money for Project/Product/Initiatives by Agile, Kanban and lean techniques.***     * Profile Summary | |
| * **8+** years of **Senior** **Scrum Master/Scrum Coach/Agile Coach** experience and **11+** years of Agile Software Development Methodology experience using Scrum, **Kanban**, Large Scale Scrum and **XProgramming** * **Overall 15+** years of extensive experience, 8 years in IT software development, enhancement in Java/J2EE with **Certified Java Professional**. * **SAFe 5 Program Consultant (SPC 5). ICP-ACC**(Agile Coach),**ICP-CAT**(Coaching Agile transition),**PMI-ACP**, **Certified Scrum Professional**, **Safe** Agilist, **Certified** Scrum **Master**,Certified Scrum **Product Owner**, **TKP,KMP1(Kanban system design), LeSS basics, Scrum@Scale Practitioner, Certified Agile Leadership 1,DevOps, AWS Solution Architect** and **ITIL** certified. Azure DevOps & JIRA Portfolio, Advanced Roadmap trainings * **Agile transition and transformation** for big projects of more than 100+ team members. Coaching and mentoring Scrum masters, Product Owners & teams using **Agile games**(**Activities** – Ownership of Scrum, Kanban & BAU activities, “What If”, Coin game, Sprint simulation) * **Formed Community of Practice (CoP) of 40 Scrum masters** to identify Improvements/ Goals/Challenges at Program/Project and working to get desired **results**. * **Transitioning Scrum team to DevOps to DevSecOps team, transforming novice Scrum teams to high performing teams, transforming mindset from delivering Feature to delivering Value, Transforming teams to be Self-Organized, Transitioning T shaped to π shaped skills.** * **Facilitated projects of both Kanban (Maintenance) and Scrum methodologies** including XP practices. Implemented/suggested different practices and activities as per Forming, Storming, Norming and Performing phase(Tuchman’s model) * Working with Product Owner/BAs to help them creating a “**DEEP”** product backlog(including **EPICS**, **Features**, Product backlog Item, Initiative and   Themes) and “**INVEST**” User stories, metric reporting (Velocity, Burn down,  Defect/Test failure density, Residual defect density, Productivity, Estimates Vs  Actual estimates) to different stakeholders   * **Rich experience in executing projects of different technologies/domains and for more than one team as a Scrum master/Agile coach.** * **Expertise in creating High performing, Self Organized and Cross functional teams, constantly looking for improving velocity by removing silos, suggesting ways for team to take ownership.** * Helping & guiding teams to bring focus on Continuous Exploration Continuous Testing, Continuous Integration, Continuous Delivery, Non- Functional testing**.** * Worked in various domains like **Property** & **Casualty/HealthCare Insurance, Automotive, ERP, E-commerce, Banking, Finance, Retail and knowledge about Securities, Travel, Fashion E-commerce( Myntra), E-commerce(Amazon, Flipkart), Hotel and Energy.** * Focus is to implement Agile ways of working in other departments **Marketing**, **Sales**, **Finance**, **Legal** and **Human Resource** to enable Business Agility * Created programs using **Java/Junit/Cucumber/Gherkins/Selenium** to cement practical knowledge around **BDD** and **TDD** and to gain confidence.. * Firm believer in “**Being Agile**” and not just “**Doing**” agile to foster **Agile culture.**Creating non-judgmental space to provide psychological safety to team members.Also define working agreements for better execution of project * Reviewer for **Agile maturity assessment** reports. Also completed assessment of more than **30+** projects in Waterfall/Agile methodology for different locations in IDC. * Motivated **100+** professional for CSM/CSP certifications and recruited **50+ members** for Java and Agile roles for my organizations. * Part of couple of Agile groups (**Discuss agile and Others**), actively participates and attended **Regional Scrum gathering**. * Excellent knowledge on enterprise software product development using **SAFe** framework (Portfolio, Value Stream, Program and Team level), Release planning and different metrics. * Having experience on XProgramming practices like Continuous integration, **TDD**, **BDD**. * Expertise lies in identifying and reporting risk, issues, challenges, achievements, success, failure, improvements and so on to customers and management | |
| Career timeline | * Wipro digital – **Agile Coach**/**Senior Scrum master** (Oct 2019 to Till Date) * Infosys – **Agile Coach** /Leadconsultant(Jan 2018 to Oct 2019) * Accenture Services Pvt. Ltd – **Associate Manager Scrum Master** (Sep 2016 to Dec 2017) * Fiserv India Pvt. Ltd – **Tech** Lead (May 2009 to Sep 2016) * Accenture Services Pvt. Ltd – Senior Programmer (Oct 2004 to May 2009) | |
| Clients |  | |
| Education | * M.C.A from L.N.C.T College, R.G.P.V University with 77% in 2004 * B.Sc. (Computer Science) from Lucknow University with 63.22% in 2000 | |
| Significant Achievements  Biggest achievement for me - Seeing my teams performing beyond customer expectations | * Appreciated by **Wipro and BP Service Delivery managers** for enabling project progress visible through Dashboards with right metrics and guiding/helping other 4-5 Scrum masters to bring them to speed. * Inspiring & motivational comments by my delivery manager – “You are going with **5000 miles speed**” & “ Would be happy to see **all my Scrum master and team members with similar attitude**” * **Appreciated** by **Infosys** **Sales** team & leadership team to bring project back on track. * Many a times appreciated by my **Agile practice, Agile capability** leads for sharing great ideas. * Appreciated by **Leadership & Management teams** for completing SPC 5. * Won Retrospective competitionaward**.** * “**VIP Award**” for contribution, supporting peers & mentoring new joiners * Certificate for Achievement Award from client; Project-Ignition, Fiserv * **Best Team Performance Award** from client among 6 Scrum Teams for delivering best quality software in Project Ignition, Fiserv. * Got “**Best Performer**” and “**Peer Recognition**” Award for excellent performance as a team player. | |
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| Team building activities/Games  Skills set | * Queen of hearts * Wheel of Change * Ownership of activities Scrum, Kanban & BAU activities, * **“What If”** exercise – Similar to Chaos monkey technique * Coin game * Sprint simulation * Delegation poker * Different **Retrospective** techniques   **Agile Methods : Scrum**, **XP**, **Kanban, SAFe, Large-Scale Scrum**  **XP Practices : TDD**, **Continuous Integration/Deployment**, **Pair Programming.**  **Tools & Utilities**: **JIRA**, **Azure DevOps (VSTS),** **Rally**, **TFS**, **Planning** **Poker**, **Jenkins**, **Ideaboardz, `Miro, Trello, Whiteboard, Confluence, BitBucket, Code Collaborator**, JRebel & JProfiler 7,SonarQube**,** Eclipse (IDE), Crucible.  **Agile games**(**Activities)** -Roles and responsibilities, Coin game, Sprint simulation)  **DevOps Skills:** Jenkins, Puppet, Dockers, Git, GitHub and Nagios.  **Programming Languages**: Java, JSP, JavaScript, HTML & SQL  **Application/Web Servers**: JBoss, IBM WebSphere, Oracle App Server 10g  **Database**: Oracle 9i, DB2, SQL Server. **ORM**: Hibernate, Java Persistence API (JPA).  **Build Tools**: Apache Ant & Maven. **Case Tools**: MS Visio, STAR UML.  **Configuration Management**: CVS, SVN, ClearCase, Git  **Ecommerce Platform:** SAP Hybris  **E Enterprise Content Mgmt**: AEM (Adobe experience Manager). **U UX tools:** InVision, Balsamiq and Axure RP. **BDD: Cucumber,Selenium,Gherkins** |

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| **Metrics – “**you can't manage what you can't measure**”** | |
| **Team level** | Velocity, Sprint Burndown, Cycle & Lead time, Work links, Markdown, Widgets to ensure - No work items without Effort, Acceptance criteria & without owners, previous sprints work items are closed, No Unparented work Items, Cumulative Flow diagram |
| **DevOps** | Build health, Release health, Pull Request |
| **Testing** | Different metrics for Bugs tracking – by Iteration, State, Priority |
| **Continuous Improvement** | Product backlog readiness, Action/Improvements, Blockers per Iterations, RAID tracker |
| **Program level** | Delivery plan, Epic Progress, Release Burndown, Feature timeline |

Annexure:

**Projects: Wipro digital, Hyderabad** - **Oct’19 – Till date**  

**Project**: **Enterprise Data Platform**

**Period**: Feb’21 – Till Date

**Client**: **BP(Energy)**

**Role**: Senior Scrum master/Scrum Coach

**Project Size**: 70+ team members

**Methodology: Agile – Scrum, Kanban, XP.**

**Agile /DevOps Tools**: Azure DevOps (VSTS), Confluence, Git

**KRAs:**

* Working as Agile Coach/Senior Scrum Master and leading 2 DevOps teams
* As an **Agile Coach** guiding other 4-5 Scrum masters in setting up Scrum, ADO boards & sharing good practices
* **Formed Community of Practice (CoP) of 40 Scrum masters** to identify Improvements/ Goals/Challenges at Program/Project and working to get desired **results**
* Coaching & Mentoring **Scrum masters**, Scrum team members/**Product Owner**/BA/Delivery Managers/Program Managers about Agile & Scrum values, principles and practices, Sprint goal, New ways of working and other good practices.
* **Online trainings** for Scrum ways of working and completed more than 5 batches in Wipro.
* Maintaining Risk, Impediments & Continuous Improvement board for the project.
* Removing impediments/distractions for team to provide maximum productive time.
* Part of Agile CoE/Practice, sharing best practices & experiences with peers.
* Conducting Replenishment/Commitment, daily Stand up meeting & Service Delivery Review for Kanban team.
* Maintaining Cycle time, Release tracker, Improvements, Action and Impediment metrics, different widgets to ensure DoD & DoR are followed. Kanban board with different Swimlanes, WIP limits and visible policies to bring transparency to all.
* Interviewing Scrum master & Senior Scrum master profiles for Agile practice and organization

**Project**/**Client** **Turing (BP - Energy)**

**Period**: Oct’19 – Feb’21

**Role**: Senior Scrum master/Scrum Coach

**Team Size**: 45

**Methodology: Agile – Scrum, Kanban, XP, LeSS (Large-Scale Scrum)**

**Agile /DevOps Tools**: Azure DevOps(VSTS), Confluence

**Technology/Tools**: Mobile/Web (Angular, Ionic 4.0, Node JS), Blockchain, Analytics, Mule, Dynamo DB, AWS Cloud, CheckMarx, Blackduck, SonarQube, Invision, Git, Miro

**KRAs:**

* Worked as Senior Scrum master, Agile coach and led 2 Scrum(**DevSecOps)** teams including one Scrum team & one Infra team (Scrumban).
* Got great exposure of setting up Feature teams for the project through multiple workshops, redefining PBIs/Bugs lifecycle, coaching and guiding other scrum master and team members.
* **Transforming Scrum team to DevOps to DevSecOps team, transforming novice Scrum teams to high performing teams, transforming mindset from delivering Feature to delivering Value, Transforming teams to be self-Organized**
* **Program demo to Marketing team, Product Owner, Design/Creative teams and other key stakeholders.**
* Tracking sprint progress, maintaining Continuous improvement & Impediments board & Agile maturity using minimum metrics.
* Conducting SPAT(Scrum process assessment) every couple of months
* Creating different process flow diagrams (PBI, Bug & Support tickets life cycle) and socializing the teams.

**Projects: Infosys, Hyderabad: Jan’ 18 – Oct’ 19** 

1. **Project/Client: TMotors (Toyota Motors)**

**Period:** Dec’ 18 – Oct’19

**Role:** Agile coach

**Team Size:** 45

**Methodology:** Agile – Scrum, LeSS (Large-Scale Scrum), Kanban, XP**.**

**Agile /DevOps Tools:** JIRA, Confluence, Jenkins, Sonarqube & Ansible

**ERP tool** PeopleSoft 9.2

**KRAs**:

* Worked as **Agile coach** for the project, facilitated one Scrum Team.
* Mentoring and coaching **Scrum masters**/Product Owner/ Scrum team on Agile / Scrum values, practices and ceremonies.
* Agile knowledge sharing sessions to team, Knowledge bytes sharing with team and implemented agile best practices.
* Set up Definition of Done (DoD), DoR (Definition of Ready) and Capacity planner and other activities through workshops.
* Enabled project for “**Agile maturity Level 3”** in short span of time. Also project got rated as “**Gold**” for internal BEST framework.
* Sharing project updates to **Delivery Manager, Oracle capability head, Senior managers and Client services group**
* Agile coach for implementing Agile culture including Agile values, principles and practices in project.

**2) Project**/**Client** **TheBarclays (Barclays) – Finance & Banking**

**Period**: Feb’ 18 – Dec’18

**Role**: Scrum Master/Agile coach

**Team Size**: 106

**Methodology: Agile – Scrum, LeSS (Large-Scale Scrum), Kanban, XP.**

**Tools**: JIRA, Confluence and BitBucket, CVS, Crucible, Ansible, Jenkins, Sonarqube.

**Languages**: HTML 5, Java 7.0

**KRAs**:

* Leading two teams (Dev and Maintenance) as Scrum master/Agile coach.
* Single person responsible for implementing Agile practices in project.
* Helping PO & team in slicing user stories as per “INVEST” criteria with SPIDR approach.
* Led 62 new joiners on boarding process from interviewing to trainings and to deploy them in scrum teams.
* Agile knowledge sharing sessions to team, Knowledge bytes sharing with team and implemented agile best practices.
* Transformed 100+ members’ team from Waterfall to Agile in quick time.Setting up different JIRA and physical agile boards. Appreciated by client.

**Projects - Accenture, Hyderabad: Sep’ 16 – Dec’ 17** Accenture

**1)**

**Project**/**Client** **PearsonOne (E-commerce)**

**Period**: Jan’ 17 – Dec’ 17

**Role**: Scrum Master/Agile coach.

**Team Size**: 30

**Methodology: Agile – Scrum, LeSS (Large-Scale Scrum), Kanban, XP.**

**Tools**: JIRA, Confluence and BitBucket, Chef, Jenkins.

**Ecommerce Platform:** SAP Hybris

**Enterprise Content Mgmt**: AEM (Adobe experience Manager)

**UX tools**: InVision and Zeplin.

**KRAs:**

* Leading two teams of 7 members as a Scrum master and highlighting impediments/risks to Meta Scrum master in SOS.
* **Classroom trainings** on **Scrum** and **Kanban** ways of working.
* Set up all processes in Sprint 0/1 itself so that team can confidently work on future sprints.
* Setting up JIRA **Dashboard**, metrics, **Gadgets**, **Workflows** and other different reports. Good knowledge of JIRA integration with **Confluence**, **Jenkins** and **Bitbucket**.
* Set up Agile best practices to achieve Sprint commitments and Agile knowledge sharing sessions to team.
* Coordinating with PMs/Meta Scrum masters and POs/BAs for slicing(SPIDR approach), prioritizing (**Kano, MoSCoW, Relative Weighting, WSJF**) User stories.
* Facilitating all the Scrum ceremonies. Retrospective using different online tools Ideaboardz and Trello.
* Setting up JIRA Dashboard, metrics, Gadgets (Workload pie, Filter results, Two dimensional filter statistics, Bubble chart, Periodic met/exceeded SLAs) Workflows and other different reports. Good knowledge of JIRA tool.
* Agile knowledge sharing sessions, agile maturity Assessments and writing blogs.

**2)**

**Project**: Agile Capability

**Period**: Sep’16 – Dec’ 16

**Client**: Internal

**Role**: Scrum Master

**Methodology: Agile - Scrum**

**Tools**: JIRA and Confluence

**KRAs**:

* Agile maturity assessment of different projects across IDC and single point of contact for reviewing assessments.
* Creating Accenture ACE (Similar to SAFe) Framework.
* Creating Handbook, Guidelines and Assets, Agile PPTs for different requests.
* Conducting Skype presentations and ADS training.
* Recruited 4 members for agile capability team.
* Suggested to Automate the Agile maturity Assessment process to save time and save dollars.

**Fiserv India Pvt. Ltd., Ghaziabad, Delhi/NCR** **- May’ 09 – Sep’16** 

**Project/Client Ignition (StoneRiver)**

**Period:** Jan, 13 – Sep, 16

**Role:** Tech Lead (Scrum Master)

**Team Size:** 30

**Methodology:** Agile - Scrum, XP, Kanban, SAFe Framework

**Framework:** Mule, Spring, JPA, JUnit

**Languages:** Flex (ActionScript), Java 7.0

**Tools:** JDK, JBoss, Maven, Eclipse & Clearcase, Rally

**Description**: Project designed next generation of **Property & Casualty (P&C)** solutions to reduce complexity that carriers face with IT integration while delivering richest functional capability on the market. Project has been in progress since 7 years, operating under development name of Project Ignition. Project incorporates major changes both from technical & functional standpoints and includes short- and long-term deliverables.

**KRAs**:

* Leading a team for 3 years as Scrum-Master
* Executing **Scrum** **ceremonies** - daily scrum meeting, sprint planning and review meetings, and sprint retrospectives providing backlog updates to Meta Scrum-Master in daily S.O.S. meetings, and sharing risks and impediments upfront in absence of Scrum master.
* Coach new joiners about agile principles and Scrum practices; cultivate the sense of benefits of Scrums into associates.
* Co-ordinate with scrum master situated in different geo locations India, USA and Argentina to resolve dependency, issues.
* Worked as Scrum Master/Agile Coach
* Implemented Scrum (“Doing)” for two Projects (JProducts and TWG) as an Agile coach and trained team members on Scrum Roles, Values & artifacts.
* Monitoring project progress & outstanding issues and ensuring the quality & timeliness of the deliverables; extending post-implementation support to team members by identifying defects, inconsistencies & errors.

**Project: UHG(HealthCare)**

**Period:** May, 09 – Dec, 12

**Client: UHG**

**Role:** Team Lead

**Team Size:** 30

**Methodology:** Agile – Scrum, XP & Kanban

**Framework/Tools** Salesforce, Selenium, C Sharp, SVN, Rally, Bamboo, PMD

**Description**: Property & Casualty (P&C) solution for WC line of business. StoneRiver, a leading provider of technology and strategic solutions for the insurance industry decided to move to HTML 5 with some additional important features that they got in Summit.

**KRAs**:

* Organizing product backlog grooming meeting, daily scrum meeting, sprint planning, review and sprint retrospectives ceremonies, providing Sprint updates to Meta Scrum-Master in daily S.O.S. meetings, and sharing risks and impediments upfront.
* Analyzing requirements of user stories/defects in sprint planning meeting.
* Presenting demos to Product Owner for acceptance.

**Accenture Services Pvt. Ltd., Bangalore - Oct’04 – May’09 Accenture**

**Project**: **RBS (**May'07 – Apr'09) **& IAS(**Mar'05 - Jan'07)

**Client** Royal bank of Scotland(Banking/Finance) & VHI(Healthcare/Insurance)

**Role**: Senior Programmer

**Environment**: Core Java 5, Spring 2.5, JSP 1.2, Servlet 2.3, Java script, Ajax, Spring AOP, JAXB 2.0, Junit 4.4, , Ant 1.6.x & Hibernate