**PAWAN.S.RAO**

**(CSM, ICP-ACC, PMI-DASM, PMI-DASSM, IIMA-SMP)**

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**SCRUM MASTER / AGILE COACH / AGILE STRATEGIST**

*An expert* *Scrum Master and Agile Coach with experience in incorporating Agile methodology to strengthen Strategic Planning, Project Management & Process Enhancement*

**Profile Summary**

* A highly competent professional **with 7 years in Testing** **and 6 years of experience as Scrum Master in Scrum, Agile and Strategic Management**
* **Successfully completed Agile Coach Certification and Strategic Management Certification by IIM, Ahmedabad**
* Hands-on experience in **undertaking strategy, delivery and consulting practices**
* **Facilitate as Scrum Master & Agile Coach:**
* Understanding basic fundamentals of software development processes; radiating information or ensure that a team’s progress and successes are highly visible to all stakeholders, including the team itself
* Supporting the **Product Owner**; communicating updates and impediments as well as assisting with backlog and release plan maintenance
* Introducing a **new engineering practice** that can help developers improve processes
* A customer-centric professional with a knack for **motivating team members** for exceeding customer expectations in delivery of committed services
* A **strategic planner** with proficiency in streamlining business processes, defining continuous improvement processes, accelerating employees’ strengths and building powerful teams that can conquer any obstacles
* Expertise in **mapping business requirements and coordinating in implementing processes** in line with the pre-set guidelines
* Deftness in setting out quality standards for various operational areas; **implementing quality systems & procedures** to facilitate a high-quality customer experience while adhering to the SLAs
* Adeptness in providing guidance **and leadership to staff in accordance with specified program objectives**. Exceptional communication, presentations & mentoring skills with distinguished abilities in leading teams for developing business continuity plans, procedures and service standards for business excellence
* **Was involved in singly handedly (with support of management) implementing Agile scrum for a client called “Truckstop” which is one of the leading logistics company in USA.**
* **Worked closely in improving Agile Scrum ceremonies for a client in Netherlands which was a telecom-based company.**

**History of Excellence**

Strategic Planning Quality Assurance SDLC

Requirement Analysis Defect Management Documentation

Process Improvement Production Support Training & Development

Cloud Computing Project Management Scrum Master / Agile

**Professional Experience**

**Since Dec’20: Digital Guardian software technologies PVT LTD as Scrum Master.**

**Sep'20 – Dec’20: Zinier software technologies as QA LEAD/Scrum Master.**

**Mar’17 - Aug'20: Calpion Software Technologies as Associate QA Manager/Scrum Master.**

**Oct’16 – Feb’17: Exolent Online, Bangalore as QA Consultant (Part Time Contract)**

**Jun’15 – Jul’16: Galt Software Technologies as QA Lead**

**Jan’11 – Jul’13: Stag Software Pvt. India Ltd as Sr. Test Eng.**

**Jul’13 – Jul’15: Jam cracker, Bangalore as Senior Member.**

**Sep’08 – Jan’11: FAS DEC Pvt. Ltd., Bangalore as Test Engineer**

**Certifications**

* **CSM (Certified Scrum Master)**
* **PMI-DASM (Disciplined Agile Scrum Master by PMI)**
* **PMI-DASM (Disciplined Agile Senior Scrum Master by PMI)**
* **ICP – ACC (Agile Certified Coach)**
* **IIM-SMP (Agile Strategic Management Program by IIM Ahmedabad)**

**Note – PMI has acquired Disciplined Agile (DA) consortium and come up with DASM and DASSM certifications. DA has built a tool kit to adopt a agile process(Scrum, Lean etc) which follows agile principles, and which really helps companies to adopt agile based on following factors which makes these certifications very valuable in agile.**

1. **Technical Complexity of project.**
2. **Domain Complexity if project**
3. **Geographical Distribution**
4. **Organizational Distribution**
5. **Team Size**
6. **Compliance**

**Career Highlights**

**Strategic Management**

* Monitoring the overall functioning of business processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
* Overseeing the project lifecycle entailing identification, development, implementation & post implementation review
* Mapping clients’ requirements and coordinating in developing and implementing processes in line with pre-set the guidelines
* Preparing MIS reports & other statements with a view to apprise management of the process operations and assisting in critical decision-making process
* Setting out quality standards for various operational areas, ensuring a high-quality customer experience, while adhering to the SLAs and work processes
* Creating awareness for driving the projects and process improvement strategy & methodology and ensuring maximum operational efficiency
* Conducting root-cause analysis and taking preventive measures for repeated escalations
* Recruiting, leading, training and monitoring performance of the team members for maintaining excellence in process operations

**Agile Coach / Scrum Master**

* Planning project activities viz. scoping, estimation, tracking, delivery management & post implementation support; implementing project plans within preset budgets and deadlines
* Functioning as Scrum Master (SM) / Agile Coach; conducting internal audits to assess the status of deployment of systems and taking corrective measures for achieving organizational objectives
* Documenting, tracking, and communicating bugs, enhancements, analysis, and unresolved problems
* Managing requirement gathering, system analysis and finalization of technical / functional specifications
* Designing, developing, testing, troubleshooting & debugging applications
* Monitoring development activities and conducting timely risk assessment & mitigation; managing and providing technical & process level guidance/support to the project team
* Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.
* Established and supported communities of practices to promote organizational understanding of Agile roles and to help individuals develop into them.
* Coached teams, Scrum Masters, Business Analysts, Managers and Executives on Agile values and principles to promote continuous improvement in practices and artifacts.
* Mentored teams, leading them to be self-directed with strong accountability, decision making, conflict resolution and transparency.
* Championed cultural change and collaborated with other Coaches on plans and techniques for accelerating and advancing the organization's transformation.

**Testing / Quality Assurance**

* Coordinating QA activities of geographically dispersed technical teams located in the USA, Australia, Germany etc.
* Developing manual & automated test framework & customized user scripts for parameterization using Load Runner, JIRA, Win Runner, Postman, run-scope, Soap UI, Kafkanator Neoload, &Apache JMeter
* Facilitating full product life-cycle development & analysis (SDLC / Waterfall, Agile, Scrum, Six Sigma)
* Worked on testing:
* SaaS services extensively like testing of real time software’s like MacAfee, WebEx, Symantec, Hosted Exchange, etc. by integrating software’s in the JSDN platform
* IaaS services extensively like testing Amazon, Open stack, VMware, etc.
* Big Data Testing by Hadoop and MapReduce technology for analyzing data which is stored in Cassandra (No SQL DB) and displaying the results in UI in graphical format
* Earned promotions (QA-Lead to Sr. QA-Lead to Associate QA Manager) on an yearly basis by efficiently working on various projects and managing the team effectively
* Spearheaded system integration testing and user acceptance testing with Marketing, Finance & Business Teams for MCS (Mobile Content Solutions) Group
* Worked on browser-based applications & Mobile Handset Applications focusing upon functional, operations & usability
* Dexterously developed & implemented the QA process; thus saving up to 1/3 of the release phase time
* Significantly enhanced the efficiency of the software development process by implementing the automated build production system

**Education**

**2006: B.E in Chemical** from VTU (Visvesvaraya Technological University) with 60.3%

**Personal Details**

**Date of Birth:** 25the July 1983

**Languages Known**: Hindi, English, Kannada, Telugu & Marathi

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