***Synopsis:*** Young, energetic and result oriented professional with 11 years of experience in IT industry as a certified Scrum Master; Extended expertise in Agile Methodology.

* Skilled Scrum Master/ Project Manager with proven ability to lead and motivate teams to maximize productivity
* Exceptional communication, analytical & inter personal and problem solving skills

**Areas of Experience**

**Industries**

Airlines

Retail

Banking & Finance

**Applications**

-> Emergency Visibility

-> HR

-> LT

-> IPR

-> TDA-Trailblazer

-> SNAPP

**RDBMS**

SQL

**Operating Systems**

Windows X

**Testing Management Tool/Defect Tracking Tools**

HP Quality Centre.

Version One

**Methodologies**

Waterfall

Agile Scrum

**Scrum Agile**

* Friendly with an upbeat attitude
* Excellent decision making skills with a positive approach
* Dedicated and highly ambitious to achieve personal as well as the organizational goals
* Ability to build new territories and expand opportunities towards the achievement of stated targets
* Ready to work in any field and to showcase my willingness to work at any circumstances.

# EXPERIENCE SUMMARY

Has over 11 years of experience in IT and currently working as a Scrum Master and a Senior Team Lead.

* Got CSD and CSM certified in agile.
* Acted as Scrum Master for Product teams with a focus on guiding the teams towards improving the way they work.
* Assisted team to remove impediments by having an understanding the control and release processes
* Assisted with internal and external communication, improved transparency, and radiated information
* Built relationship with Product owner and other stake holders to facilitate team's interaction with them
* Coached team members on Agile principles and providing general guidance on the methodology
* Continuously learned Agile/Scrum techniques and shared findings with the team
* Engaged with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization
* Facilitated getting the work done without coercion, assigning, or dictating the work
* Facilitated sprint planning, retrospective and sprint demos
* Helped team to solve problems rather than provide solutions
* Interfaced with Program Management Office to ensure project goals and requirements are being met
* Organized and facilitated project planning, daily stand-up meetings, reviews, retrospectives, sprint, release planning, demos, and other Scrum-related meetings
* Provided all support to the team using a servant leadership style whenever possible, and led by example
* Removed impediments by finding the right personnel to remove the impediment
* Took responsibility of delivery and management of the tasks
* Tracked and effectively communicated team velocity and sprint/release progress to all affected teams and management
* Updated Agile tracking systems to provide transparency on product and sprint backlogs
* Assisted with prioritization and resolution of software defects
* Worked with the Scrum Team and the Product Owner to negotiate the minimum viable product for delivery

**QUALIFICATION**

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| Degree | Institute | Year |
| Bachelors of Technology | Bharathiyar College of Engineering and technology , Karaikal | 2008 |
| HSC | Nirmala Ranee Girls Higher Secondary School, Karaikal | 2004 |
| SSLC | Nirmala Ranee Girls Higher Secondary School, Karaikal | 2002 |

**PREVIOUS WORK EXPERIENCE**

* Currently working in HCL as a Scrum Master (Senior Technical Lead )
* Worked as a Scrum Master in Hexaware Technologies.
* Worked as a Software Test Engineer in Syntel Private Ltd.

**PROJECT EXPERIENCE**

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| **Project Name** | **:** NTUC |
| **Role**  | **:** Scrum Master |
| **Duration**  | **:** Feb 2019 – Till Date |
| **Tools Used****Methodology** | **:** Jira **:** Agile |
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**Description:** The National Trades Union Congress (NTUC), also known as the Singapore National Trades Union Congress (SNTUC), is the sole national trade union centre in Singapore.NTUC Income Insurance Co-operative Limited (Income) is a insurance cooperative in Singapore. It provides life, health and general insurance products.

**Roles and Responsibilities:**

* Working as a Scrum Master for Product teams with a focus on guiding the teams towards improving the way they work.
* Leading 2 scrum teams of 9 members.
* Assisted team to remove impediments by having an understanding the control and release processes
* Assisted with internal and external communication, improved transparency, and radiated information
* Built relationship with Product owner and other stake holders to facilitate team's interaction with them
* Coached team members on Agile principles and providing general guidance on the methodology
* Continuously learned Agile/Scrum techniques and shared findings with the team
* Engaged with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization

**PROJECT EXPERIENCE**

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| **Project Name** | **:** SNAPP Refactor               |
| **Role**  | **:** Scrum Master |
| **Duration**  | **:** May 2017 – Feb 2019 |
| **Tools Used****Methodology****Framework**  | **:** INtelij , Version One ,GIT,Jenkins **:** Agile**:** Protractor, Cucumber |
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**Description:** Single Network Application (SNAPP) provides a common user interface and background processes, enabling agents in the support of all airport above-the-wing activities. The application assists in guiding the agents through the processes they need to complete at the airport by the use of a graphical interface.  This interface will minimize the use of native Deltamatic by agents at the airport in the different functional areas.  Enterprise solutions will be incorporated to allow for maintainability and re-use of common elements across functions.  SNAPP is used at Curb, Bag Drop, Gates, Lobby and Back-Office proprietary and common use airport locations.   Implementation of SNAPP at all stations in all above-the-wing work areas is in progress.

**Roles and Responsibilities:**

* Working as a Scrum Master for Product teams with a focus on guiding the teams towards improving the way they work.
* Leading 3 scrum teams of 7 members each.
* Assisted team to remove impediments by having an understanding the control and release processes
* Assisted with internal and external communication, improved transparency, and radiated information
* Built relationship with Product owner and other stake holders to facilitate team's interaction with them
* Coached team members on Agile principles and providing general guidance on the methodology
* Continuously learned Agile/Scrum techniques and shared findings with the team
* Engaged with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization

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| **Project Name** | **:** Single Network Application (SNAPP)               |
| **Role**  | **:** Scrum Master |
| **Duration**  | **:** Jul 2015 – May 2017 |
| **Tools Used** | **:** HP Quality center , SVN |

**Description:** Single Network Application (SNAPP) provides a common user interface and background processes, enabling agents in the support of all airport above-the-wing activities. The application assists in guiding the agents through the processes they need to complete at the airport by the use of a graphical interface.  This interface will minimize the use of native Deltamatic by agents at the airport in the different functional areas.  Enterprise solutions will be incorporated to allow for maintainability and re-use of common elements across functions.  SNAPP is used at Curb, Bag Drop, Gates, Lobby and Back-Office proprietary and common use airport locations.   Implementation of SNAPP at all stations in all above-the-wing work areas is in progress.

**Roles and Responsibilities:**

* Understanding the business requirements.
* Acted as Scrum Master for Product teams with a focus on guiding the teams towards improving the way they work.
* Assisted team to remove impediments by having an understanding the control and release processes
* Assisted with internal and external communication, improved transparency, and radiated information
* Performing Test Execution using the test cases designed.
* Logging Defects, tracking & Analyzing Test Results using test management tool Quality Center.
* Acquiring knowledge in Selenium Test Automation Tool.
* Involved in agile trainings and taken the certification of Certified Scrum Developer.

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|  **Project Name** | **:** TDA Trailblazer  |
|  **Role**  | **:** Senior Test Engineer |
|  **Duration**  | **:** Feb 2015 – Apr 2015 |
|  **Tools Used** | **:** HP Quality center |

**Roles and Responsibilities:**

* Analysis of business requirements.
* Acted as Scrum Master for Product teams with a focus on guiding the teams towards improving the way they work.
* Assisted team to remove impediments by having an understanding the control and release processes
* Assisted with internal and external communication, improved transparency, and radiated information
* Involved in writing the test cases based on the SRD document.
* Involved in reviewing the test cases.
* Executed the test cases and logged the defects.
* Performed the Database, Functional and Regression Testing.
* Used Quality Center for Defect Tracking.
* Interacting with Development and QA Teams to ensure overall quality of the software.
* BPMN Diagrams to Test cases. Using a test case generator, prepared test cases from BPMN diagrams.
* Involved in training the new joiners, documentation Process and in POC’s.

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| **Project Name** | **:** LT  |
| **Role**  | **:** Team Member |
| **Duration**  | **:** Sep 2014 –Jan 2015 |
| **Tools Used** | **:** HP Quality center |

**Description:** The Teradata DCM application is used to replenish the stocking DC’s in the US. DCM uses the store’s order forecast aggregated to the DC level to determine the demand for each respective DC. Part of the replenishment process is the calculation of necessary safety stock to account for variability in the actual lead-times of orders between the vendor and the DC. This release is to change the calculation logic used to feed lead-time (LT) and Lead-time Variability (LTV) as an input to the replenishment process.

**Roles and responsibilities:**

* Requirement Analysis – Understanding the Functional Specification Document.
* Test Design Activities: Preparation of Test Cases using Mapping Document and Traceability Document.
* Performing Test Execution using the test cases designed.
* Performing System, Regression and User Acceptance Testing.
* Defects tracking & Analyzing Test Results using test management tool Quality Center.
* Initiating the Status Calls with Onshore coordinators.
* Prepared Query Tracker, Defect tracking.
* Prepared reports like DSR and WSR.

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| **Project Name** | **:** HR  |
| **Role**  | **:** Team Member |
| **Duration**  | **:** April 2014 – Sep 2014. |
| **Tools Used** | **:** HP Quality center |

**Description:** HR project is to create an interface to replace the current process of using Tesseract to process HR transactions by the HR Service Center (HRSC). This is being done as a preventative step to ensure the safety and security of our associates and their information by restricting access to associate data considered sensitive.

**Roles and responsibilities :**

* Requirement Analysis – Understanding the Functional Specification Document
* Test Design Activities: Preparation of Test Cases using Mapping Document and Traceability Document.
* Performing Test Execution using the test cases designed.
* Performing System, Regression and User Acceptance Testing.
* Defects tracking & Analyzing Test Results using test management tool Quality Center.
* Initiating the Status Calls with Onshore people
* Prepared Query Tracker, Defect tracking
* Prepared reports like DSR, WSR and Monthly Metrics.

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| **Project Name** | **:** Emergency Visibility |
| **Role**  | **:** Team Member |
| **Duration**  | **:** Jul 2012 – Apr 2014 |

**Description:** Emergency visibility provides good visibility of freight status when the goods will be reaching their destination with effective status during Emergency Situation. Also Results in good customer service from the store managers by providing the exact time of delivery and other details. Tracking the shipments through GPS device Key success of E-viz) to provide the exact location.

**Roles and responsibilities:**

* Requirement Analysis – Understanding the Functional Specification Document.
* Preparation of User and Functional requirements.
* Test Design Activities: Preparation of Test Cases using Mapping Document and Traceability Document.
* Performing Test Execution using the test cases designed.
* Performed **Mobile testing** for the reports using iPhone android OS.
* Performing System, Regression and User Acceptance Testing.
* Defects tracking & Analyzing Test Results using test management tool Quality Center.
* Tested backend database using SQL and oracle queries.
* Participating in Status Calls with Onshore people.
* Prepared Query Tracker, Defect tracking.
* Prepared WSR.

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| **Project Name** | **:** SSIA  |
| **Role**  | **:** Team Member |
| **Duration**  | **:** Nov 2010 – June 2012 |

**Role and Responsibilities:**

* Involved in writing the test cases based on the FSD
* Involved in reviewing the test cases.
* Involved in both physical & logical reviewing on BI Reporting Modeling
* Executed the test cases and logged the defects.
* Performed the Database, Functional and Regression Testing.
* Preparation of understanding and closure documents.
* Test Design Activities: Preparation of Test Cases using Mapping Document and Performing Test Execution using the test cases designed.
* Defects tracking & Analyzing Test Results using test management tool Quality Center.
* Tested backend database using SQL and oracle queries
* Prepared Query Tracker, Defect tracking