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Objective

Aspiring for a role of Agile Coach/Scrum Lead/Scrum Master/Agile Practices in IT sector to explore the acquired skills and aid in achieving the organizational goals while ensuring personal growth.

SYNOPSIS

As a Certified Agile Coach, Scrum Master and SAFe Professional, offering **10 plus years** of experience across all aspects of Project Management.

- ➢ Certified SAFe Professional and key focus on supporting enterprise adoption of the Scaled Agile Framework for the Enterprise.
- ➢ Certified Scrum Master, experience in Scrum/Agile methodology establishing Scrum project management process.
- ➢ Spearheaded agile transformation across the organization by coaching & mentoring to ensure that teams are adapted to Scrum practices.
- ➢ Actively involved in Product backlog grooming and backlog management, effective sprint planning along with product owners.
- ➢ Encouraging practices such as BDD, TDD, Extreme Programming (XP), Pair Programming, Continuous Integration and Automated Testing to reduce risk, improve quality and shorten feedback cycles.
- ➢ Coached teams on SAFe, Lean, Kanban, Scrum, Jira and confluence during an Agile transition.
- ➢ Demonstrated solid experience in training multiple teams from waterfall to transform and adapt Agile methodology.
- ➢ Functional expertise in AWS Cloud Computing, Micro services, MuleSoft, AZURE DevOps, CA Clarity PPM Support, Monitoring, Analyst, testing, BA & Documentation.
- ➢ Excellent communication, presentation, analytical & logical skills with multitasking ability.
- ➢ Liaise effectively and maintain good relations with internal and external stakeholders.
- ➢ Conversant with facilitation of testing strategy and release meetings.
- ➢ Highly reliable, able to grasp new concepts and methods in the relevant domain and can work under pressure.

CORE COMPETENCIES

- ➢ Agile & SCRUM Methodology
- ➢ SAFe Agile
- ➢ Kanban Implementation
- ➢ Agile Transformation
- ➢ Software Development Life Cycle
- ➢ Ways of Working
- ➢ Onsite Project Coordination
- ➢ Agile Coaching
- ➢ Resource Management
- ➢ Project & Quality Analysis
- ➢ Service Delivery Management
- ➢ Business Development
- ➢ Team Management
- ➢ Business Coordination
- ➢ Project Management
- ➢ Documentation

CERTIFICATIONS

- ➢ ICAgile Certified Professional – Agile Coaching (ICP-ACC)
- ➢ Certified Scrum Master from Global Association for Quality Management (CSM/PSM1)
- ➢ Certified Scrum Product Owner (CSPO)

- ➢ Certified Scrum Professional (CSP)
- ➢ SAFe 5.0 Agilist
- ➢ Kanban System Design (KMP1)
- ➢ Microsoft Certified Azure Fundamentals
- ➢ Prince2 Foundation & Practitioner Certification in Project Management
- ➢ ITIL® Version 3 Foundation Certificate in Service Management
- ➢ Six Sigma Green Belt
- ➢ CA Clarity PPM v13.x Professional & CA Clarity PPM v13.x Business Analyst

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CLIENTS & DOMAINS

Client Name	Domain
CPA Australia	Accounting
Telstra	Telecommunications
Gartner	Global research and advisory firm
Amazon	American electronic commerce and cloud computing company
American Heart Association (AHA)	Health care & Medical
Ditech	Financial Home Loans
Ericsson	Telecommunications
CA Technologies	PPM
Toronto–Dominion Bank	Banking & Financial
World Bank	Banking & Financial
Hospital Corporation of America	Health care & Medical
Coca Cola	Food Industry

PROFESSIONAL WORK EXPERIENCE

1. **Company:** CPA Australia
   Role : Agile Coach **/** Scrum Master
   Location: 28, Fresh Water Pl, Southbank, Melbourne, Australia
   Duration: Jan'20 – Till Date

Roles Description:

- ➢ Assisted organizations in learning Agile Scrum process and implementing within their corporate software environment
- ➢ Provided instruction and training to software development teams in the area of Agile software Principles
- ➢ Developed and delivered team and organization training materials and workshops, building knowledge and skills to facilitate the Agile transformation
- ➢ Mentored teams, leading them to be self-directed with strong accountability, decision making, conflict resolution and transparency
- ➢ Evangelized the benefits of Scrum to ensure its smooth adoption
- ➢ Worked Closely with Product Owners in creation and maintenance and refining of Product Backlog
- ➢ Coached team members on Agile principles and providing general guidance on the methodology
- ➢ Sessions on Ways of working
- ➢ Facilitated effective and efficient meetings including Agile/Scrum ceremonies – Sprint Planning, Release planning, Daily Scrum, Backlog Refinement, Sprint reviews and Retrospectives.
- ➢ Facilitated between the team and the product owner to agree on a clear definition of done.

- ➤ Protect development team from outside distractions, impediments or team conflicts, and maintain focus on product backlog and project timeline
- ➤ Implemented Scrum boards to visualize the work in progress. Various metrics like Burn down chart, Velocity charts are prepared to understand the current status of the project.
- ➤ Maintained storyboards, organized charts within JIRA and influenced best practices to team.
- ➤ Mediated conflicts, fostering team and coached individuals improving team dynamics.
- ➤ Worked with stakeholders and product owner developing release plans.
- ➤ Instigated and promoted strict guidelines of QA practices and regression testing
- ➤ Support Agile teams utilizing a variety of processes and methodologies including Test Driven Development, Exploratory Testing, Continuous Integration, Continuous Delivery, Scrum, Lean and Extreme Programming
- ➤ Ensure appropriate KPIs are in place for the delivery team and using Agile techniques to measure and demonstrate ongoing improvement
- ➤ Facilitated Scrum of Scrum's & Community of Practices for Melbourne teams.

Tools:
- ➤ Jira, Confluence, Zephyr, Trello, Easy Agile by Story Mapping, Miro, Azure DevOps, MuleSoft

2. **Company:** Telstra / Infosys
   Role   : Scrum Master
   Location: 400, George Street, Sydney, Australia
   Duration: Nov'18 – Dec'19

   Client   : Telstra / Infosys
   Role   : Scrum Master / Iteration Manager
   Location: 300, La Trobe, Melbourne, Australia
   Duration: Apr'18 – Nov'18

Key Deliverables:

- ➤ Responsible for team cadence and program level ceremonies (e.g. PI Planning, show cases, Scrum of Scrums, Release Train Retrospectives, Sprint)
- ➤ Working cross functionally to align strategy, methodology and execution to ensure cross-value stream coordination and collaboration.
- ➤ Facilitate alignment dependencies between the program team and vendors, release managers, and between the team and other Scrum Teams. Closely partnering with the Product Manager & IT Delivery Owner
- ➤ Maintaining metrics that provide visibility to stakeholders on program-level plans, progress and quality
- ➤ Working with other program leaders to drive the definition and refinement of the program backlog
- ➤ Involving team in PI planning to make them understand the importance of commitments and time lines.
- ➤ Well planned capacity & healthy sprint backlogs for team.

AGILE DELIVERY:
- Responsible for AGILE processes and acting as the delivery champion.
- Coach the team on Agile principles and practices.
- Risk identification, mitigation strategies and management.
- Facilitate a delivery approach that allows for a mix of technical and non-technical work to improve delivery capability.

CONTINUOUS IMPROVEMENT:
- Develop, monitor and communicate team reporting and metrics.
- Facilitate sessions with team/s focused on using data and measures to drive change and improvements.
- Ensure improvements are fed into delivery processes & customer value is delivered frequently.
- Ensure the team remains focused on priorities and aligned to strategy and road maps, and that backlog and release plans are maintained

LEADERSHIP:
- Create clarity around purpose of work and how it contributes to the overall strategy and goals of the organization.
- Identify impediments and remove them.
- Provide guidance/direction in times of change; lead by example conveying flexibility and adaptability.
- Responsible for establishing cadence and program level ceremonies with team.

COMMUNICATION:
- Act as a key contact point for Information relating to the team and delivery commitments.
- Ensure cross-team collaboration and communication on inter-dependencies for deliverables are managed effectively.
- Liaison for queries from stakeholders on delivery progress, milestones, blockers, risks etc.
- Manage team capacity in relation to demand from Product Owners and Portfolio Managers.

CEREMONIES:
- Daily Stand-ups | Sprint Planning | Prepare / Run Showcases and Retrospectives | Backlog Refinement

Tools:
- Jira, Confluence, Zephyr, Trello, Bitbucket.

ACHIEVEMENTS:
- Developed, coached and mentored my team to successfully deliver
- Supported team for best practices to promote understanding of agile values and scrum principles
- Drove continuous improvement via Inspect and Adapt workshops

3. **Company:** REAN Cloud India Private Limited
   Role   : Scrum Master
   Location: Hyderabad
   Duration: Jun'16 – March' 18

   Key Deliverables:

   - Coaching and mentoring teams on **Scrum** methodologies.
   - Leading Daily Scrums and remove impediments.
   - Monitoring sprint burn down charts and maintain other productivity metrics.
   - Protects the Sprint Backlog from scope creep.
   - Acts as liaison between stakeholders and teams to negotiate Sprint scope.
   - Facilitates Sprint Review Meetings, using outcome to work with product management in updating the Product Backlog
   - Facilitates Sprint Retrospective Meetings and expedite plans for improvement
   - Effort Estimation, Strategy & Planning, Team Management, Project Management, Delivery Management, Agile, **Scrum**, driving velocity, Getting best out of the sprint planning meetings.
   - Effective communication, Self-motivated, Self-Driven, Confident, Well Disciplined, Flexible, Quick learner and always ready for new responsibilities and challenging roles.
   - Conduct agile sessions in spreading agile awareness within organization in general & team in specific, educating & guiding teams on becoming self-organizing
   - Sprint Retrospectives to assist the teams focus on SMART action items
   - Working with team on agile artifacts - DoD, Sprint Plan, Release burndown chart, Velocity chart
   - Worked on backlog grooming and sprint planning using RALLY/Jira /Confluence

   Accomplishments – Won Star Award of the Month (Feb 2017) for best performance

4. **Company:** Excers Technologies
    Role   : Scrum Master
    Location: Hyderabad

Duration: Sep'11-Jun'16

Key Deliverables:

- 5 years of experience on CA PPM (Clarity Project Portfolio Management) tool with 3 years as Scrum Master, and 2 years of Project coordination and initially as a developer.
- Coaching and ensuring the team compliance to agile principles
- Facilitating and Leading the Backlog grooming, Sprint Planning, Daily Scrum, Sprint Review, Retrospective and Scrum of Scrum meetings.
- Removing impediments & Technical Support to the team.
- Keep track of Burn-down charts and guide the team to take corrective actions to meet the sprint goals.
- Keep track of Sprints and guide the team to ensure the Velocity is consistent throughout the product development
- Helping the product owner on creating and prioritizing the user stories to maximize the ROI.
- Generate reports using various metrics such as Velocity, Team Capacity, Story Points, Impediments, Defect Count, ROI, Earned Value Metrics etc.
- Manage resources, timelines, customer interaction and deliverables of the project.
- Team management, Status reporting and Project tracking.
- Review of the Requirements and performing Business impact analysis.
- Worked for Ericsson project for 2 years on the various tickets such as Enhancement, Bug-Fix, Ado and Admin.
- To entire the Admin category and in addition working on the Integrations of data from various interfaces.
- To send status email of the tickets and data updates followed by a weekly status and monthly.
- Updated the HP Quality Centre for the bugs raised and uploaded the new test case documents.
- Monitored clarity servers, prepared issue logs, reported to the concerned teams and analyzed the causes for the performance.

5. **Worked as Jr. DBA, IBM, Chennai** (Nov'10 – Sep'11)

6. **Worked as Customer Support Associate, Primark, London** (Oct'07 – Aug'09)

TECHNICAL KNOWLEDGE

- **Database Language -** Mainframes DBA, Oracle SQL/PLSQL
- **PPM Tool** - Clarity Project Portfolio Management
- **Reporting** - Crystal Reports, Jasper Reports
- **Testing -** SDLC, Manual Testing
- **Networking** - NOC Activities

ACADEMIA

- **Master of Science (Computer Systems)** from University of East London, England in 2009
- **B. Tech. (Mechanical)** from Vidya Jyothi Institute of Technology, Hyderabad in 2006

VISA STATUS

- **USA** – B1/B2 Visa
- **Australia –** Permanent Residency
- **New Zealand** – Work Rights
- **Canada –** Visiting Visa