

# DEEPAK NAILWAL

SCRUM MASTER

## CONTACT

+91 - 9560782645

deepak.nailwal23@gmail.com



[Deepak Nailwal | LinkedIn](#)

## PROFILE

Team-oriented individual promoting exemplary presentation, project management and risk oversight skills. Demonstrative Scrum Master with background communicating effectively with and leading high-performance teams.

## SKILLS

- EMPLOYEE TRAINING
- DATA ORGANIZATION
- PROJECT MANAGEMENT
- QUALITY ASSURANCE
- RISK MITIGATION PLANNING
- CUSTOMER SERVICE
- RESPONSIBLE
- TEAMWORK
- CONTINUOUS INTEGRATION AND DELIVERY
- PRODUCT DEVELOPMENT AND SUPPORT
- DEVOPS
- RALLY / CONFLUENCE

## EXPERIENCE

Company: United Health Group

Project : Enterprise Work Delivery and Optum Work Router

Duration : 07/12/2018 - Till Date

Team Size : 7

### Roles and Responsibilities:-

- Implemented practices to improve TTV and TTb for a Feature reduced the time by 10%.
- Applied agile methodology to shorten cycle time and achieve target margins.
- Ensure that projects are completed on time, scope and budget.
- Manage projects related to ITSM delivery improvement using ServiceNow and Rally.
- Coordinate project resources across multiple locations and time zones.

## EDUCATION

Institute of Engineering and  
Technology, Alwar

2006-2010

Trade: Computer Science

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## ACHIEVEMENTS:

- **GOT NUMEROUS AWARDS FROM CLIENT AND SENIOR MANAGEMENT.**
- **GOT NUMBER OF APPRECIATIONS FOR BEING GREAT TEAM PLAYER AND FOR COORDINATION SKILLS.**
- **GOT AWARDED FOR CROSS CULTURAL ACTIVITIES AT ORGANIZATION LEVEL**

## CERTIFICATIONS:

- KIKF
- SMAF
- SFPC
- SMAC
- ITIL
- AUTOMATION ANYWHERE
- REMOTE WORK AND VIRTUAL COLLABORATION CERTIFICATE

- Effectively execute and drive continuous improvement for IT Change Management.
- Engaging with weekly Scrums of Scrums in identifying cross-team dependencies and mitigating risk.
- Performing Capacity Planning and hours allocation for the resources.
- Perform Metrics management, reporting and improvement using Rally and ORH. ( Optum Reporting Hub )
- Establish policy, procedures, and standards to ensure consistent, high quality delivery of service management.
- Coached teams in Agile practices and provided necessary training to create positive mindset to Agile methodologies.
- Shielded scrum team from external interference for optimal productivity and success of Agile process.
- Worked effectively with multiple Scrum teams both internally and onshore.
- Collaborated with product owners, team members, technologists and other scrum masters to define solutions and drive progress.
- Hands on Experience with Agile tools – Rally / Confluence / Jira.
- Responsible for Team to follow Agile Processes .
- Managing Scrum artifacts and sharing with business/ stakeholder so that Transparency is there.
- Improving the team by taking action of improvement from Sprint Retro and working it on Next Sprint Planning.

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Company : United Health Group

Project : Hc3 Member Eligibility

Duration : 31/08/2015 - 06/12/2018

Team Size : 7

- Coached teams in Agile practices and provided necessary training to create positive mindset to Agile methodologies.
- Shielded scrum team from external interference for optimal productivity and success of Agile process.
- Worked effectively with multiple Scrum teams both internally and onshore.
- Collaborated with product owners, team members, technologists and other scrum masters to define solutions and drive progress.
- Working as a Lead and Scrum Master for the application.
- Helping PO to effectively manage the Product Backlog.
- Collaborated with other scrum masters to improve the methodologies' efficiency.

- Implemented changes and steps to increase the team's productivity.
- Facilitated and planned Scrum Events as per the Scrum Team Sprints.
- Shared the Road blockers and dependency in weekly SOS.
- Managed internal and external dependencies of the project.

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Company : Saral Infotech Solution

Project : SEED and ZOOM

Duration : 10/12/2013 - 22/08/2015

- Inform Business/Surrounding teams regarding issues by sending alerts E-Mail.
- Providing the data and analysis for business and surrounding teams.
  - Provide Modules Training as per the circumstances.
  - Providing application support of Zoom software to Distributors.
  - Accessing their system whenever needed and resolving their issue in a time efficient way.
  - Addressed various mappings and numerous workflows in this project.
  - To manage and configure jobs scheduler to run batch jobs to carry out results on scheduled time.
  - Monitoring of jobs and batches and troubleshooting of failed jobs.
  - Testing of new configurations as and when necessary at support level
- Enhancement of Jobs and supporting Middleware applications.
- Working on Weekly deployment over multiple applications.

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Company : CMC Limited

Project : Siebel CRM

Duration : 15/06/2012 - 09/12/2013

- Working in Siebel 8.1 application as a CRM DMS ENGINEER on OLAP and OLTP.
- Monitoring of Processes, Database, System Capacity and Behavior as per agreed SLA.
- Responsible for importing the data from OLAP (warehouse) system for analytics and historical analysis. SQL Server 2005/2008 Database Supporting ERP software Defined the calls priority & severity and do proper action
- To manage and configure jobs scheduler to run batch jobs to carry out results on scheduled time.

- Providing report from Dealer Incentive Module to management.

**Personal Details**

D.O.B            23 JAN 1989  
Father           Mr. Mahesha Nand Nailwal  
Passport No.    J5289840  
Address           H-No 10E, Block-K, Street No 6b/1, Mahipalpur  
                          New-Delhi, 110037

Regards  
Deepak Nailwal