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**AGILE EVANGELIST | SCRUM MASTER|PROJECT COORDINATION | CUSTOMER FOCUS | STAKEHOLDER MANAGEMENT | SERVICE DELIVERY | DEVOPS**

Experienced scrum master with a proven track record of delivering high-quality cloud services on-time, leading Scrum Teams, Cloud Engineering, Security and Architect teams, Infra-structure Support, Major Incident Management, change management with superior customer service skills including the following:

* Facilitate Scrum Ceremonies and Artifacts with multiple scrum teams.
* Worked in **Scaled Agile Framework**, worked with the Release Train Engineers on PI planning, **Scrum of Scrum meetings** and Inspect & Adapt sessions
* Coordinating with team members closely and facilitating them with everything they need to complete their tasks smoothly and timely
* Shield the team from outside distractions, **manage conflicts**
* Maintaining information radiators like weekly status, issues, risks and schedule update for clients and higher leadership
* Monitor the **burn down charts**, update the status to the stakeholders
* Ensure **the implementation of resolutions** identified **in retrospective meetings**.
* Ensuring transparency via regular communication with internal & external stakeholders
* Ensuring adherence to project timelines/deadlines and processes
* Experienced in Devops environment on **CI/CD**

**SKILLS & TOOLS**

Agile, Scrum Jira, Confluence Clarity

Backlog Management Customer Focus Conflict resolution

Stakeholder Management Service Level Management Team Work

Communication Incident Management Problem Solving

**EDUCATION &C ERTIFICATIONS**

* BACHELOR OF TECHNOLOGY

ELECRONICS & COMMUNICATIONS ENGINEERING | 2014

* PROFESSIONAL SCRUM MASTER ® (PSM)
* GOOGLE CLOUD ENGINEER ASSOCIATE ®
* GOOGLE CLOUD PROFESSIONAL ARCHITECT

**EXPERIENCE IN DETAIL**

**AGILE LEAD | SENIOR SCRUM MASTER JAN’19 –**

**HSBC TECHNOLOGY INDIA , HYDERABAD**

Working as a Senior Scrum Master, managing 4 Scrum team & 1 Kanban team in Google Cloud Platform Central Team for HSBC providing services to 1500 + GCP Projects in GCP.

Roles & Responsibilities include:

* Driving the Scrum and Kanban teams effectively
* Coaching Kanban teams in developing team processes, creating working agreements, establishing and maintaining Work In Progress (WIP) limits.
* Maintain JIRA Portfolio for Enterprise teams of Engineering, Security and Compliance, Architecture, Operations and Product Management team in GCP Cloud central team.
* Work with the Product Owner to groom the backlog, ensuring that the PBIs contain acceptance criteria and are sized appropriately
* Create & Maintain live dashboards in Jira and Creating reports in Confluence by linking Jira and Confluence.
* Planning for the release to be delivered to the release train to make the cloud service available across GCP Platform and Tracking the progress through Jira.
* Communicating with the different stake holders, Third party vendors, systems for any blockers or issues.
* Building a trusting and safe environment where problems can be raised without fear of blame and retribution.
* Research and apply Agile techniques to stabilize or improve team velocity.
* Ensure the implementation of resolutions identified in retrospective meetings.

**TECH LEAD | SCRUM MASTER JULY’18 – JAN’19**

**JP MORGAN & CHASE, HYDERABAD**

Worked as the Agile Team Facilitator for the GIAM Automation Project in **JPMC** , handling 2 transformation projects, worked with 2 scrum teams in a Program

Roles & Responsibilities include:

* Organize and facilitate sprint planning, daily stand-up meetings, story pointing sessions, release planning and retrospectives.
* Work with the Product Owner to groom the backlog, ensuring that the PBIs contain acceptance criteria and are sized appropriately.
* Assist the Product Owner with the delivery of the iteration review and project release planning.
* Ensure the team delivers fully tested, automation bots that meets the business need.
* Assist the team with making appropriate sprint commitments through user story selection and task decomposition.
* Identify and address cross-project dependencies and risks with the team and stakeholders.
* Assist the team by identifying and removing impediments that interfere with the team’s goals.
* Foster communication and proactively resolve conflicts within the team and, if needed, escalate appropriately.
* Stay abreast of trending developments in Agile practices, understand their value, and apply the information appropriately to the organization.
* Understand overall team progress and commitments; actively work to improve team accountability, collaboration and productivity.

**SR.SYSTEM ENGINEER | INFORMATION SECURITY ANALYST**  **APRIL ‘15 – JULY’18**

**COGNIZANT TECHNOLOGY SOLUTIONS, HYDERABAD**

Worked as an Information Security Analyst and Identity and Access Management Admin for various platforms like Mainframes, UNIX, LINUX, SQL Server and Incident Management . Handling high priority tickets and Incidents raised by Customers. Activities of Role include:

* Taking Team level initiatives, managing the team data, achieving the Targets. Sending the work reports to higher management.
* Maintain SLA performance at an agreed level.
* Daily Problem resolution related to User provisioning/de-provisioning.
* Daily security operation activities using Digital Signatures.
* Termination process in which user accounts are disabled and deleted from systems in use at Organization.
* Manage user accounts and access controls as defined by applicable processes
* Ensuring that security administration has been enabled and resourced with procedures and service levels to identify users and assign, activate, maintain and eventually remove access rights as a part of AUDIT review
* Identity and Access Management: The management of individual [identities](http://en.wikipedia.org/wiki/Digital_identity), their [authentication, authorization](http://en.wikipedia.org/wiki/Access_control), [roles](http://www.securitycatalyst.com/2010/06/role-and-rule-basing-part-1-introduction/), and privileges within or across system and enterprise boundaries.
* Active Directory Tool: Creating users, groups, Account lockout policy, Password lockout and lock release policy, DNS creation.
* Incident Management: Creating Tickets using CA Service Desk, Resolving the Incidents, Handling Duplicate Incidents, and Managing SLA's of Incidents.
* Approving changes, Tracking Changes and Updating Team, Understanding the need for change of tickets.
* Performing root cause analysis of wrong routed tickets and preparing resolution reports to client.
* Created many KEDB articles at the Pilot stage of the Project
* Identify and escalate priority issues per Client specifications.
* Organize ideas and communicate oral messages appropriate to listeners and situations;
* Follow up and make scheduled call backs to customers where necessary.
* Supported as Primary ONCALL representative to all the users during Weekends/Weekdays
* Delivering CE (Customer Experience) of 95%.