

Sivadasan Sanesh Nair

Associate Project Manager

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📞 8130888770

📍 New – Delhi

Enthusiastic entry-level Scrum Master. Currently working as Scrum Master. Have worked in Agile environment as a service delivery lead for 2 years. & filled in as Scrum Master on several occasions. Proven history of successful work with cross-functional teams. Total experience of 13 Years in Operations, PMO & service delivery.

Experience

Qualtech Consultants Pvt. Ltd. – {Scrum Master}

22nd Dec 2021 to Present.

- Facilitating discussion, Decision Making, conflict resolution across teams.
- Ensured user stories were 100% ordered, defined and ready to be worked by team.
- Tracked & communicated 3+ project progress to stakeholders & management staff.
- Interfaced with 2 product owners on an active basis to manage product backlog & sprint Activities.
- Ensuring acceptance criteria were agreed upon and stories were ready for sizing.
- Ensure 100% of scrum activities were tracked, Kept Up to Date & reported.
- Managed and supported all efforts of development to simplify & enhance the customer experience.
- Ensure 100% of inter team risks, Impediments, blockers were identified, Communicated & resolved.
- Managed Core Agile Ceremonies in team environments: sprint planning, daily Standups, Sprint Review & sprint retrospectives.
- Onboarding resources & facilitating with required resources for daily work.
- Registering project in PPPRO tool & tracking all artefacts required for Project.
- Coordination among different teams (Internal & External) ensuring timely project delivery.
- Working in medium/large scale software projects using Waterfall and Agile methodologies.

Infozech Software Pvt. Ltd. – {Team Lead – Service Delivery}

17th Feb'20 to 20th Dec 2021

- Worked as Operation Spoc for overall telecom project and was deployed at client location – Saudi Arabia.
- Application support lead for onsite & offsite activities (L1 & L2) covering entire modules.
- Led scrum meeting as scrum master on several occasions.
- Facilitating discussion, Decision Making, conflict resolution across teams.
- Ensuring acceptance criteria were agreed upon and stories were ready for sizing.
- Worked closely with project manager for project delivery & project activities. Using Jira for overall tracking of project.
- Monitoring & publishing project progress, preparing status reports.
- Coordination among different teams (Internal & External) ensuring timely project delivery
- Cross functional coordination for project & process improvement activities.
- Closely worked with customer for support & daily activities & issue closure.
- Managing release deployments, UAT's & client servers. Training to customers & Internal Stakeholders.
- Closely working with Change management team & Product team.
- Enabling team members (onsite & offsite both).
- Managing Incident Management, Tracking of Adhoc issues & closure.

iQor India Services Pvt. Ltd - {IT Process Engineer –II Service Delivery: 28th Jul'17 to 13th Feb'20}

- Closely worked with Customer Integration Managers for existing line of business & New Line of business.
- Discussion with customer for requirement gathering & operation support for implementation & closure.
- Worked in Operation team as L2 engineer (IT Service Delivery Team).
- Handling operational request & issues for seamless flow of operations.
- Worked on small internal projects for all clients (Palo Policy Allocation, Application updates etc.)
- Sharing inputs for automation of manual processes, preparing process flow & documentation etc.
- Coordinating with internal Stakeholder for ongoing issues & fix and updating client/End Users.
- Helping scrum master to facilitate daily stand-ups, sprint planning, sprint grooming & sprint retro.
- Monitoring & publishing project progress, preparing status reports.

Indus Towers limited – {Sr. Executive/PMO Analyst: 1st Jul'14 to 27th Jul'17}

- Responsible for Project Tracking, highlighting pain areas & working for improvement.
- Coordinating with internal & external stakeholders for faster execution of Projects.
- Closely working with COO, Circle Business Manager and PM's for Cost saving Project & revenue stuck cases.
- Coordinating with corporate team for sharing Progress on task assigned, updates & support required.
- Interacting with Customer for signoff on delivered Sites & Ongoing issues.
- Managing team of 7-8 MIS for daily activities.
- Worked on internal projects like Uptime improvement, RFS signoff of additional products.
- Spoc for various operational activities. Handling circle operations activities.
- Training to OME /SME partners.
- Data management & preparing presentation for Weekly & Monthly reviews on performance & progress.

Previous Experience details will be shared if required as it is of operations.



Education

- D.A.V College of Engg. & Technology – M.D. University – {B.E.-IT: 2005-2009}



Certification

- ITIL Foundation
- Design thinking for innovation.
- Completed PMP Training with 35 PDU from ISEL.
- Certified Scrum Master
- Lean Six Sigma Green Belt



Skills

- Customer Service & Support, Team Management & Teamwork
- Communication, Time Management, Critical Thinking, Problem Solving



Software

- Ms-Office
- Jira, Trello, Asana
- Basic of Linux, SQL, Mongo, APM Application



Award

- Appreciated for operation activity & overall handling of project
- Appreciated from customer for support & timely resolution of issues.



Personal

- Language Known: English, Hindi, Malayalam
- Skype ID: 918130888770
- Status: Single
- Base Location: Kerala