



**SWATI SAXENA**  
**SCRUM MASTER**

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**EXECUTIVE SUMMARY:**

- A Professional certified Scrum Master with 10 years of comprehensive experience in Telecom, healthcare and retail industry in Agile and large-scale system integrated projects
- High level of knowledge in E2E application functionalities and has been through all the stages of software development lifecycle, right from requirement analysis to design, development, testing and deployment.
- Contribute to product strategy, direction by customers & other stakeholders to build and maintain backlogs of business requirements and development stories. Gather business requirements/stories by establishing open communication with client and stakeholders.
- Delivered projects as a Scrum Master where major responsibilities were to plan, schedule, estimate, control the changes and the risks, also creating, sharing reports and dashboards with the required stakeholders, and delivering the project
- Facilitated sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations
- Protected development team from outside distractions, impediments, or team conflicts, and maintain focus on product backlog and project timeline
- Working closely with product owner in backlog management and continuous delivery of features
- Educate and reinforce scrum methodology and agile framework to team members and key stakeholders
- Working with the SCRUM Team and the PO to get the user stories created, refined, and sized
- Core Values: Honesty, Transparency, Commitment and Trust.
- Track the progress of the project until deployment to ensure quality deliverables without delays
- Performed project closure, and project retrospective and documented the lesson learnt for future use
- Proficient in articulating and refining requirements/stories and defining acceptance criteria in a manner understandable to the Agile Scrum Team (e.g., INVEST)
- Experience in working with software project management tools like JIRA and Confluence.
- Identify and handle dependencies across teams within the product / solution.
- Excellent in client management skills by working closely with business.

- Experience in leading multiple teams, serving as a track lead, contributing to project planning and estimations, conducting peer reviews and mentoring.
- INC,PBI,CRQ Management.
- Identify risks and provide mitigation plan has been my highest priority, escalating risks and high priority issues on timely manner to management.
- Strong analytical and problem-solving skills.
- Proactively contribute to improving team's product practices.
- Creating Summary Issue Reports on daily basis and providing it to business or higher management on demand.
- Excellent verbal, written, and interpersonal communication skills with problem-solving and decision-making capabilities.

### **TECHNOLOGY DETAILS:**

Operating System	Language/Technology	Tools
<ul style="list-style-type: none"> <li>• Windows</li> <li>• UNIX</li> </ul>	<ul style="list-style-type: none"> <li>• Java</li> <li>• Oracle</li> <li>• CSS</li> <li>• HTML</li> <li>• SQL</li> <li>• PLSQL</li> <li>• ClearBasic</li> </ul>	<ul style="list-style-type: none"> <li>• AMDOCS</li> <li>• CRM Clarify</li> <li>• MYSQL</li> <li>• JIRA</li> <li>• Kanban</li> <li>• Confluence</li> <li>• APM</li> <li>• BMC</li> <li>• Toad</li> <li>• Putty</li> <li>• Splunk</li> <li>• Winscp</li> <li>• Power BI</li> <li>• USMS</li> <li>• Ultra-Edit</li> </ul>

### **EDUCATIONAL QUALIFICATION:**

Qualification	Board/University	College/School	Percentage	Year
B.Tech(CSE)	JNTU	J.B.I.E.T	81.3	2006-2010
Intermediate	State	Sri Chaitanya Junior College	96.8	2004-2006
10th	State	St. Alphonsa's High School	91.5	2004

### **CAREER PROFILE:**

**Current Employer:** Infosys Ltd.

**Period:** Sep2010-till date

**Designation:** Consultant

**PROJECT PROFILE:**

**1) Project Title: LG-CRM AD**

**Client:** Liberty Global

**Duration:** April 2020- till date

**Role:** Scrum Master

**Technology used:** SQL, UNIX, Clearbasic

**Tools used:** JIRA, Confluence, USMS, Ultra Edit

**Responsibilities:** As a Scrum master, proficient in Agile Software development using Scrum, Kanban with engineering practices and Lean software development practices. Setting up agile project, identifying key stakeholders, identifying the strategic themes, capabilities, and features. Responsible for initiating various agile adoption and maturity participation for different teams. Help the team in agile best practices, processes, and mindset; plan, lead and facilitate agile team ceremonies. Protect development team from outside distractions, impediments, or team conflicts, and maintain focus on product backlog and project timelines as an impediment manager. Working closely with product owner in backlog management and continuous delivery of features. Working with SCRUM team to get the user stories created, refined, and sized. Sharing status and timely communicating with the stakeholders.

**Project Details:** Liberty Global is a multinational company in telecommunication sector with leading converged vide, broadband and communication operations in 6 major European countries.

**2) Project Title: OM-FUL (Order Management Fulfillment)**

**Client:** Telstra

**Duration:** March 2016 –Mar 2020

**Role:** Scrum Master

**Technology used:** SQL, UNIX, JAVA

**Tools Used:** APM, BMC, Confluence, JIRA

**Responsibilities:** As a SM, led two different scrum teams. Was part of Agile transformation team which was responsible for enabling agile principles and methodologies across organization. Helped the team to adopt agile best practices in a shorter time span from waterfall model. Facilitating sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations. Protect development team from outside distractions, impediments, or team conflicts, and maintain focus on product backlog and project timeline. Worked closely with project owner in backlog management and continuous delivery of features . Educated and reinforce scrum methodology and Agile framework to team members and key stakeholders. Direct and led development team from project initiation through delivery of final product. Encouraged team to improve velocity sprint after sprint. Controlling and tracking project performance with respect to time, scope and quality by constantly evaluating project progress. Ensuring schedule and budget are met and revised as appropriate. Performing project closure

and perform project retrospective and document the lessons learnt for future use.

**Project Details:** Telstra is an Australian Telecommunication and media company. It builds and operates telecommunication networks and provides products and services in voice, mobile, internet access, NBN and pay television. This application is responsible for providing customer with issue free Telecom Service. OM-FUL is the order fulfillment solution for Telstra which supports order handling activities for various lines of Business (LOBs)-Consumer, Wholesale & Business. A unified business process management framework that orchestrates, automates, and manages the Service Fulfillment process, aligning people, processes, and technology.

3) **Project Title:** CDP (Claims Data Profiling)

**Client:** Aetna Inc (Managed Health Care)

**Duration:** May 2015 – Feb 2016

**Role:** Business Analyst

**Technology Used:** ETL, SQL, UNIX

**Tools used:** Confluence, JIRA

**Responsibilities:** Worked as a senior business analyst for a 8 member agile team which included involvement in refinement phase, sprint planning, product backlog management, attending daily scrum calls, acting as bridge for client and scrum team, evaluating product progress

**Project Details:** Claims data profiling to feed business with various structured data for analytics purpose. Data consists of IP, OP, PHY and RX claims which used as financial data and produced for ETG, ERG, PEG and EBM clinical ones as o/p from groupers to business users.

4) **Client:** Adidas Environment Management

**Project:** Adidas

**Duration:** May 2011 -April 2015

**Role:** Business Analyst

**Technology used:** UNIX, HTML, JAVA, ORACLE

**Tools used:** JIRA

**Responsibilities:** As an analyst, was involved in setting up multiple domains including Admin servers, Managed servers, machines, Nodes managers in different cluster environments. Handling all the aspects of administration tasks such as day-to-day site monitoring and maintenance, installation, Configuration, Clustering, Deploying applications. Troubleshooting, Load balancing, performance Tuning and maintenance of WebLogic servers. Worked on tasks like Server performance tuning and Thread Dump Analysis. JDBC Data source and Connection Pool configuration with Oracle

**Project Details:** Adidas Ltd. Is a major German sports and apparel manufacturer and part of Adidas Group, which consists of Reebok sportswear company, Taylormade golf company, Maxfli golf balls and Adidas golf. The company is second largest sportswear manufacturer in the world.

Adidas is the customization program of the sporting goods manufacturer Adidas using the concept of mass customization. Adidas offers various shoes of different sport categories in this customization program. The customer has the choice of choosing between different types of outsoles or different softness of cushioning for a running shoe, size can be adjusted for both left and right foot in different technologies and designs. These measurements require specific measurement devices that only can be found retail stores so far.

### **CERTIFICATIONS:**

- Professional Scrum Master I, Scrum.Org, August 2020
- ITIL – Foundation 2011 certified in IT Service Management (Infosys Internal)
- Change Management (Infosys Internal)
- Agile certified (Infosys Internal)

### **AWARDS AND ACHIEVEMENTS:**

- Awarded Glory award for exceptional performance in the team in Q3 of FY2020
- Awarded the best team in the unit by Infosys in the Q2 of FY2017
- Awarded Insta award for individual contribution towards project in Q1 of FY2017
- Awarded the best team in the unit by Infosys IN Q1 of FY2015
- Appreciated by client for timely deliveries

### **PERSONAL INFORMATION:**

Husband's name: Vignesh Srivastava

Date of Birth: 23<sup>rd</sup> Oct,1988

Languages Known: English, Hindi& Telugu

Address: Flat no 102, Bhatnagar residency, Basheer Bagh, Hyderabad-500063

**Personal Qualities:** Team Player, Flexible, Focused, Determined, proactive, Honest, Confident, and hard working.