**Prasanth**

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Phone No : 301-363-9398 Ext-101

       

**PROFESSIONAL Summary:**

* Certified Seasoned **Senior** **Scrum Master** / **Project Manager / Product Owner** with **13 years** of **IT Infrastructure & Software** experience and a proven track record of **raising revenue and cutting costs**.
* In-depth knowledge and implementation of **SAFe Agile, Scrum, Kanban, Waterfall** methodologies. Worked on **Lean Agile Principles and Continuous integration continuous delivery (CI/CD) using DevOps**. Experience in handling multiple Agile teams. Acting as a Servant Leader for the growth and optimal delivery of the team.
* Managed projects in diverse technology projects involving business operations, improving the business process, working with different frameworks like **Java**, **ITSM, SOA, Web & Mobile applications, Web services,** **HIPAA, PCI-DSS data security & privacy.**
* Expertise in **handling million-dollar projects** for Healthcare / Banking / Retail / Logistics / Telecom clients.
* Utilized **Agile Scrum** practices to help the team **increase the team velocity by 60%** within the first year of agile adoption. **25% increase in efficiency for cross-functional teams**.
* Excelled at **gathering feedback and requirements**, **communicating needed changes to development team** and **overseeing seamless**, **high-quality rollouts** to **on-time** and **on-budget conclusion**.
* Facilitate Agile **Scrum Daily stand-up**, **Sprint Planning**, **Release Planning**, **Backlog Grooming**, **Sprint Review** and **Retrospective meetings**.
* Identify and mitigate **team risks** and **impediments** (**Blocking** **Issues**, **Critical** **Defects**) on daily basis to allow the team to deliver the **sprint goals** and **deliverables**.
* Monitor the **project progress** and **radiate** the information to **stake holders.** Facilitate **team** and **cross-team retrospectives** to build **good working relationships** among the other **agile teams.**
* Collaborate with members of the **Services**, **Development** and **UX** **Engineering** **teams** to **design** and **maintain** **Product** **backlogs**. Involve **DevOps** teams to ensure **smooth Release** through **automation**.
* **Periodically communicate** the progress to **senior management** through **'Burndown Charts'**. **Monitor the Quality** through **metrics** and **mentor the team** through the Agile project management processes.
* Regular **interface with Senior Management, Business & Release Management** to understand the vision of the **project**/**product**, **prioritize** and **develop** **release** **planning**.
* **Outline new feature** **plans** and **specifications**, including the **how**, **where** and **when** of **each component.**
* **Enable improvement** in **team delivery commitments** and **capacity planning** for sprints by identifying & tracking hidden tasks that **increased customer satisfaction**.
* Facilitate **Agile adoption Retrospective** for the guided teams with outcome resulting in **enhanced performance.**
* Collaborate with **stakeholder** **groups** across the organization to ensure business and technology alignment. Proposed solutions meeting defined **specifications** and **needs**.
* Good knowledge on **Cloud computing platforms** – **MS Azure** & **Amazon AWS** and **Network**
* Ensured **service delivery accounting to a total of $4million revenue** yearly. Led service level contracts to **add $1million in services revenue**.
* **CAPEX**/**OPEX** Savings of **$50,000/year by optimizing** the desktop/laptop specifications based on utilization.
* **Savings of** **1000 man-hours/month**, Improved **Service Desk FCR to 65%** & reduced **ABAN Call to 4%**. **95% compliance of meeting SLAs’ and KPIs’**.
* Good knowledge on **Cloud computing platforms** – **MS Azure** & **Amazon AWS** and **Network security**.

**SKILLS**

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| --- | --- |
| * JIRA, Confluence, MS Office (Visio, Project, SharePoint, Excel)
* JAVA, SQL, XML
* Web & Mobile Applications
* Agile methodology & Analytical Thinking
* Technical Product, R&D
* Scrum expertise
 | * ServiceNow, BMC Remedy, CA Nimsoft
* Product Lifecycle Management & Product Roadmaps
* Requirement gathering and analysis
* Process Flow Creation
* User Story Creation
* Web & Mobile Applications
* Project Management / Account Management / Service Operations
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**Education**

* Master of Science University of the Cumberlands, Williamsburg, Kentucky.
* Bachelor of Engineering Anna University, Tamil Nadu.

**CERTIFICATIONS & TRAININGS**

* SAFe 5.0 Certified Product Owner/Product Manager (POPM) (ID - 59908879-3945)
* SAFe 5.0 Certified Advanced Scrum Master (SASM) (ID - 64270985-3534)
* SAFe 4.0 Certified Advanced Scrum Master (SASM) (ID - 02144993-1669)
* ITIL V3 Foundation Certified
* US Business Culture, Advanced Presentation - Leadership – Assertive - Soft skills
* Microsoft Certified Technology Specialist - Windows Server 2008 Active Directory Configuration (ID - 9618058)
* VMware Certified Associate Data Center Virtualization (ID - VMW-01255729S-00402627)
* VMware Certified Associate Cloud (ID - VMW-01255729S-00402627)
* Cisco Certified Network Associate from I.I.H.T (ID - CSCO10998704)
* MS Azure 2017, Cloud Computing with AWS 2018 & Cybersecurity – Network Security

**Work Experience**

**Equifax Inc. (Alpharetta, GA) September 2020 till date**

**Sr. Scrum Master / IaaS Technical Project Manager**

**Responsibilities:**

* Functioning as ScrumMaster for **upgrade of Security Freeze application module**. 12-member team.
* Functioning as ScrumMaster for **IaaS Windows / CloudOps operations teams**.
* Setup **ServiceNow Kanban board** for streamlining operations and run Scrum ceremonies.
* **Automation project on SCCM – ServiceNow integration** to deploy monthly Windows Security patches.
* Facilitate and conduct agile ceremonies like **Scrum** **Daily stand-up**, **Sprint Planning**, **Release Planning**, **Backlog Grooming**, **Sprint Review** and **Retrospective meetings**.
* Identify and mitigate **team** **risks** and **impediments** (**Blocking** **Issues**, **Critical** **Defects**) on a daily basis.
* Meetings with **Senior Management**, **Business** & **Release Management** to understand the vision of the **project**/**product**, **prioritize** and **develop** **release** **planning**.
* Facilitated team and **cross-team retrospectives** to build good working relationships among the other agile teams.
* Collaborate with members of the **Services**, **Business** and **Software Dev / Testing / Network** / **Server** / **Engineering** **teams** to **design** and maintain **Product** **backlogs**.
* Work with **DevOps** **teams** to ensure smooth Release through automation.
* Raise ServiceNow Change Requests and track to closure once the feature deployments are completed.
* Monitor and facilitate the deployments and ensure that the change tasks are closed in **ServiceNow**.
* Created **Work Break down structure** (**user** **stories**) and **corresponding activities** (**tasks**).
* Monitor and track the project progress and communicate to the **stake** **holders** and **management**.
* Communicate the progress to senior management through **'Burndown Charts'**.
* Monitor the quality through metrics and mentored team through the **project management processes**.
* Facilitate agile adoption Retrospective for the organization with the leadership and guided teams with outcome resulting in **enhanced performance**.
* Collaborate with **stakeholders** to address technical issues and develop effective resolutions.

**Walmart Inc. (Bentonville, AR) June 2019 to September 2020**

**Technical Project Manager / Sr. Scrum Master**

**Responsibilities:**

* Functioned as **Scrum master** for **JAVA-based Associate Career portal** for US store associates. Savings of $10million.
* Currently functioning as **IT Scrum master** for Windows Server migration project which is happening in all global locations. Savings of approx. $100million estimated.
* **V2V server OS & Application** migration to VMware environment.
* Achieved **25% efficiency improvement for the cross-functional team** from product conception through launch and multiple iterations for the Career portal product.
* Meetings with **Senior Management**, **Business** & **Release Management** to understand the vision of the **project**/**product**, **prioritize** and **develop** **release** **planning**.
* Facilitate and conduct agile ceremonies like **Scrum** **Daily stand-up**, **Sprint Planning**, **Release Planning**, **Backlog Grooming**, **Sprint Review** and **Retrospective meetings**.
* Identified and mitigated **team** **risks** and **impediments** (**Blocking** **Issues**, **Critical** **Defects**) on a daily basis.
* Facilitated team and **cross-team retrospectives** to build good working relationships among the other agile teams.
* Collaborate with members of the **Services**, **Business** and **Network** / **Server** / **Software** **Engineering** **teams** to **design** and maintain **Product** **backlogs**.
* Work with **DevOps** **teams** to ensure smooth Release through automation.
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**JB Hunt Transport, Inc. (Lowell, AR) May 2018 to May 2019**

**Technical Project Lead / Scrum Master**

**Responsibilities:**

* Functioned as **Scrum master** for developing Windows 10 migration for desktops/laptops in global offices/branches. Savings of $50million.
* Functioned as **Scrum master for LogiTrack software module** project. Managed two cross-functional teams.
* Migrated the **application to Azure Cloud.**
* Headed the service operations for **L2/L3** **teams** in **architecture** and **support** **functions** and **implemented** **CSI** **processes** to **streamline**.
* Facilitated and conducted agile ceremonies like **Scrum Daily stand-up**, **Sprint Planning**, **Release Planning**, **Backlog Grooming**, **Sprint Review** and **Retrospective meetings**.
* Identified and mitigated **team risks** and **impediments** (**Blocking Issues**, **Critical Defects**) on daily basis to allow the team to deliver the sprint goals and deliverables.
* Monitored the **project progress** and **radiated** the information to **stake holders.**
* Facilitated team and **cross-team retrospectives** to build good working relationships among the other **agile teams.**
* Collaborated with members of the **Services**, **Business** and **Engineering** **teams** to **design** and **maintain** **Product** **backlogs**.
* Involvement of **DevOps teams** to ensure **smooth Release through automation.**
* Change Request management using **ServiceNow** and **track** them to closure once the feature deployments are completed.
* Communicated the progress to senior management through **'Burndown Charts'.** Monitored the Quality through **metrics** and **mentored** **team** through the **project management processes.**
* Worked with **Senior Management**, **Business** & **Release** **Management** to understand the vision of the **project/product**, **prioritize** and **develop release planning.**
* Advocated for developing critical features at the beginning in order to **identify** and **resolve technical issues**.
* Outlined new feature plans and specifications, including the **how**, **where** and **when** of **each component**.
* Enabled improvement in team delivery commitments and capacity planning for sprints by **identifying** & **tracking** **hidden** **tasks** that **increased customer satisfaction.**
* Facilitated **Agile adoption** Retrospective for the guided teams with outcome resulting in **enhanced performance.**
* Collaborated with **stakeholder** **groups** across the organization to ensure business and technology alignment. Proposed solutions meeting defined specifications and needs.

**UST Global Pvt. Ltd. (India, Chicago, California) September 2016 to March 2017**

**IT Project Lead / Scrum Master**

**Responsibilities:**

* Mobile Receiving Application, Mobile Application for Women Safety, MS Intune, SCCM software packaging-deployment, Asset refreshments.
* Facilitated and conducted agile ceremonies like **Scrum Daily stand-up**, **Sprint Planning**, **Release Planning**, **Backlog Grooming**, **Sprint Review** and **Retrospective meetings**.
* Identified and mitigated **team risks** and **impediments** (**Blocking** **Issues**, **Critical** **Defects**) on daily basis to allow the team to deliver the **sprint goals** and **deliverables**.
* Monitored the project progress and radiated the information to **stake holders.**
* Facilitated team and cross-team retrospectives to build good working relationships among the other **agile teams.**
* Collaborated with members of the **Services**, **Business** and **UX** **Engineering** **teams** to **design** and **maintain** **Product** **backlogs**.
* Involvement of **DevOps** teams to ensure **smooth Release** through **automation**.
* Change Request management using **Remedy**, **ServiceNow** & **CA** **Nimsoft** and track them to closure once the feature deployments are completed.
* Communicated the progress to senior management through **'Burndown Charts'**. Monitored the Quality through metrics and mentored team through the **project management processes**.
* Worked with Senior Management, Business & Release Management to understand the vision of the **project**/**product**, **prioritize** and **develop** **release** **planning**.
* Coached/Mentored a cross functional team of 30 resources to **deliver quality products.**
* Advocated for developing critical features at the beginning in order to **identify** and **resolve technical issues.**
* Outlined new feature **plans** and **specifications**, including the **how**, **where** and **when** of **each component.**
* Enabled improvement in team delivery commitments and capacity planning for sprints by identifying & tracking hidden tasks that **increased customer satisfaction**.
* Facilitated **Agile adoption Retrospective** for the guided teams with outcome resulting in **enhanced performance.**
* Collaborated with **stakeholder** **groups** across the organization to ensure business and technology alignment. Proposed solutions meeting defined **specifications** and **needs**.
* Managed **pre-production** and **production product deployments**.
* Completed proof-of-concept for a product with developers **under extreme deadline**.
* Collaborated with stakeholders to address technical issues and develop **effective resolutions**.
* Managed pre-production and production **product deployments**.

**UST Global Pvt. Ltd. (India, Chicago, California) May 2010 to August 2016**

**IT Project Lead / Scrum Master**

**Responsibilities:**

* Mobile App team for the Cash Pro Trade, ServiceNow Implementation, Symantec DLP, IAM Forefront Identity Manager, Cisco Wireless Router upgrade, MS Server Migration, MS Windows 7 migration, ViewFinity Endpoint Privilege Manager, VMware Airwatch, MS Intune, SCCM software packaging-deployment, EUC Infrastructure integration after acquisition, Asset refreshments.
* 13-member Service Desk (24X7) for 2nd largest US Pharmaceuticals, 4-member Remote Support (24X5) for US retailer, 10-member Service Desk (24X5) for US magazine publisher and Weekend Service Desk support (12X2) for US consulting firm.
* Coached/Mentored the teams to deliver quality based services worth $3.5M in revenue yearly.
* Facilitated and conducted agile ceremonies like **Scrum Daily stand-up**, **Sprint Planning**, **Release Planning**, **Backlog Grooming**, **Sprint Review** and **Retrospective meetings**.
* Identified and mitigated **team risks** and **impediments** (**Blocking** **Issues**, **Critical** **Defects**) on daily basis to allow the team to deliver the **sprint goals** and **deliverables**.
* Monitored the project progress and radiated the information to **stake holders.**
* Facilitated team and cross-team retrospectives to build good working relationships among the other **agile teams.**
* Collaborated with members of the **Services**, **Business** and **UX** **Engineering** **teams** to **design** and **maintain** **Product** **backlogs**.
* Involvement of **DevOps** teams to ensure **smooth Release** through **automation**.
* Change Request management using **Remedy**, **ServiceNow** & **CA** **Nimsoft** and track them to closure once the feature deployments are completed.
* Communicated the progress to senior management through **'Burndown Charts'**. Monitored the Quality through metrics and mentored team through the **project management processes**.
* Worked with Senior Management, Business & Release Management to understand the vision of the **project**/**product**, **prioritize** and **develop** **release** **planning**.
* Coached/Mentored a cross functional team of 30 resources to **deliver quality products.**
* Advocated for developing critical features at the beginning in order to **identify** and **resolve technical issues.**
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* Enabled improvement in team delivery commitments and capacity planning for sprints by identifying & tracking hidden tasks that **increased customer satisfaction**.
* Facilitated **Agile adoption Retrospective** for the guided teams with outcome resulting in **enhanced performance.**
* Collaborated with **stakeholder** **groups** across the organization to ensure business and technology alignment. Proposed solutions meeting defined **specifications** and **needs**.
* Managed **pre-production** and **production product deployments**.
* Completed proof-of-concept for a product with developers **under extreme deadline**.
* Collaborated with stakeholders to address technical issues and develop **effective resolutions**.
* Managed pre-production and production **product deployments**.
* Good technical knowledge on Windows server 2003, 2008R2, 2012R2 (AD, DNS, DHCP), SCCM 2012R2, WSUS, BES, VMware Airwatch, MS Intune, Symantec Endpoint Protection. VMware vSphere, vCenter, ESX/ESXi, DRS, HA, vMotion, Templates & Cloning methods, Cisco routers & catalyst series switches, LAN/WAN, VLAN, IP Subnetting, NAT-ing, Vidyo Telepresence, Polycom, Tandberg.

**Istanbul Foodstuff and Trading Co. (U.A.E) June 2009 to December 2009**

**IT Technical Administrator**

**Responsibilities:**

* Expertise and in-depth knowledge of **LS Retail**, **Microsoft Retail Management Software (MRMS)** and **Navision 4.0.and 5.1**.
* Led the migration of **MRMS** to **LS Retail.**
* Configuration of **ADSL** **Routers** and its **administration**.
* Configuration of **Windows** **Server** **2003** and **administration**.
* Creation and management of users in **Active Directory. SonicWALL** **firewall** administration.
* Setting up of **User Permissions** and **Group Policies** in **Windows Server 2003.**
* **SQL Server 2000** and **VPN** administration.
* Setting up of user security and permissions in **Web** **filter**.
* Administration of **POS machines**. Good knowledge in Retail industry business.
* Configuration of **DVR** and **administration** of **Surveillance cameras.**
* Configuration and administration of **Norton Symantec Antivirus Corporate Edition.**
* Configuration and administration of **FingerTec Terminal** with **TCMS V2 Software** in the head office and the branches.
* Creating and maintaining **POP3** **email** **accounts** in **Microsoft Outlook 2000, 2003** and **2007.**
* Troubleshooting network issues and other computer related issues in branches over phone.
* **Administration** and **Maintenance** of **computers**, **printers**, **scanners**, **fax** **machines**, **switches**, **hubs** etc. in the head office domain network.

**TRX Technologies India Pvt. Ltd. (India) June 2008 to December 2008**

**Desktop Support Engineer**

**Responsibilities:**

* **Installation** and **configuration** of **Windows** **Server** **2003**, **Windows** **XP** **Professional** and **Home** and **Windows** **Vista** **Home**.
* Good knowledge of **Windows 2003 family**.
* Managing **Active Directory** and **Group Policies** in **Windows Server 2003.**
* Management of **User Permissions** in **Web filter.**
* Configuration of Microsoft Exchange Server email accounts using **Microsoft Outlook 2000** and **2003** and troubleshooting issues related to it.
* **VPN** **Client** installation.
* Monitoring servers and routers through **Proactive Net** and **Big Brother.**
* Troubleshooting issues related to applications used within the organization like Sabre.
* Installation and configuration of **Macintosh** **OS** **X 10.3 (Panther**), 10.4 (**Tiger**) and 10.5 (**Leopard**).
* Troubleshooting issues related to **Apple applications.**
* **LAN configuration.** Installation of **Microsoft** related software and its troubleshooting.
* Administration and Maintenance of **computers**, **printers**, **scanners**, **fax** **machines** etc.

**Hewlett Packard Pvt. Ltd. (India) February 2008 to June 2008**

**Technical Support Engineer**

**Responsibilities:**

* Technical expertise and knowledge on **Commercial** **MFP** **printers** and troubleshooting.
* Provided technical support for **U.S customers 24X7.**
* Expertise on **HP Service Manager** for **ticket management.**
* Troubleshooting **Network** **issues** and **Print Queues** issues for installed printers.
* Installation and configuration of **Network** and **Standalone** **printers**.
* Installation and configuration of Windows Server 2003, Windows XP Professional and Home and Windows Vista Home.
* Creation and management of users in **Active Directory**.

**Aditya Birla Minacs Pvt. Ltd. (India) October 2006 to February 2008**

**IT Associate**

**Responsibilities:**

* Worked for **Apple Desktops**, **Portables** and **iPods**.
* Provided technical support for **U.S customers** owning **Apple Desktops**, **Portables** and **iPods**.
* Installation and configuration of **Macintosh OS X 10.3** (**Panther**), **10.4** (**Tiger**) and **10.5** (**Leopard**). **LAN** configuration.
* Configuration of **Apple Airport Routers** and setting up of Wireless Network.
* Installation of wired and wireless printers and all-in-ones with **Apple computers.**
* Configuration of Mail in **Macintosh OS X 10.3, 10.4 and 10.5.**
* Troubleshooting Apple software issues related to **Mail**, **Safari**, **System** **Preferences** etc. in Mac OS X 10.3, 10.4 and 10.5.
* Troubleshooting iPod issues related to **iTunes** **synchronization**, **transfer** **issues** of **songs** and **videos** to **iPods**.
* **Troubleshooting** **hardware** issues.
* Aware of hardware configuration of all **Apple** **Desktops** and **Portables**.

**Axiom Concepts and Solutions Pvt. Ltd. (India) October 2005 to April 2006**

**Hardware Technician**

**Responsibilities:**

* **Installation** and **configuration** of Windows XP, 2000 and 2003.
* **Configuration** of **POP3** **email** accounts using **Microsoft** **Outlook** **2000** and **2003** and **troubleshooting** **issues** related to it.
* **Computer** hardware assembling.
* **Troubleshooting** **hardware** issues.
* **LAN** configuration.
* **Installation** and **configuration** of new hardware and software.
* **Installation** and **configuration** of network printers.
* Troubleshooting **network** **printer** issues.