

Certified Scrum Master® (CSM®)

Summary

Software engineer with 13 years and 3 months of experience in activities like- **Scrum/Project management**

Experience in **Convergys Hyderabad** – 13 Years 3 months.

- Experience in Project management and worked as **Scrum Master**.
- Experience in scrum activities for SFDC projects, Clients : **D&B, CISCO VSO and T-Car**
- Experience in scrum activities for MSCRM, Clients: **Bayer, Comcast, Michelin and Nestle**.
- Acted as Scrum Master for Product teams with a focus on guiding the teams towards improving the way they work.
- Facilitate meetings like **daily scrum, sprint planning, sprint demo and retrospective**.
- Familiar with **Jira** and its application in agile project management.
- Good knowledge of SDLC and STLC processes.
- Exposure to PM Tools like **Burn-down Charts**, Pivot Analysis Reports, Trending Analysis Reports and **Jira**.
- Exposure to version control Tools like **Git, Git-Hub, Clear-case, Team-site, SVN and CMVC**.
- Experience with Defect Management Tools like **HPQC, Jira and Test Director**.
- Exposure to different web application architectures.
- Exceptional **communication** and networking skills.
- Successful working in a team environment, as well as independently.
- The ability to work under pressure and multi-task.
- The ability to follow instructions and deliver quality results.
- Knowledge of other agile approaches like **XP and Kanban**.
- Experience in Load & Performance testing (3 years) using **Load runner** (Role: Test Lead and Load runner admin)
- Experience in **Manual and automation testing** (3 years) in IVR applications. **Lead** team of four members and used **Hammer** for automation testing.
- Experience in Telecom applications (client-**ATT**) like CARE- WLNP, CIRCLE, ICORE, Teleport, LSMS, and SMG (**Telcordia**).
- Very good at **build installations, trouble shooting** in **UNIX** environments and providing environment support.
- Experience in performing Functional, manual Regression Testing and automated regression in **Multi-clustered UNIX (HP, Solaris, AIX)** environments having multiple app-servers like **WebLogic, Web-sphere, Netscape application Server Tomcat, Resin and Apache**.
- Experience in preparing Implementation plans and release management activities.

- Expertise in Testing of large enterprise wide Web applications, Telecom applications like Rating and Billing and wireless number portability.
- Experience in **Development** and testing reports in Cognos environment.
- Sound working knowledge of Telecom, Airlines, courier, IVR applications and Workforce management.

Professional Experience

Training and Certifications

May 2018-Till Date

Took trainings on advanced technologies like DevOps and cloud to update myself.

DevOps tools: Git, GitHub, Maven, Jenkins, JFrog ArtiFactory, Selenium, Nagios, Puppet, Ansible, Docker, Docker swarm, Kubernetes, Python, YAML and Ruby

Cloud Technology: AWS (Amazon Web Services).

Trained in scrum and agile methodologies and become CSM (Certified Scrum Master)
Worked as freelance consultant.

Convergys Information management

April 2015 -May 2018

B2B CRM applications like SFDC and MS CRM Online

Role: Scrum Master

- Acted as **Scrum Master** for Product teams with a focus on guiding the teams towards improving the way they work.
- Acted as a **Project Manager** when necessary.
- Experience in project management activities in SFDC and MSCRM Online.
- .Organized and facilitated **project planning, daily stand-up meetings, reviews, retrospectives, sprint, release planning, demos, and other Scrum-related meetings.**
- Assisted team to remove **impediments** by having an understanding the control and release processes.
- Assisted with **internal and external communication**, improved **transparency**, and radiated information.
- Assisted with prioritization and resolution of software defects.
- Built relationship with Product owner and other stake holders to facilitate team's interaction with them.
- Coached **Product Owners** in creation and maintenance of **Product Backlog**.
- Coached team members on Agile principles and providing general guidance on the methodology
- Continuously learned **Agile/Scrum** techniques and shared findings with the team
- Engaged with other **Scrum Masters** to increase the effectiveness of the application of Scrum in the organization.
- Interfaced with Program Management Office to ensure **project goals** and requirements are being met.
- Provided all support to the team using a servant leadership style whenever possible, and led by example
- Took responsibility of **delivery and management** of the tasks.

- Tracked and effectively communicated team velocity and **sprint/release progress** to all affected teams and management.
- .Updated Agile tracking systems to provide transparency on **product** and **sprint backlogs**.
- Worked with the **Scrum Team and the Product Owner** to negotiate the minimum viable product for delivery.

Environment: MSCRM, SFDC, Eclipse, Sandbox, c-Sharp, Apex Code, Triggers and Data loader
PM Tools: **MS Project, Gantt chart, Burn-down Charts, Pivot Analysis Reports, Trending Analysis Reports and Jira.**

Verint Call Recording and Call retrieval application (IVR)

Role: Scrum Master

Verint is call recording and call retrieval application used by Convergys. Each and every call initiated by agent or received by agent is recorded. The same should be retrieved and played back as when needed. This project is PCI compliant.

- Experience in **Scrum/project management** activities in Verint.
- Facilitated **daily scrums, stand-ups, and meetings**.
- Implemented and enforced Scrum principles and practices, facilitated continuous improvement (CI), and identified and removed team impediments
- Supported the **Product Owner** with documentation of User.
- **User Stories and Acceptance criteria.**
- Monitored team **backlog** daily and ensured it accurately reflects the current state of the sprint
- Monitored and **tracked project progress** and performance against project plans, reporting status to project stakeholders through structured communication.
- Helped team to solve problems rather than provide solutions.
- Managed **risks** to delivery.
- Established and actively managed all project and key stakeholder expectations and relationships
- Prepared **Pivot analysis and trending analysis reports** of issues and shared the same with top management.
- Updated Agile tracking systems to provide transparency on **product** and **sprint backlogs**.

PM Tools: **MS Project, Gantt chart, Burn-down Charts, Pivot Analysis Reports, Trending Analysis Reports and Jira**

Load and Performance Tests

April 2012- May 2015

Team Lead - Automation

I have worked on the following Load and Performance testing projects during this time using Web (HTTP/HTML) and Web Click n Script Protocols.

IEX 4.5.1 L&P test

SMS L&P test

IEX 4.5.1.a L&P test

EStart Web-Edits

IEX 4.5.1.1 L&Ptest

IEX 4.5.1 with Java Patch L&P test

EStart-IEX Integration L&P Test (Timesheet edits)

CBS L&P test and EStart-Linux L&P test

- Conducted initial stakeholder's meetings which involved SA and DBA Team
- Requirements Analysis and Prepared the L&P test management plan.
- Prepared the Performance opportunities report.
- Test planning and estimation
- Test data collection and business flow analysis
- Prepared test scripts and parameterize the same with the agent and supervisor logins
- Prepared controller scenarios.
- Executed the L&P test according to the system requirements and specifications successfully.
- Track progress and report status to management.
- Involved in issue identification, resolution/escalation
- Coordinated with the platform team in conducting the tests.
- Prepared analysis reports and published the results
- Analyzed reports and updated the summary and metrics.
- Conducted the test results review meetings for baseline as well as comparison runs.
- Updated the status reports in share point and distributed the same to stake holders.
- Identified many performance bottlenecks like memory leaks and server configuration issues.
- Provide mentorship to other QA analysts.
- **SMS Regression testing:** Involved in Test case preparation, test case execution and defects verification
- **Workflow Logistics functional testing:** Involved in Test case preparation, test case execution and defects verification
- **D&B functional testing (SFDC):** Involved in Requirement analysis, Test Planning, Test execution and defects verification

April 2009- April 2012

Team Lead - Automation

Express ware (IVR):

- I took the responsibility as lead for **Express ware** and handled the team towards successful and timely project release of EW 4.0.
- I have **guided** the team technically
- Conducted test case reviews and check point meetings.
- Took training sessions to give end-to-end training for junior members in understanding EW environment.
- Involved in executing **automation** test cases and **validating** the results.
- I got experience of working in multiple elements and got good grasp of Hammer regression testing.
- Participated in EW meetings with development and onsite Test managers. Conducted **training sessions** on Hammer automation Testing.
- I took care of **Geography grammars refresh** testing for each Express ware release.

- Coordinated in **Startup and shut down** of the Speech port environment which involved all the **TTS servers** and **Media servers** and application servers. Made sure all the servers are up and running and ready for testing.
- Helped the team members on daily work-related issues, test environment issues and planned test execution cycles.
- **Installed builds** in testing environments, running **sanity tests** using hammer regression each time the build is installed. Also, validated the test results.
- Worked on **Critical and High severity** defects which directly impact the business success. This includes understanding the defects raised by others, discussions with dev team, testing and disposal of the same.
- Interacted with development team and improved quality of EW element **user guides** which forms integral part of product release.
- Helped team by **Trouble shooting** number of blocking issues fetched way outs for many problems/blocking issues in the test environment.
- Helped other teams in conducting **SAF load tests** and **Gateway regression**. Trouble-shoot issues.
- I was involved in multiple tasks/projects including Express ware 3.3.2, 3.3, 4.0, Grammar refreshes, AIX Patch, Microsoft Security Patch Testing, and **EW Regression**.
- Documented test cases for some critical and complex elements

Environment: IVR - Multi clustered Environment

Hammer, Audium, Eclipse, OSDM (Nuance) Resin, WebLogic Application Server, Web Sphere, Apache, Tomcat, TTS Server, Media Server, ISG Gateway, SSG Gateway, Sun Solaris, AIX

AT&T:

- Involved in KT sessions for ATT applications like **WLNP, Teleport, LSMS, and SMG (Telcordia)**.
- Learned **CIRCLE** and **ICORE** and participated in Sustainment testing.
- I have completed testing complex feature of **SMG - K101762** in well ahead of time and received several client appreciation e-mails for the same.

EIS:

- Worked on Reports for EIS 2.0 which involved working for RPM and CCOps report testing.
- Developed test-scripts, conducted reviews with development
- Involved in testing CCOps reports and defect verification

RB-CST:

- Trained in **IRB** applications and its subsystems Rating and Billing configurations, Customer Account Maintenance, product configurations, Rate plan and discount configurations
- Involved in testing different releases of RB
- Installed RB releases on **HP, SUN, Itanium, Linux** environments.
- Performed sanity and functional testing
- Identified critical defects and reported the same and re-tested the fixes.

Convergys Information management
Hyderabad

Role: Dev/Production support.
Feb 2005 – April 2009

I have supported the following LMS projects.

Mzinga/PDC/ConvergysU:

ConvergysU is learning management application used for delivering the training and Course content to users like Agent/Non-Agents for training and assessments.

Experience in Project management and worked as Business Analyst for Learning Management systems Used in Call centers

E-Reports:

E-Reports is used by supervisory staff to collect metrics of Agent and Trainers performance and billing Reports.⁴

Knowlagent:

Knowlagent is a 3rd party web application used by Convergys to deliver training and communication to several Convergys- run call center installations Knowlagent schedules and delivers the training directly to the representative's desktop in the form of a learning break.

UDUTU: Application which converts word doc s to PDF files.

Responsibilities:

Accomplish work of value to Convergys Learning System stakeholders. **Analyst** for the LMS applications, **Requirement analysis** and scoping for new releases.

- Involved in Project Management activities like release planning.
- Coordinating with different teams like DNETS, DETS, SA DBA.
- Reporting solutions work to satisfy the needs of different programs DnB, ATT, Microsoft and Performed **Development/QA** activities for the same.
- Business & Requirement Analysis, Oversees Test design and code reviews and assure adherence to best practices.
- Developed **Use Case** diagrams for the workflow.
- Involved in Issue identification, resolution/escalation
- Track Development progress and report status to management.
- Identify the resource needs and estimate the QA efforts.
- Involved in **functional** and **regression** testing of the websites.
- Managed **implementation planning** and **deployment processes**.
- Developed implementation plans as part of **collaborating** with other developers and analysts.
- Worked closely with **testers**, PSS and SA team members to ensure releases occurred on monthly intervals and ensure value was provided to stakeholders.
- In support of Convergys LMS needs, worked closely with NGA staff to learn the basics of how Mzinga works.
- Performed investigations into Mzinga Catalog and Access Groups, and the relationship with the site Calendar function.
- Involved in **O&M activities** including SSL certificate renewals.
- Worked with the SA team to oversee the build of separate **test** and development regions for the Convergys e-Reports application. Performed all Development activities for this solution.
- Took a lead role with the Learning Team requesters who need an automated solution for registration of offshore New Hire agents into Communication and Culture Training assessments. Tested the automated solution reported the defects and have the same fixed in record time.
- Scheduled, facilitated, and summarized project meetings.
- Supported the initial scoping of the Mzinga Omni social 2.5 release upgrade project
- Conducted meetings where Mzinga application customizations were discussed and presented.

Education: BE Chemical Engineering.