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# **Harish Daulaghar**

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### **Personal Summary**

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent technical, functional and management skills. Ability to work with minimum of supervision.

### **Professional Experience**

* 13+ Years of IT experience and working as Scrum Master since2.6 Years
* Certified **PSM-1**(Professional Scrum Master) by Scrum.org
* Good experience on implementing Agile/Scrum principles and methodology in Organization
* Experienced Scrum master with a proven track record of delivering high-quality software, on-time and within budget
* Experience in customer interactions, support and handling queries at various stages – Requirements gathering, application demonstrations, end user training
* Currently working as **Sr. Consultant** for **Vinclis Technologies Pvt Ltd,** Bangalore from **Feb -21 to till date**.
* Currently working as **Scrum Master/Architect** for **Numeric Technologies (India) Pvt. Ltd,** Hyderabad from **Aug-19 to May-20**
* Worked as a**Scrum Master/System Analyst** for **United HealthGroup, Hyderabad** from **Feb-11 to Aug-19**
* Worked as a Software Engineer for **HSBC, Hyderabad** from **Jul-07 to Dec-10**
* Worked as a Software Engineer for **Infinite Computer Solutions (I) Pvt. Ltd, Bangalore** from **Nov-06 to Apr-07**
* Went to onsite from United HealthGroup(USA)for 15 months and Infinite(China) for 2 months

### **Areas of Expertise**

* Trained in **Agile methodology, PMI-ACP** and **CAPM**
* Extensively programmed on **RPGLE, CLLE** and **SYNON**
* Expertise on **PBM Domains, Banking** and **Manufacturing Domains**
* Analysis and documentation
* Client Management
* Supervising
* Ability to Motivate People
* Strategic Planning
* Risk Assessment
* Decision Making
* Self-motivator with the ability to learn and adapt quickly

### **Duties**

* Perform Scrum Master role and protect development team from outside distractions, resolve impediments or team conflicts, and maintain focus on product backlog project timeline
* Work closely with project owner in backlog management and continuous delivery of features
* Educate and reinforce scrum methodology and agile framework to team members and stakeholders
* Direct and lead development team from project initiation through the delivery of final product
* Managed scrum scope and iterations to ensure delivery was compliant with scope commitment
* Tracked and managed product backlog, burn down metrics, velocity, and task breakdown
* Addressed problems through risk management and contingency planning
* Maintain / Determine Sprint backlog and finalize estimations by collaborating with Scrum Team
* Mentoring and training up junior and new staff. Monitoring & reporting on standards & performance targets. Arranging & chairing weekly team meetings, focusing on targets & achievements
* Involved in the recruitment of new staff
* Motivate team members by recognizing the hard work and creates a positive working environment
* Ensuring all administrative and IT records are entered and updated correctly

### **Skill Set**

* Environment : AS/400
* Operating System : OS/400, Windows 10.
* Languages : RPG/400, RPGLE, SQLRPG, CLLE, SYNON, Freeformat
* Tools : SEU, DFU, PDM, SDA, IM, ALDON, ABSTRACT, ROBOT.
* DBMS : DB2/400, Oracle
* Other Skills : C, Rally, Blue Prism(RPA), Microsoft Azure

### **Education**

* B.E (Electronics), from Nagpur University, Nagpur
* DIPLOMA in Electrical and Electronics from Government Polytechnic, Warangal.

### **Project Details**

### **Project Details**

**Project #1:**

Title : Ecommerce & Digi

Software : RPGLE, CLLE, SQLRPGLE and DB2/400

Tools : HAWKEYE, TURNOVER

Operating System : OS/400

**Description:**

Henry Schein, Inc. (Nasdaq: HSIC) is a solutions company for health care professionals powered by a network of people and technology. With more than 20,000 Team Schein Members worldwide, the Company's network of trusted advisors provides more than 1 million customers globally with more than 300 valued solutions that help improve operational success and clinical outcomes. Our Business, Clinical, Technology, and Supply Chain solutions help office-based dental and medical practitioners work more efficiently so they can provide quality care more effectively. These solutions also support dental and medical laboratories, government and institutional health care clinics, as well as other alternate care sites.

Ecommerce and Digi was earlier known as CAMS(Catalog Assignment Backend System) and later was migrated to PIM/MDM(Sql Server based). Any Item / product that needs to be sold requires to be put in a Catalog and it is utilized by various entities such as ecommerce customers web portal(www.henryschein.com), iPad / iPhone, EZ, Fsc Caligor, etc. Catalog contains details of the Item such as Item ID, Cost, features of the product, product image, etc. Catalog helps customers to understand more about the item/product and subsequently place an order to Henry Schein on those products. PIM/MDM is primarily responsible for building catalog’s and send that information to the consuming applications. All the required information to generate the Catalog needs to be pulled from other Henry Schein applications systems such as JDE, PIX, PIM, etc.

**Team Size : 8**People

**Duration :** Feb-21 to Tilldate

**Key Role**

**As a Scrum Master**

* Facilitate sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations.
* Ensures Scrum Framework is followed by Team.
* Mentor Development Team on their roles.
* Timely delivery of the product/service to customer
* Tracked and managed product backlog, burn down metrics, velocity, and task breakdown.
* Remove barriers and ensures that the team is fully functional and productive while improving quality.
* Maintain / Determine Sprint backlog and finalize estimations by collaborating with Scrum Team.
* Project Management

**As a System Architect**

* Mainly involved in preparing the detail design document later develop, test and promote to production.
* Involved in analyzing the critical functionalities of PIM/MDM system.
* Handling new client enquiries and acting as the face of the business.
* Actively involved in learning the interfacing applications around PIM/MDM.
* Recurring feedback with the onsite counterparts to understand the areas of improvement.

**Project #2:**

Title :Mohawk RPG

Software : RPGLE, CLLE, and DB2/400

Tools :IMPLEMENTER, ROBOT, ABSTRACT

Operating System : OS/400

**Description:**

Mohawk is the world’s largest flooring company, delivering style and performance for residential and commercial spaces around the globe. The company offers a comprehensive array of hard and soft surface products for every application.The company has manufacturing units in 19 countries while sales are spread in 170+ countries. The company employs 42000+ employees worldwide and they are into various technology related innovations.

CAMS system is backbone for Mohawk industries, and it interacts with various external applications (mostly various modules of SAP) using Webservices and EDI interfaces. The CAMS Package has multiple integrated modules providing complete management of business environment. The system is custom tailored at installation to meet all business needs now and for the future.

* Order Management
* Production/Manufacturing Management
* Warehouse/Distribution Management
* Sales/Commission System
* Executive Information Internet/Intranet Portal
* Flexibility/Scalability

**Team Size : 7**People

**Duration :** Aug-19 to Till Date

**Key Role**

**As a Scrum Master**

* Facilitate sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations.
* Ensures Scrum Framework is followed by Team.
* Maintain / Determine Sprint backlog and finalize estimations by collaborating with Scrum Team.

**As a System Architect**

* Involved in analyzing the critical functionalities of CAMS system.
* Actively involved in learning the interfacing applications around CAMS.
* Recurring feedback with the onsite counterparts to understand the areas of improvement.

**Project #3:**

Title : **RxClaim -ELIGIBILITY MODERNISATION**

Software : SYNON, RPGLE, CLLE, and DB2/400

Tools : ACMS, ROBOT, ABSTRACT

Operating System : OS/400

**Description:**

RxClaim is a product of OptumRx (a segment of United Health Group) which provides innovative pharmacy benefit management (PBM) services and products to employer groups, union trusts, commercial, Medicare and other government health plans.RxClaim is an online pharmacy claim processing system. Also it generates lot of reports based on customer requirements. Eligibility is the application which deals with loading of member eligibility data on to RxClaim which is crucial for claim adjudication. Business users access the data and do the changes as per customer requirements which is currently on AS400. This project is to reverse engineer the current functionality which was on SYNON and build new UI screens for Business users.

**Team Size : 9**People

**Duration :** Jan-18 to Aug-19

**Key Role**

**As a Scrum Master**

* Facilitate sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations.
* Ensures Scrum Framework is followed by Team.
* Maintain / Determine Sprint backlog and finalize estimations by collaborating with Scrum Team.

**As a System Analyst**

* Being an SME, Involved in analyzing the critical functionalities of eligibility system.
* Dealing with and resolving problems and issues which arise during the engagement.
* Implementing new initiatives.
* Mainly involved in preparing the conceptual and detail design document of SYNON screens.
* Clarify the functional requirements and resolve the impediments.
* Motivating the team to achieve high standards and individual targets
* Actively involved in learning the new techniques and technologies.
* Recurring feedback with the onsite counterparts to understand the areas of improvement.

**Project #4:**

Title : **RxClaim**

Software : RPGLE, CLLE, and DB2/400

Tools : ACMS, ROBOT, ABSTRACT, TRAILBLAZER, TWS

Operating System : OS/400

**Description:**

RxClaim is a product of OptumRx (a segment of United Health Group) which provides innovative pharmacy benefit management (PBM) services and products to employer groups, union trusts, commercial, Medicare and other government health plans. RxClaim is an online pharmacy claim processing system. Also it generates lot of reports based on customer requirements. Around RxClaim application we develop custom applications to interface with other core applications and to generate several reports for various business functionalities.

**Team Size : 25** People

**Duration :** Feb-11 to Dec-17

**Key Role**

* Played a role of analyzing the functional requirement documents, designing, developing and unit testing of the projects as per the requirements.
* SME for OHI, Eligibility and CHF application.
* Worked as onsite coordinator for 15 months to interact with customer.
* Mainly involved in preparing the conceptual and detail design document.
* Resolving HPSM tickets and working on MODS (CUSTOM impact analysis based on core application releases.
* Attending client calls, BA calls to get the functional requirements and clarifications.
* Analyzing, making code changes, writing new programs to fix the issues reported by clients.
* Frequent co-ordination with the onsite counterparts to understand the requirements.

**Project #5:**

Title : **SGH On-going support**

Software : RPGLE, CLLE, and DB2/400

Tools : Implementer

Operating System : OS/400

**Description:**

SGH IT has engaged GLT resources to work/support as extension of SGH IT team. SGH team continues to keep GLT resources occupied through regular review of work allocation. With implementation of GS06 it became possible to provide 24\*7 supports to banking customers. This was achieved by having concurrent batch and online environment.The focus of the project is to provide day to day 2nd Line support for HUB, developing and synchronizing local layer in accordance to the international/local laws and requirements.

**Team Size : 18** People

**Duration :** Jul-07 to Dec-10

**Key Role**

* Played a role of analyzing the functional requirement documents, designing, developing and unit testing of the Source roll in (Retrofitted Code) with Local PPCRs /Missing Core PPCRs.
* Mainly involved in Re-engineering of programs if there is conflict with the core base.
* Resolving Error logs and working on System setup for UAT and Production.
* Attending client calls, BA calls to get the functional requirements and clarifications.
* Frequent co-ordination with various teams for Batch Run Support logs for SAT, UAT & Simulation.

**Project #6:**

Title : **IBM Mapics**

Software : RPG/400, RPG ILE, CL/400, and DB2/400

Operating System : OS/400

Customers : Kuehne and Nagle

**Description:**

This is an enterprise resource planning project which uses Mapics, SAP and other applications to manage all the resources and processes related to manufacturing activity of IBM’s main product factories. Thus to provide customers with development and code release for the finance and material parts of their application. Supported this project by using the Work Item Tracking System (WITS), Release Management System and Clean Management System to deal with the Information Processing Service Requests (IPSR), Problem Tracking Report (PTR) for customer requests or code release process.

**Team Size :** 12 People

**Duration :** Nov-06 to Apr-07

**Key Role**

* Played a role of a developer in designing, coding and testing of the projects as per the requirements.
* Designed User interface screens according to client requirements.
* Travelled to IBM Dalian, China for project KT and to work on critical developments.
* Actively participated in design of this module and database.
* Analyzed and fixed the issues reported by the clients.

### **Personal Profile**

Date of Birth : 04/07/1982

Nationality : Indian

Passport : L8219955

# The given information is true to the best of my knowledge & belief.

Date:

Place: (Harish Daulaghar)