Goutham Maddali

**Agile Scrum Master, Salesforce – QA Lead, Support Lead, SQL Developer**

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**Experience Summary:**

A dynamic Agile/Scrum Project Management, Incident, Problem & Change Management and Client Engagement Professional, equipped with 12 years of experience. Commendable experience in global IT project Executions. Certified Professional Scrum Master and ITIL Foundation. An intensely focused individual in maintaining the long term satisfactory customer relationships in order to strengthen the vision for greater profitable journey**.**

**Scrum Master:**

* Work with Product Owner in grooming the product backlog; manage all the communications with PO and other stake holders.
* Responsible for release planning, sprint planning, retrospectives, estimating the efforts required, tracking the schedules.
* An effective leader with distinguished abilities in end-to-end Scrum Project management, customer relationship management, custom designing business solutions, maintain deliverables as per SLAs.
* Subject matter expertise to identify improvements in client environments and propose new solutions.
* Bridging with clients and stake holders for all escalations in terms of application performance and queries.
* Accountable to ensuring the quality execution in the delivery of a product/service/solution to drive satisfaction in the Customer Partner Experience.
* Strong experience in executing multiple projects in Development, Support projects.
* Project management including, stakeholder management, Quality, Schedule, Resource Management, Risk, Change and Transition Management.
* Manages overall work of 30-40 team members in multiple work groups.
* Handled projects in SDLC, Agile, ITIL methodologies.
* Prepare Program Road map for the project.
* Experience in application management including Product Backlogs, Hot fixes, maintenances and Service tickets, Service packs.
* Experience in Handling, US & EMEA clients.
* An effective leader with proven abilities in working with teams during the project phase; guiding team members and enabling knowledge sharing among the team.

**Competencies Overview:**

***Cloud Applications:*** Salesforce CRM

***Languages :*** Core-SQL (Oracle)

***Reporting Tool :*** MRT

***Testing Tools :*** Manual Testing, Selenium

***Defect tracking tools:*** HP-ALM, ITSM, JIRA

***Other Applications:*** MS Office, Finacle (Banking Interface)

***Project Management Tools/Service Management Tools:*** CA-Rally, Service-Now, JIRA

***Roles Executed:*** Scrum Master along with Kanban, Project Manager, QA-Lead, Support Lead

**Academics/Certifications/Trainings:**

* Professional Scrum Master
* ITIL ® Certified
* Oracle 9i certified professional in SQL
* B.Tech in Mechanical Engineering from JNTU Affiliated, Hyderabad completed May 2005

**Skill Set:**

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| --- | --- | --- | --- |
|  | * **Interpersonal Skill** * **Verbal/Written Communication** * **Working under Stress and Researching** * **Envisioning and Initiating** * **Efficient Multi Tasker** * **Resource Plan/Acquisition/Management** * **Requirements Gathering** * **Project oversight plan** * **Product Backlog** * **Sprint Plan and Baseline** * **Communication Plan/Management** * **Kanban Implementation** * **Process Improvement with Kanban** * **Quality Assurance** * **Contingency planning** * **Ticket management** * **Transition / Change management** |  | * **Risk & Issue** * **Assessment/plan/Management** * **Engagement Management** * **Stakeholder/Client Management** * **SDLC Implementation** * **Escalation Management** * **Project Performance /Progress Management** * **Acceptance and Transition** * **Project documentation** * **Project closure activities** * **People / Resource Management** * **Retrospective management** * **Gap Analysis** * **User & Product Demo** |

**Project Association Summary: -**

***Project -1***

***Employer: Helius***

***Designation: Scrum Master***

***Project: Transformers / Mobile Apps***

***Platform: IOS & Android***

***Duration: Apr 2020 to till date***

***Team Size: 34***

***Client: DBS***

***Posted at: Hyderabad***

***Key Accomplishments***

* *Each Sprint Delivered Successfully as per the Sprint Goal,*
* *No deviations in the scope.*
* *Maintained a 98% CSAT rating over a period as a Scrum Master*
* *Reduced the manual effort in writing the Test**Cases*

**Responsible for:**

* Facilitated Daily stand-up meetings, client meetings, Sprint Planning along with the Capacity plan, Sprint Retrospective, Sprint Reviews and other activities needed.
* Work with Product Owner in grooming the product backlog; manage all the communications with PO and other stake holders
* Leads daily stand up meetings to monitors team capacity, task assignments and burn down, velocity and facilitate the management and removal of all impediments effectively governed cross-functional teams.
* Responsible for coordination between development, support, QA and performance testing teams distributed across different geographies both in India and SG
* Taught the team to create clear and concise epics/stories
* Handled the client for all queries, engagement activates for smooth functioning of overall project and seamless communication
* Assessed team Metrics and worked to drive improvements and innovate new approaches
* Track the Deadlines and Deliverables

***Project -2***

***Employer: Altruista Health***

***Designation: Scrum Master/Project Manager***

***Project: SecOps on Product Development/DevOps***

***Platform: DevOps***

***Duration: June 2019 to April 2020***

***Team Size: 11***

***Client: NA***

***Posted at: Hyderabad***

***Key Accomplishments***

* *Successful implementation KANBAN for the DevOps practices*
* *Increased the Product implementations for each month*

**Responsible for:**

* Develop and maintain a solid partnership with key project and business stakeholders and work collaboratively towards a common goal
* Recommend improvements and assist in changes to best practice
* Continuously challenge the ways of working within the team
* Assist with internal and external communication, improving transparency, and radiating information
* Champion and manage weekly backlog grooming sessions with the team, ensuring work items are estimated, ready-for-work and maintained
* Assist the DevOps team to implement the Kanban Practice
* Prioritizing the Deployment Request on the weekly basis
* Implementing the Kanban practices for Deployments request and maintain the Kanban board on Priority bases
* Handling the Ad-hoc, Un-Planned work through Kanban
* Working closely with developers to ensure they are not blocked and can execute the process as administered by the Scrum Master
* Improves team productivity by improving software development practices/processes within managed Scrum Teams and across the organization
* Perform Agile Maturity assessments for teams, provide coaching and input to reach higher levels of maturity, continuous improvement
* Work with development teams and product owners to create a collaborative environment

***Project -3***

***Employer: Tech Mahindra***

***Designation: Scrum Master/Project Manager***

***Project: Service Cloud Implementation***

***Platform: Salesforce Cloud***

***Duration: January 2017 to Jun 2019***

***Team Size: 13 /19***

***Client: GE /ROCHE***

***Posted at: Hyderabad***

***Key Accomplishments & Recognitions***

* *Successfully Transformation from waterfall model to Agile Methodology (Scrum Framework)*
* *Empowered teams to self-organize and grow cross-functionality*
* *Maintained a 97% CSI rating over a 24-month period as a Scrum Master*
* *Got the standing ovation award from Client (Roche) for the year 2018*

**Responsible for:**

* Responsible to deliver the complete Project life cycle.
* Identifying and acquiring resources and coordinating the effort of the team members and third-party vendors and consultants to deliver projects according to plan. And overseeing tasks, milestone status and resource allocation
* Leading Project Agile delivery model and manage a team of Scrum Masters – Size 20
* Responsible and monitored the **Kick-Off Meetings**
* Gathering requirements to analyze **Fit-Gap analysis**
* Responsible for **release planning, sprint planning, retrospectives, estimating the efforts** required, tracking the schedules.
* Work with **Product Owner in grooming the product backlog**; manage all the communications with PO and other stake holders
* Leads **daily stand up meetings to monitors team capacity, task assignments and burn down, velocity** and facilitate the management and removal of all impediments effectively governed cross-functional teams.
* Responsible for coordination between development, support, QA and performance testing teams distributed across different geographies both in India and US
* SPOC for all client related association in terms of project and focused on long lasting association with client.
* Handled the client for all queries, engagement activates for smooth functioning of overall project and seamless communication.
* Anticipating issues and acting proactively to address potential issues supervising and controlling change, incident and problem management process.
* Manage outstanding project items, daily reports generated for various Work streams resulting in the collection and update of all unresolved issues, risks and tasks.
* Able to execute the communications plan including user acceptance and training sufficient to ensure internal and external reporting/communications will be met.
* **Handling client management in regard of Escalations and Quality.**
* Managing on-going process improvements.
* Lead the weekly Operations and monthly Service Review meetings with clients and stake holders.
* Responsible to monitor and execute the UAT as per the workbook.
* Focus on delivery quality and ensure a very high and positive customer feedback from client

***Project: 4***

***Employer: Tata Consultancy Services***

***Designation: Scrum Master/QA Lead***

***Project: Agent Implementation Maintenance***

***Platform: Salesforce Cloud***

***Duration: April 2013 to Dec 2016***

***Team Size: 19***

***Client: Western Union Financial Services***

***Posted at: Hyderabad***

***QA Lead* Responsible for:**

* Defining processes for test plan and several phases of testing cycle.
* Planning and scheduling several milestones and tasks like alpha and beta testing.
* Ensuring all development tasks meet quality criteria through test planning, test execution, quality assurance and issue tracking.
* Work closely on the deadlines of the project
* Ensure the team is focusing on automation along with manual testing.
* Keep raising the bar and standards of all the quality processes with every project.
* Set processes for test plan reviews and ensure that that test plans get reviewed by all stakeholders.
* Push team continuously to innovate.
* Review test strategies and see that all the various kinds of testing like unit, functional, performance, stress, acceptance etc. are getting covered.
* Reviewing status reports from team managers and taking appropriate actions accordingly.
* Should be focal point of contact for the QA team for all the escalations related to testing and Quality assurance.
* Sending crisp and clear status to the higher management.
* Creating and defining risks contingencies and plans.
* Seeking feedback from management when and wherever necessary
* Understanding and defining areas to calculate the overall risk to the project.
* Creating strategies to mitigate those risks and take necessary measures to control the risks.  Awareness to all the stake holders for the various risks  Create backup plans for all the testing strategies.
* Have team meetings at appropriate time to understand & review the current risks and motivate team to resolve the same
* Defining quality standards and metrics for the current project/product.
* Working with all stake holders to ensure that the quality metrics is reviewed, closed and agreed upon.
* Make the QA team aware of the Quality matrix and resolve all the queries.
* Motivate team to improve the efficiency so that the time saved can be used in different work areas.
* Challenge the team continuously to move towards automation for all daily works
* Publish the improvements to all the stakeholders and depict the improvements using data points.
* Create quarterly milestones for yearly improvement projects and set deadlines for the team to complete them

***Scrum Master* Responsible for:**

* Successfully migrated more than 2 projects from Waterfall to Scrum within 6 months
* Organized and facilitated sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings
* Taught the team to create clear and concise epics/stories
* Instructed and modeled core Agile principles of collaboration, prioritization, team accountability and visibility; ensured consistent application of scrum methodologies across the enterprise
* Worked with the engineering managers to identify cross-team dependencies and manage inter-team tasks Facilitated Scrum of Scrum for offshore teams in India.
* Evangelized the benefits of Scrum to ensure its smooth adoption
* Assisted team with making appropriate commitments through story selection, sizing and task definition and participated proactively in developing and maintaining team standards, tools and best practices

# Project:5

***Employer: Tata Consultancy Services***

***Designation: Support/Support Lead***

***Project: Client Technology Services***

***Duration: June 2012 to April 2013***

***Team Size: 15***

***Client: Credit Suisse***

***Posted at: Bengaluru***

**Responsible for:**

* Providing first-line investigation and diagnosis
* Resolving incidents/service requests when first contacted whenever possible
* Escalating incidents/service requests that they cannot resolve within agreed timescales
* Keeping users informed of progress
* Closing all resolved incidents, requests and other calls
* Communication with users – keeping them informed of incident progress, notifying them of impending changes or agreed outages, etc
* Doing checkout for all regions start day, if the application is running fine.
* Fixing the alerts generated by Managed Objects (MO) based on the sys outs provided by Batch Monitoring Team.
* Fixing Control – M related jobs across 3 regions UK, US, APAC
* Generating the application reports if any problem or any requirement change which were deployed in production
* Driving the efficiency and effectiveness of the incident management process
* Producing management information, including KPIs and reports
* Monitoring the effectiveness of incident management and making recommendations for improvement
* Developing and maintaining the incident management system
* Driving, developing, managing and maintaining the major incident process and associated procedures
* Reviewing and auditing the process
* Ensuring that all IT teams follow the incident management process for every incident

# Project: 6

***Employer: BBSSL & Nurture Software Solutions***

***Designation: Sr.Software Engineer***

***Project: Retail Banking Finacle Developer/L2 Support***

***Duration: May 2007 to April 2012***

***Team Size: 9***

***Client: Andhra Bank***

***Posted at: Hyderabad***

**Responsible for:**

* Involved in SQL report development by using MRT template.
* Involved in Post Migration activities
* Resolving Live Application related issues which were assigned to Level 2
* Work with business stakeholders and generate ad hoc reports requested by them using SQL. Support for EOD/BOD Process
* Managing Banking Operations in FINACLE involving current account, savings bank, Deposits, Clearing (Inward &
* Outward) for Service Branch Operations, Bills (inward, outward documentary bills), loans and Advances