**D Kalyan Chakravarthy**

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Professional Summary

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| * **Working as Lean Agile Team Leader (Scrum Master/RTE/Agile Coach) in Berkadia Services India Pvt Ltd., Hyderabad *(currently serving notice period)***
* **14+ years of IT experience**
* **5+ years of Scrum Master experience**
* **Agile Certifications: CSP-SM, A-CSM, SAFe 5 Advanced Scrum Master**
* **Expertise in frameworks Scrum, Kanban, XP, SAFe, LeSS**
* Experience in various domains like BFSI, HealthCare & Telecom, Commercial Real Estate
* Familiar with all aspects of Software Development Life Cycle (SDLC)
* Possess B1 Visa to work in United States of America
* Part of the Agile-Hyderabad community and an active participant in agile meet ups, conferences and Regional Scrum gatherings.
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Education:

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| * B.Tech. from JNT University, Hyderabad
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Organizational Profile

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| ***Employer*** | ***Designation*** | ***Duration*** |
| Berkadia Services India Pvt Ltd. (Hyderabad) | Lean Agile Team Leader | May 2017 – till date |
| CGI Inc. (Hyderabad) | Lead Analyst | May 2010 – May 2017 |
| Patni Computer Systems Ltd. (Chennai/Hyderabad) | Software Engineer | July 2006 – April 2010 |

Technical Skills:

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| Front end framework | HTML, AngularJS |
| Database | MySQL, Oracle 11g, DB2 |
| Enterprise Service Bus | WebSphere Message Broker v7.0 |
| Analytics & Reporting | Data Warehousing, Tableau 9.3, IBM Cognos 10.2.1, ETL, DataStage |
| Agile/Release Management | Azure DevOps, Rally (CA Agile Central), Jira |
| DevOps | GitHub, Kubernetes, Docker |
| Domain Knowledge | 7 years of experience in Health Care domain3+ years of experience in Financial domain4 years of experience in Commercial Real Estate |

Certifications:

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| --- | --- | --- | --- |
| ***Certification*** | ***Issuing Authority***  | ***Date certified*** | ***Certificate ID*** |
| CSP-SM | Scrum Alliance | 6/29/2020 | 508818 |
| A-CSM | Scrum Alliance | 10/4/2018 | 508818 |
| CSM | Scrum Alliance | 3/13/2016 | 508818 |
| SAFe 5 Advanced Scrum Master | SAFe | 5/10/2020 | 51082727-2988 |
| IBM Certified Database Associate - DB2 9 Fundamentals | IBM | 2012 | F2025979 |
| PAHM (Professional, Academy for Health Management)  | America's Health Insurance Plans (AHIP) | 2011 | N/a |

Career Profile:

Berkadia Services India Pvt Ltd. (May 2017 - till date)

***Role & responsibilities:***

* Servant Leader
* Help the team to remove and prevent impediments.
* Ensure team is working on the highest value items.
* Help PO to effectively manage product backlog and arrange the backlog to maximize value.
* Ensure PO keeps the Product Roadmap up to date and the Dev Team has visibility into the Roadmap updates.
* Work with Product Managers and Product Owners to define and refine MVP/MBIs (Minimum viable product / Minimum Business Increment).
* Help Dev Teams in being self-organizing and cross functional in executing the sprint backlog.
* Facilitate team level Scrum events, discussions between Dev Team and end users on application issues, cross team conversations on dependency and conflict resolutions.
* Facilitates product level events like Quarterly/PI planning, ART sync up, Scrum of scrums, product level retrospectives in the role of RTE.
* Coordinate with ARTs of other products on cross-product dependencies.
* Coach the Teams and POs periodically and situation based coaching.
* Update the Senior Manager on team performance and challenges.
* Mentor Devs such that everyone contributes, has a shared ownership and team is not dependent on few senior developers.
* Being proactive in managing dependencies within the product and cross-product.
* Provide visibility around dependencies and ensures cross-team ownership of issues.
* Build a trusting environment that encourages collaboration and creativity.
* Impart Agile and Scrum principals to both team members and individuals in the larger Berkadia environment, including senior leadership and mentor new Scrum Masters.
* Work with Agile Coach periodically on process/framework improvements.

***Product Summary:***

Build a Preliminary Underwriting and Financial Modelling application that integrates, automates workflows by processing and analyzing commercial real estate data instantaneously, empowering Berkadia operations to deliver actionable insights to customers and fellow Berkadians.

The business operations in Berkadia primarily comprise of workflows and processes related to loan origination and servicing. These workflows are built on legacy systems that are approaching obsolescence. Business analysts are required to switch between multiple tools and technologies to perform their daily tasks, making the processes complex. This creates inefficiencies that arises due to a lack of integration within workflows even though there are common elements that share similar capabilities. This product deals with making workflows at Berkadia simpler and intelligent.

**Accomplishments:**

* Cost Saving:
	+ Growth in the portfolio by $20 billion
	+ More than 20% productivity savings (in effort hours) and $30,000 savings annually thru automated quality control process
	+ Release third party licenses ($900 per license per year).
* Efficiency, Speed and Scalability
	+ Reduction in the Workflow execution Time to 15 minutes (average over a sample of loans)
	+ Enable 95% of the Portfolio loans to be analyzed under 15 minutes.
* Capacity Creation - 50%
	+ Ability to validate the digitized output of loan documents in less than 4 minutes.
	+ Saving of 5 min for 35,000 financial statements digitized
	+ Minimize Human Touch Points/Automation
* Other goals
	+ Actionable insights
	+ Reduction in third party dependencies
	+ Upskilling workforce

CGI Inc. (May 2010 – May 2017)

Project1:

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| --- | --- |
| ***Project & Client*** | Advantage & CIGNA Health Care |
| ***Type & Duration*** | Development (January 2016 – May 2017) |
| ***Role*** | Scrum Master |

***Project Summary:***

Project Advantage is a part of the Consumer Driven Health Plan program (CDHP), supporting all work streams dependent on the core Fund Processing. Advantage is a set of highly integrated systems developed by CIGNA to support the enrollment and claim processing 3 Consumer Driven Health Plans - HRA (Health reimbursement Arrangement, FSA (Flexible Spending Account) and HSA (Health Savings account).

***Role & responsibilities:***

* Facilitate Product Owner in refining the Product Backlog and backlog prioritization.
* Facilitate Development Team in being self-organizing and cross functional.
* Facilitate Scrum events like Daily Scrum, Backlog grooming, Sprint Planning, Retrospective and Sprint Reviews.
* Interact with the team to remove impediments/blockers and schedule meetings to resolve blocking issues and critical defects.
* Educate and reinforce Agile Methodology and scrum framework to team members.
* Attend Scrum of Scrums to discuss cross team dependencies.
* Work with Agile Coach periodically to address any scrum issues and make process improvements.
* Communicating the team progress to Project Manager thru burn-down/velocity charts and other metrics followed by CGI Quality Management.

Project#2:

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| --- | --- |
| ***Project & Client*** | Advantage & CIGNA Health Care |
| ***Type & Duration*** | Development (May 2010 – December 2015) |
| ***Roles*** | Offshore Team Lead (Oct 2012 – Feb 2014), Designer and Senior developer (May 2010 – March 2014) |
| ***Technology*** | Tableau 9.3, Cognos 10.2.1, WebSphere Message Broker v7.0, DataStage |

***Project Summary:***

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Few of the major projects I was involved with are migrating HSA accounts from JP Morgan Chase to HSA Bank, enabling rollover capability to FSA funds, setting up email alerts for customers.

***Role & responsibilities:***

* I was an ETL developer to start with. And then I picked up WMB (WebSphere Message Broker) and later into Tableau and Cognos.
* Offshore Team Lead since Oct’ 2012.
* Involved in the complete SDLC cycle for all the releases.
* Ensure team is on the watch for new defects and update the defect tracker periodically.
* Pull out the metrics for each release/Change control and share the stats with PM and Quality Assurance team.
* Worked on major Integrated Delivery releases which demanded high degree of compliance.
* Knowledge transition to new/junior resources.

**Patni Computer Systems Ltd. (July 2006 – April 2010)**

 Project#1:

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| --- | --- |
| ***Project & Client*** | CIS GUI Re-engineering & CWI (Cable & Wireless International) |
| ***Type & Duration*** | Re-engineering (September 2008 – April 2010) |
| ***Role*** | Developer |
| ***Technology*** | Data Warehousing, InfoSphere DataStage, WebSphere Message Broker |

***Project Summary:***

CWI (Cable and Wireless International) does the business of mobile billing system and customer care services and operates in 33 countries, through 25 subsidiaries and nine joint ventures and associates, in five continents across the world.

 CIS is the Customer Care and Billing System of CWI. It is a support system for the Customer Support Representatives which enables activities like managing global customer account details, customer enquiries, service provisioning, Billing and Query Management, Payments and Credit Control, Number and SIM Management, Pricing, and Fault Recording and Management.

***Role & responsibilities:***

* Requirements gathering & Analysis.
* Designing the database objects elements involving complex business logic & workflow, process definition, preparation of UTC, Coding and Integration testing, providing test results to Client and getting signoff.
* Knowledge transition to junior folks.

Project#2:

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| --- | --- |
| ***Project & Client*** | APPS (Application processing system) & GECF (GE Consumer Finance) |
| ***Type & Duration*** | Maintenance, Enhancement (July 2006 – September 2008) |
| ***Role*** | Developer |
| ***Technology*** | Oracle Developer |

***Project Summary:***

GECF-APPS is both an online and batch processing system for processing of consumer and commercial client applications. When an application is processed, a Credit bureau is pulled indicating the

 Customer’s credit history. This information is used in combination with demographic data on the application to produce a score. The system then makes a recommendation regarding the credit worthiness of the applicant. In some cases, Business Center associates can override the system recommendation based on their own evaluation & investigation.

***Role & responsibilities:***

* Requirements gathering, Analysis and coordinating with the Onsite team members.
* Developing Oracle Database objects involving complex business logic & workflow, process definition, preparation of UTC, Coding and Integration testing, providing results to Client and getting signoff, migrating elements to production and monitoring the same for a short period.