

Dewansh Sharma

Agile Coach/Scrum Master - SENIOR ANALYST

 GURGAON, HARYANA, 122017

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Profile Summary

Working as an Agile Coach/ Scrum Master for Bank of America using core principles and values of SAFe/Scrum/Agile framework with support and maintenance of multiple projects in current and previous organization using ITIL framework. As a Scrum Master facilitate SAFe/SCRUM ceremonies and helps teams to deliver highest quality products. As an Agile coach helped and lead organization to adopt SAFe/SCRUM methodologies and principles and fill in gaps left in the agile/scrum frameworks by removing blockers. Expertise in development and project management tools such as JIRA and Remedy etc.

Skills

- Agile, SAFe, Scrum Methodologies
- JIRA Project Management
- ITIL Framework
- ART Events & PI Planning management
- Managing Sprints & Releases
- Servant Leadership
- Metrics Measurement
- System Thinking
- Problem Solving
- Conflict Resolution
- Effective Communication
- Removing Impediments
- Highly organized with the ability to multitask
- Stakeholder Management



Experience

2015-06 - Current

Bank of America, Gurgaon, Haryana

● **Agile Coach - Scrum Master**

- Evangelizes and promotes SAFe and Agile/Scrum Values in Organizations & Teams as an Agile Coach and Scrum Master
- Work with other Agile Coaches and Scrum Masters to increase the effectiveness of the adoption of SAFe and Scrum Ways of Working.
- Coordinate and facilitating technology focus groups for agile and related community of practice activities to drive shared learnings across the enterprise.
- Managing 2 Scrum teams and delivering projects in challenging and fast paced environment
- Lead and coordinate all PI Planning and SAFe/Scrum events i.e., Iteration planning, Inspect & Adapt and ART events, system demo as required.
- Works with project teams to create schedules, milestones and overall plans
- Capturing and reporting all agile metrics to measure project success at the end of each PI & Sprint
- Driving Scrum teams progress to overcome obstacles and realize success throughout life of each sprint.
- Coaching teams in SAFe/Scrum practices and provided necessary training to create positive mindset to agile methodologies.
- Work effectively with multiple Scrum teams both internally and off-shore.
- Collaborate with product owners, team members, technologists and other scrum masters to define solutions and drive progress.
- Manage product backlog and supported SAFe framework for sprint releases using JIRA.
- Build and generate reports using JIRA to keep Line of business and management in loop with latest information.
- Creating automation for Scrum and Kanban boards in JIRA for saving manual work and for better visibility and transparency.

2013-12 - 2015-06

● **Analyst**

- Diagnosed, troubleshoot and resolved issues in applications in production
- Resolved malfunctions with systems and programs through troubleshooting.
- Identified opportunities & automate business flows.
- Incident management, change management in production environment
- Single point of contact to deal with complex scenarios & manage big changes.
- Lead triage calls, sent communications to stake holder.

Projects: Consumer IVR, Deposits IVR, Merrill Lynch IVR, Omni Channel Banking

Tools Used: JIRA, Confluence, Remedy, Share Point, Power Point, MS Excel etc.

2008-10 - 2013-12

Hong Kong Shanghai Banking Corporation, Pune, Maharashtra

SENIOR SOFTWARE ENGINEER

- Involved in Support & development of CTI applications.
- Incident, Change & problem management of applications.
- Accountable for communication between multiple technical, functional teams.
- Call flow Analysis, Create, Update of the documents in knowledge base.

2006-08 - 2008-09

SOFTWARE ENGINEER

- Responsible for the implementation of IVR application.
- Single point of contact for delivery of the project deliverables.
- Creating the Impact Analysis and high-level design reports.
- Incident management, Change Management.
- Coding of the Presentation layer and core layer.

Projects: HSBC Mexico, HSBC Telephone Banking UK, C2G CTI, Consumer Banking

Tools Used: Invision Studio, Visual Studio, Windows Event Viewer, Excel, MS Power point.



Education

2002-08 - 2006-07

Bachelor of Engineering: Information Technology

Oriental Institute of Science and Technology - BHOPAL

2001-03 - 2002-04

H.S.C (12th) K.V Ratlam (M.P) CBSE

Kendriya Vidyalaya - RATLAM

1999-03 - 2000-03

S.S.C (10th) K.V Ratlam (M.P) CBSE

Kendriya Vidyalaya - RATLAM



Languages

ENGLISH, HINDI



Certifications

- ICP- Agile Coach, SAFe Agilist, CSPO, CSM, PSM I
- ITIL Specialist CDS, ITIL V4, V3 Foundation
- SRE Foundation, AZURE Fundamentals, OCJP

