**Daman Singh Malik, PMP, SAFe Agilist, CSM, PSM-2, PSM-1, DevOps**

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# Profile Summary

* **9.7 Years of IT Experience** working as **Agile Coach, Scrum Master, Technical Project Manager and Software Developer**
* **Led 3 successful Agile Transformation** consisting of 1 mid-size and 2 large size fortune 500 companies
* **MBA from Great Lakes Institute of Management, Chennai in ‘Marketing’**
* Strong Experience and knowledge in **US Healthcare Payer Operations (Medicare Business – Member Enrollment), Telecom (Service Fulfillment and Assurance) and Web Based applications**
* Strong experience in all phases of Software Development Lifecycle (SDLC) using **Waterfall, Scrum, Kanban and SAFe**
* Possess outstanding problem-solving capability; Ability to build effective working relationships; Posses strong drive to succeed and get things done in the most effective and efficient way

# Academic Qualification

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| **Qualification** | **Year** | **School/Institute (Board/University)** | **Percentage/ CGPA** |
| MBA (Marketing) | 2014 | Great Lakes Institute of Management (Chennai) | 3.08 Out of 4 |
| B-Tech (E&C) | 2010 | Guru Tegh Bahadur Institute of  Technology, GGSIPU | 69% |

# Professional Experience

**Barco Agile Coach/Scrum Master (Noida) Jun 2020 – Present**

* **Developed organization training materials** and workshops, building knowledge and skills to facilitate the Agile transformation
* Working with Product and Scrum Team in **creating Product Quarterly Roadmap** according to Company strategic goals**. Creating Quarterly Reports** and sharing the same with Leadership to **highlight Risk, Progress and Dependencies**
* **Create DevOps roadmap** that defines and communicates the strategic direction
* Worked with Solution Architect to **identify and document best practices for deploying application to cloud** comprising areas related to Logging, Monitoring, Security and Automation
* Created an **AWS Cost Dashboard** that estimate Infrastructure/Services cost of each Product
* Worked with Product Team, Security and Business to **identify Retention Policy** for keeping the data in Production and Staging Environment that **resulted in reducing 20% cost**
* **Assessing the Agile Maturity of the teams/organization** and coaches them to higher levels of maturity, at a sustainable and comfortable pace
* Working with Product and Scrum Team in creating **Product Quarterly Roadmap according to Company strategic goals**
* Helped team **understand various Agile Metrics**, Effective use of Burn-up and Burn-Down Chart, Cumulative flow and other Agile Metrics that help team / PO improve every Sprint / Release
* Work with internal and external teams to **collaborate on infrastructure development**
* Well versed with container orchestration system: **Kubernetes**, CM tool: **Ansible**, Monitoring: **Prometheus**, CI/CD tool: **Jenkins** and Version Control: **GIT**

**Cvent Scrum Master (Gurgaon) Apr 2019 – May 2020**

* Drive consistent delivery through the entire project lifecycle for SaaS product, including **management of project risks, scope, schedule, and delivery of value**
* **Provided training to over 50 Agile Practitioners in Scrum Framework** and best practices
* **Coaching, Mentoring and Training 3 Scrum teams** to ensure Agile Principles and Manifestoes are respected and followed
* Focused primarily on **training the teams** **to write good user stories, prioritize the work based on business value** and handling of the tasks by the team. Placed substantial efforts on team member role training, time-boxing and providing strong metrics
* **Mentored and Coached Associate Scrum Master** in resolving Conflicts and how to build relationship with the teams
* **Coached team on simplistic design thinking and best architectural practices**
* Worked with team to **implement BDD/TDD and automating CI/CD pipeline**
* Work with Product Manager(s) to **filter new initiatives/POC based on ROI**
* **Handled Escalation at Leadership level** by facilitating discussions and properly communicating required information
* **Create and manage a realistic, detailed plan** to ensure medium to large-scale projects are executed on time and in scope
* **Automated Program management Reports and JIRA Tasks that saved 85% Manual effort using Python**
* Proactively handle and manage any employee concerns and poor performance
* Work with development teams and product owners to create a collaborative environment
* **Awarded Best New Joiner of the year (2019-2020)**

**Gartner Project Manager (Gurgaon) Oct 2018 – Mar 2019**

* **Performed Organization Assessment** to identify areas of risk and improvements before starting agile transformation
* **Counseling managers** to resist the desire to micro-manage their SCRUM team
* **Led strategic Release Planning and tactical Iteration Planning sessions**
* **Coached team on how to formulate the Sprint Goal** and work together to meet the goal
* Work closely **with Development leads in managing DevOps CI/CD and Cloud Infrastructure (AWS)**
* **Delivering hands-on coaching to tech leads, developers, and testers** on how to estimate story points and break down stories into tasks
* **Collaborating with Product Owners, Business and Research stakeholders to develop and maintain Product Backlogs**
* **Working with VPs, Business & Product Owners to understand the vision of the product** and **develop software release planning**

**Accenture Team Lead (Cincinnati, Ohio) Jul 2016 - Oct 2018**

* **Trained two software development team** in learning and adapting agile methodologies for increasing visibility transparency and productivity
* **Coached business leadership in Lean Thinking and Scaled Agile**. Influenced software development teams, middle management, and upper management to transform to SAFe (Scaled Agile)
* **Conducted assessments** and worked with executives to strategically plan agile software development best practices throughout the organization
* **Coached business leadership in Lean Thinking and Scaled Agile**
* **Facilitated Program Increment meetings** along with the help of Program Manager and Release Train Engineer
* **Successfully migrated more than 6 projects** from Waterfall to Scrum **within 10 months**
* **Guided development teams in creating PI Objectives** and helped them preparing plan for completing the same
* Enabled improvement in team delivery commitments and capacity planning for sprints by **identifying & tracking hidden tasks** that increased customer satisfaction
* **Led and coached Product Owners** to improve story writing & requirements gathering process**,** leading to an increase in customer
* Worked closely with other Scrum Masters to remove Team Impediments on daily basis to allow the team to deliver the sprint goals and deliverables

**Accenture Team Lead (Cincinnati, Ohio) Jul 2014 - Dec 2015**

* **Created detailed Project Plan** for the design, launch and maintenance of Medicare Products
* **Conducted JAD session between Business and IT** to understand and document Requirements and define Scope for each impacted system
* **Actively involved in estimating Project/CR/Defect Budget** for impacted system and communicating the Cost to Client Manager
* **Tracked project milestones and deliverables** as per the timeliness and ensured requirements are aligned with the scope
* **Identified and resolved issues within and among project teams and motivated them to align to business needs**
* **Performed Risk Assessment** as per the Project Plan and guided team with necessary steps planned as part of Risk Responses
* Conducted weekly meetings to track Quality Issues/Defects
* **Negotiations, Customer Management** for successful project releases
* **Well versed with Microsoft Project 2016** in managing different component of Project Plan
* Well versed with healthcare business components like **Member Enrollment, Late Enrollment Penalty (LEP), Coordination of Benefits (COB) and Providers (PCP)**

**Accenture Software Engineer (Bangalore) Jul 2010 – Apr 2013**

* **Worked as a developer** in maintaining client Service Fulfillment and Provisioning application using HTML5, CSS3, Bootstrap, Javascript, JQuery and NodeJs
* Integrate with 3rd party application using **RESTFUL/JSON format APIs**
* Involve increating Technical Specification Document using FRS and Business Rules
* Provide production support during monthly release
* Assist project managers with the development of detailed estimates and work plans and ensure that projects are delivered on time
* Investigate and fix issues found in existing code

# Certifications

* **Professional Scrum Master 2 (PSM-2) Certified** from Scrum.org
* **AWS Solution Architect Associate (SAA-C02) Certified**
* **Project Management Professional from PMI**
* **Certified SAFe Agilist in 2017**
* **Certified Scrum Master** from Scrum Alliance
* **Professional Scrum Master 1 (PSM-1) Certified** from Scrum.org
* **Business Analyst - BCS ISEB (Foundation) Certified**
* **Green Belt Six Sigma Certified** from Indian Statistical Institute, Delhi