**RESUME**

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**Carrier Objective:**

Looking to secure a position of Scrum Master / Project Manager/Access Identity Manager with a proven track record and superior time management skills, it would easy to harness the skills in faster and more complex project executions by guiding a team.

**Areas of Expertise**

Quantitative Methods •Data Warehousing •Advanced Data Mining

•Business Intelligence (BI) •Data Structures •Regression Analysis

•Data Visualization •Data Technologies •Data Science Research Methods

•Research Data Management •Statistical •Experimental Design & Analysis

 Computing

 Methods

Access Management

Strategic / tactical Planning Scrum Master Project Management

Risk Assessment/ information Assurance Data Loss Prevention

Contingency Planning JIRA/Confluence Audit and Compliance

ITIL /ITSM Service Continuity Production/QA

HPSM Strategy Group Creation

FID Creation LDAP/LAN/EPV-AIM

 Association

**Skills: Skills**

* Strong soft skills facilitating collaboration, building strong relationships, promoting high levels of teamwork/synergy, and models excellent customer service skills in all interactions
* Excellent general leadership with strong analytical and problem solving skills, including ability to effectively customize approach for each project based upon business problem, technology requirements, complexity, and scale, as well as effectively manage shifting priorities, demands, and timelines
* Excellent verbal and written communication skills to articulate and explain complex technical concepts to non-technical individuals, and to determine and implement reporting and communication strategies. Uses persuasion and tact in orchestrating project objectives and direction, as well as project team. Skilled at negotiating commitments among various stakeholders and possesses strong meeting facilitation skills.

**Certified Scrum Master– (601), 2017 to Present**

**Consumer Community Banking (CCBRPA),**

**JPMorgan Chase, Hyderabad.**

Scrum Master Roles and Responsibilities

* Acting as Scrum Master for Product teams with focus on guiding the teams towards improving the way they work.
* Acted as a Project Manager when necessary
* Assisted team to remove impediments by having an understanding the control and release processes
* Assisted with internal and external communication, improved transparency, and radiated information
* Assisted with prioritization and resolution of software defects
* Built relationship with Product owner and other stake holders to facilitate team's interaction with them
* Coached Product Owners in creation and maintenance of Product Backlog
* Coached team members on Agile principles and providing general guidance on the methodology
* Continuously learned Agile/Scrum techniques and shared findings with the team
* Engaged with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization
* Facilitated getting the work done without coercion, assigning, or dictating the work
* Facilitated sprint planning, retrospective and sprint demos
* Helped team to solve problems rather than provide solutions
* Organized and facilitated project planning, daily stand-up meetings, reviews, retrospectives, sprint, release planning, demos, and other Scrum-related meetings
* Provided all support to the team using a servant leadership style whenever possible, and led by example
* Removed impediments by finding the right personnel to remove the impediment
* Took responsibility of delivery and management of the tasks
* Tracked and effectively communicated team velocity and sprint/release progress to all affected teams and management
* Updated Agile tracking systems to provide transparency on product and sprint backlogs
* Working with the Scrum Team and the Product Owner to negotiate the minimum viable product for delivery.

**Change Management**

06/2015 – present

**Company:** JP Morgan Chase

**LOB:** CCB – OPT

**Change Management Roles and Responsibilities**

* ﻿Sponsor the process by ensuring the Change Manager has adequate resources to design the Change Management process conforming to best practices and meeting the needs of the organization.
* Resolve disputes over the allocation of responsibilities and to sponsor the communication campaign to promote awareness and acceptance of the Change Management process.
* Provide the description, mission statement, roadmap, strategy, process objectives and metrics to measure success and obtain formal approval for the process and its associated procedures.
* Monitor and review the execution of the process at a high-level, ensure it remains consistent with the organization’s current culture and ITSM strategy and ensure coordination with all other ITSM and IT Infrastructure Management processes.
* Must understand and manage integrations between the ITSM processes
* Participate in the IT Governance activities.
* Manages and coordinates all activities necessary to control, track and audit Changes in the environment.
* Leads the Change Management function and is responsible for the adequate skill levels and performance of the assigned staff members.
* Ensures Change status, progress and issues are communicated to the appropriate groups.
* Audits and manages the process lifecycle and reports to upper management
* Schedule Urgent CAB/XCAB meeting when necessary
* Evaluates performance metrics against the defined critical success factors and institutes actions to correct shortcomings or further streamline the process as necessary
* Responsible to review Change Schedule (CS) for conflicts
* Report Change Management activities to upper management.
* Produce management reports
* Responsible for education of the Change Management process
* Gathers Change Related information
* Creates Change Request
* Assess, evaluate and set Risk for the Change
* Create Change implementation plan
* Propose Change schedule
* Identify resources to implement the change and in some cases implements the change themselves
* Communicate Change status and results
* Provide input to the Change Manager for the ongoing maintenance and improvement of the Change Management process

**Project Coordinator**

06/2015 – present

**Company:** JP Morgan Chase

**LOB:** CCB – OPT

* Collaborate with stakeholders to analyze business opportunities and problems, and develop project proposal justifications which include proposed solutions, strategic rationale and cost/benefit analyses, success measures, broad implications, milestones, critical success factors, initial risk assessments, and alternatives considered
* Oversee development of business requirements by focusing on defined scope and reinforcing customer perspective while defining how the project will be managed and establish overarching project management plan
* Create various documents such as resource plans, project schedules, work breakdown structures, release/iteration plans, communication plans, risk management plans, issues logs, and action and decision logs
* Manage project plans to scope, identifying and implementing corrective action plans to meet scope, time, and cost constraints
* Maintain project org charts and provide calendar support, scheduling managing logistics of meetings, prepare and distribute minutes, follows up on any next steps to assure completion
* Lead project teams through all the project phases and guides team in prioritizing work based upon knowledge of customer requirements, project schedule, and various dependencies.
* Communicate regularly with PMO on the processes to ensure decision-making and delivery management activities are focused on achieving project goals, addressing risks, and fulfilling stakeholder requirements
* Communicate regularly with the client on project milestones, plans, status, and progress, adjusts project plans and/or resources per discussions with the client
* Assist with the development and support of local Project Management Office policies, procedures, and best practices
* Lead multiple projects of varying complexity concurrently, which can include virtual team members
* Demonstrates mastery in detecting and mitigating risks, as well as implementing appropriate risk mitigation strategies, effectively use a big picture viewpoint to identify and negotiate adjustments to allocation of work across different releases and/or phases, and remove barriers
* Oversee quality review process. Facilitates and contributes to lessons learned reviews with project teams. Recommends and/or implements process improvements based on findings.

**Work Experience:**

**Performance Engineer Analyst Regional– (601), 2013 to 2017**

**Consumer Community Banking (CCB),**

**JPMorgan Chase, Hyderabad.**

* Conduct system performance testing to ensure system reliability, capacity and scalability.
* Work with testing team to develop performance test plans and cases.
* Analyze test results and coordinate with development teams for bug fixes.
* Generate test summary reports for management review.
* Analyze root causes of performance issues and provide corrective actions.
* Conduct job trainings and provide assistance to Junior Test Engineers as needed.
* Suggest new tools and techniques to improve testing efficiency.
* Assist in project planning, scheduling, budgeting and tracking activities.
* Provide support in project design, development and deployment activities.
* Develop automated test scenarios and environments for performance testing.
* Review and recommend improvements to existing test procedures.

**Professional Summary**

* **Over 12** years of experience in IT Industry, in which I have 4 years of experience in **Performance Testing/Engineering, and Monitoring.**
* Proficient in **HP Load Runner** performance testing tool.
* Good Excellent knowledge in **E2E Performance Engineering process** and Involved in all phases of the Performance Testing life Cycle.
* Experience in Load runner **Web (HTTP/HTML) , Java Vuser, web services ,Citrix, RTE** protocols.
* Experience in working with **Performance center**.
* Good exposure with performance monitoring utilities like Perfmon, native monitoring commands for UNIX/Windows servers (Web, App & DB) and BEA Web logic console.
* Having good experience in **monitoring the application performance metrics through Wily**.
* Ability to drill down on results, Server logs and analyze root cause of potential Performance bottlenecks.
* Enhancing the scripts by employing **Manual correlation, Parameterization Techniques, LR / Protocol specific functions and C Control Structures.**
* Creating Performance Test scenarios in Controller /Performance center to emulate production work load.
* Conducted in various types of performance testing i.e. Standalone, Regression, Volume, Stress and Soak
* Analyzing the performance test results, publishing the results to the concerned stake holders with detailed monitoring stats, observations and recommendations.
* Preparation of test completion reports, Performance analysis reports, delivery check lists and recommendations for performance optimization.
* Ability to work collaboratively with Business Analysts, Developers and other team members in complex testing projects and in the overall enhancement of software product quality.
* Good time management skills and able to manage multiple tasks/assignments with staggered deadlines and due dates.
* Individual contributor and very good team player
* Ability to operate independently or as part of a team.
* Strong written/verbal communication, presentation, and customer facing skills

**Project worked**

1. Quest.

2. ICAF (Integrated Chase Auto Finance).

3. Middle ware testing on (Enterprise shared Services)

4. AFSL (applications)

5. CICS.

6. C2A (Customs to ACAPS) with component level testing on BLAZE System(NARF, CPE, PE, and ACAPS)

7. Gen5B (integrated testing)

8. TEDD

9. ECW

10. CWC

**Project iCAF :**

**Description:** iCAF is an intranet application which integrates Customer Service, Collections, End of Term Telemarketing, Inventory Management, and Titles Management applications (CSS, CMS, ETS, IMS, and TMS ) supporting the Chase Auto Finance. It interfaces with CAF's leasing and loan mainframe systems, CALS and ALS as well as ACAPS, QUEST, Titles, and outside auction vendors. ICAF processes over 70 interface files daily. ICAF is a CAF customized version of the Fiserv-Lemans package, VehicleLinq. ICAF recently implemented inbound interface with a business partner, RDN. To connect with iCAF RDN is using Business partner VPN. After this change iCAF is in external-facing application category.

Tools Used:

**Avaya:** Avaya PBX is the Avaya Hardware and Software components that work in relation with the Avaya Aura Communication Manager to provide Call Center functionality and make up the Architecture, Protocols, and Features of Avaya Call Center PBX in the our environment Users: All Avaya Call Center LOB's Outage impact: End points would re-register on the serving site identified in the resiliency plan for that location.

**Lyrical:** Desktop browser-based app. from Aspect Communications (Predictive Dialing) that communicates with the Dialer to collect call-related information and perform inbound/outbound screen pop.

**Aspect Dialer**: A new software installation of Aspect RTA (Real Time Adherence) Client 7.1.0 is available. This application will run locally on your machine and is designed to replace the current process of launching the RTA application via a Remote Desktop session. Begin launching Aspect RTA directly from your machine.

**Nice:** Records both voice and screens for for quality review. Agents and QA/Supervisors are both set up in the system. Systems are total recording systems. Agents are set up in the application with randomizer template that determines how often the agent's screens (activities performed on the PC while on the call) will be recorded. Application records internal, outbound and inbound calls.This application contains card holder data and is required to comply with PCI requirements.

**Identity Access Administrator – 2010 to August 2013**

**Centralized Access Administration (CAA),**

**JPMorgan Chase, Hyderabad.**

**Job Profile:**

As an Access Administrator supporting business client interface to assist the business, application development teams and database teams in educating them on the Identity Access Management requirements that allow a smooth transition of services thereby meeting regulatory and audit requirements as provided by Corporate Technology and Risk policies.

**ROLES & RESPONSIBILITIES:**

* Good Security access administration knowledge on platforms like Wintel, Mainframe, UNIX & Citrix.
* Improving workflow to streamline the process of producing quality and timely outputs in meeting service level expectancy.
* Providing guidance and expertise to less experienced staff on process flows and application enhancement.
* Exhibiting the ability to train, mentor and assist co-workers on all aspects of access administration.
* Identifying issues, closely working with respective point of contacts and providing quick resolution, end-to-end.
* Primarily responsible for accurate problem identification, gap analysis, recommendation of system or design fixes, and resolution of incidents.
* Improving and development of process/procedure manuals and documentation.
* Act as a back up for Lead during their absence.
* Define and initiate projects (WRM, DCR), and assign to the team to manage within the schedule, and also to ensure the ultimate success.
* Building credibility, establishing rapport and maintain communication with stakeholders at multiple levels, including those external to the organization.
* Direct the coordination of all implementation tasks involving third party vendors as well as provide consultation to clients on system implementation.
* Mentoring staff in methodology, consulting excellence and encouraging best practice in all aspects of Access Administration.
* Maintain continuous alignment of process improvement with strategic business objectives and make recommendations to modify the applications to enhance effectiveness toward the business result or strategic intent.
* Coach, mentor and lead personnel within a technical team environment.
* Providing project turnaround expertise at the customer site with emphasis on regaining customer confidence.
* Responsible for the development of new services and license business opportunities in the assigned region.

**ACHIEVEMENTS:**

* Graduated in Quality Analyst lead from Technology University
* Graduated in Quality Analyst from Technology University.
* Graduated in Project Associate from Technology University.
* Graduated in Application developer curriculum from Technology University.
* Completed Basic QTP – Hyderabad from Training Central.
* Completed introduction to Operating Systems from Training Central.
* Completed introduction to Manual Business Process Testing from Training Central.

**Software & Technical Skills:**

Operating skills : Windows 98, 2000, XP, Win 2000 Server, DOS, and UNIX

Languages : C and VB 6.0

Automated Testing Tools : Load Runner and Quick Test Professional

Tools and utilities : MS-office, Outlook Express, and VISO

Web technologies : HTML, XML, AND VB

Protocols : SOAP, TCP/IP, HTP, HTTPS

MS Office Suites : Access, Excel, PowerPoint, Word & Outlook

**EDUCATION QUALIFICATION**:

* SSC from Loyola Public School
* IPE from St' Marys Junior College
* B.Com from Osmania University
* MBA from ISBM (Indian School of Business Management And Administration)
* Post-Graduation Program in Data Analytics and Business Intelligence from (**Great Lakes institute of Management/Illinois Institute of Technology 2017-2018)**  JPMC Sponsored.
* Post Graduate Diploma in Cyber Law ( NALSAR University -2018-2019)

**Place: Hyderabad**

**Date: 03/19/2018**  **(Chakradhar)**