Vijay Korlam CSM®, CSPO®

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Seasoned IT Professional, seeking a challenging role in an organization of repute to leverage my Scrum Master, Business Analysis, Project and Delivery Management skills in line with the organizational growth plan.

SYNOPSIS

Certified Scrum Master & Project Manager offering 12+ years of experience in Telecom, Online Gaming and HR domain currently associated with **TechMojo Solutions Pvt Ltd, Hyderabad.**

- Organized and facilitated sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings.
- Expertise team management, gathering the client's requirements,Client on boarding, Project plan preparation and execution and Delivery management.
- Strong experience in documenting existing process, analysing business requirements, working with requirements Traceability Matrix.
- Passionate in upgrading the new technologies in the relevant domain
- Highly reliable with excellent communication, presentation, logical, leadership and multitasking skills with good team spirit.

CORE STRENGTHS

- Scrum
- Business Analysis
- Salesforce
- Sprint Planning Meetings

- Requirement Analysis
- Agile Methodology
- Project Planning
- Status Reporting

- Backlog Grooming
- Troubleshooting
- UAT/ Test Management

PROFESSIONAL WORK EXPERIENCE

TechMojo Solutions Pvt Ltd, Hyderabad   **(Oct'20—Present)**

Currently associated with TechMojo Solutions as a Scrum Master and a part of the project and delivery management team.

Responsibilities:
- Handling two scrum teams in end to end solution delivery for the gaming provider.
- Optimize and facilitate sprint planning, daily stand-up meeting, reviews, retrospectives, sprint release, demos and other scrum related activities.
- Being an agile evangelist, work on a platform wide transformation from traditional waterfall model to agile.
- Using Scrum methodologies ensured that the team had the resources to deadlines and escalated roadblocks to higher management whenever necessary.
- Contribute towards Delivery management, project plans preparations, resource management.
- Handling & prioritizing multiple tasks for different clients across teams.
- Worked closely with the product management team to scope customer requested features and ensure the biggest impact features were worked on first.

Deloitte Support Services India Pvt Ltd, Hyderabad   **(Jan'15—Sept'20)**

Worked as a Senior Analyst with Deloitte Services India Limited, Hyderabad since January 2015

Responsibilities:
- Act as a servant leader for a team of 9-10 members in handling end-to-end Reporting and Testing Operations and monitor the team activities and trainings on a regular basis
- Collaborate with product managers and a development team to identify and resolve issues, coordinate system requirements, and create product timelines
- Implement Agile Scrum Methodology throughout the team to improve communications and provide more transparency across the team
- Coach and mentor a cross functional resources to deliver quality products
- Develop and execute the test plan, in line with an Agile software methodology with characteristics incl. daily standups, sprints, regular reviews, and retrospectives
- Provide input on functional requirements, product designs, product schedules, and potential issues by monitoring the key inputs provided by the management
- Coordinate with multiple stakeholders & Project Owner to track the overall sprint progress & backlog management and continuous delivery of features

Accenture Solutions, Hyderabad   **(Aug'08 – Jan'15)**

Worked as a Software Engineering Senior Analyst with Accenture Services Private Limited, Hyderabad from August 2008 to January 2015

Accomplishments:

Received Rising star award for FY13 Q3

Responsibilities:
- Collaborated in a fast paced and exciting environment with other disciplines such as designers, technical specialists, project managers, and business consultants
- Created and maintained project documentation such as estimates, project plans, user guide, status reports (internal and external), change requests, functional specifications, etc.
- Helped the team to establish process, deciding sprint length and SCRUM events timings, and identify appropriate estimation technique and measure to use
- Facilitated Scrum ceremonies, Sprint Planning, Daily Scrum, Sprint Review, and Sprint retrospective meetings
- Gathered requirements through interviews with client and referring to existing documentation and procedures
- Created Data Flow diagrams and process flow diagrams to facilitate better system understanding

ACHIEVEMENTS

- Contributed towards platform wise transition from Waterfall to Agile.
- Identified opportunity to implement RPA in the reporting space by automating 10% of the reports using Automation Anywhere.
- Successfully identified opportunity for process optimization by the implementation of Salesforce for handling client emails/concerns/queries by improving the overall CSAT by .4%
- Pivotal in implementing QA process to reduce issues and irregularities thereby reduced the error by 2%
- Contributed in planning firmwide application of brand revision and was able to close the activity in 90% of the time allocated
- Implemented Salesforce solution for ad-hoc report requests and SLA management thereby reduced request leakage to less than 1%
- Identified opportunity to utilize SharePoint to track testing requests for online learning courses thereby helped the team to improve output and decrease SLA by 25%

PROJECT DETAILS

- Platform: Pragmatic Play| Multiple Clients.
- Project Name: Human Resources Strategy and Transformation | Client Name: Deloitte Internal
- Project Name: BNP Paribas CIB | Client Name: BNP Paribas
- Project Name: United Pan European Communication | Client Name: UPC Netherlands
- Project Name: Microsoft Application Support Management | Client Name: Microsoft Corporation

PROFESSIONAL TRAINING & CERTIFICATION

Certified Scrum Master | Certified Scrum Product Owner | Scrum Fundamentals Certified | Scrum Product Owner Professional

EDUCATIONAL DETAILS

Completed Bachelor's in Computer Science from AGLM College, Vizianagaram in 2008