Sugandh Jain

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Location: G06, A Block,Arvind Chitravathi
Apartment, Hennur Bagalur Road,
Bengaluru, Karnataka - 560077

PROFESSIONAL SUMMARY

- **PSM I/II**™ certified **8 years'** experience IT professional with proven track record of devising and implementing strategic teamwork solutions that foster communication and collaboration.
- Result-oriented individual with 3 years' experience as '**Scrum Master'** in establishing and cultivating relationships to build team focus and flexibility by implementing agile processes, facilitating the adoption of Scrum principles, scrum ceremonies, removing impediments , fostering self-organization and has also worked as API automation tester for 5 years.
- Banking/Payments domain knowledge: -
    - Banking Teller (Fiserv Product)
    - Automated Clearing House (FIS/Mastercard)
    - Finacle Loan Origination System
    - SWIFT MT Files/XCT International Payments (FIS Product)
    - Real/Batch Time Payments for Bill pay of utilities (Mastercard)
    - KYC Encryption/IVR-TEXT/Biometric Auth - (Fiserv Secure API's)

SKILLS

Methodologies	**:** Agile (Scrum), CI||CD, Waterfall, Kanban
Project Management Tool	**:** JIRA, VersionOne, Rally, Confluence, Wiki
Estimations	**:** Functional Point Estimation, Test Point Estimation
Version Control Tool	**:** TFS, SVN, GIT,
Project Tracking Tool	**:** Jenkins, Octopus
API Tool	**:** Ready API, CALISA**,** Postman, Swagger
Languages	**:** C, Core Java
Scrum Artifacts Designed	**:** Leave Tracker, Capacity Planner, Milestone Sheet, Sprint Retrospective MOM's, Risk Mitigation, Burn Down Charts, Grant-Charts
Sprint Planning Estimation	**:** Planning Poker

EMPLOYMENT HISTORY

- NTT Data Services, Noida - February 2020 – Till Date.
- Fiserv India Pvt Ltd, Noida - March 2017- August 2019
- FIS Global Business Solutions, Noida - April 2016- October 2016.
- Fiserv India Pvt Ltd, Noida - April 2014 - February 2016
- Ebb Savvy Infotech Pvt Ltd (Droisys Innovation) - April 2012 - April 2014

KEY ROLES & RESPONSIBILITIES:

- Collaborated and facilitated **3 cross functional scrum teams** at distributed locations in development of product.
- Organizing and facilitating **kick-off** meetings, **daily stand-ups**, **reviews**, **retrospectives**, **sprint/release planning, demos,** and other Scrum-related meetings in Software development Life Cycle.
- Designed artifacts like **Capacity planner/Leave Tracker** to know the story points that can be accomplished in sprint and allocate tasks accordingly.
- Involved in **Requirement Elicitation** from Product Owner during **Planning & Grooming Session**

- Facilitated **Sprint Planning Meeting** with scrum team using **Planning Poker** estimation technique to estimate product backlog.
- Ensuring that goals, scope, product domain and **sprint backlog items** are understood by everyone in the team.
- Regular monitoring and updating agile tracking system to provide **transparency** on product and sprint backlog.
- Determined and removed all **impediments** that may interfere with the ability of the teams to deliver assigned goal.
- Maintained '**Milestone Sheet**' to keep the track of progress for sprint working on.
- Facilitated **Daily Stand Up** meeting every day in sprint to ensure that an incremental product is being developed.
- **Liaison with scrum team and Product Owner** to ensure that feature requests, **time boxed**, and expectations from team members are reasonable within the Scrum framework.
- Facilitating **Spring Grooming** session for the next sprint inline.
- Suggesting tactical direction and **Best Practice Definition** wherever required.
- Monitoring and tracking project progress via usage of **Atlassian tools like -JIRA, Confluence, Wiki** etc.
- Facilitate **Internal and External Demo** to stakeholders ensuring that an incremental product developed is as per the expectation of the user.
- Prepare **MOM's of Sprint Retrospective Meeting** and shared across with team ensuring the action items stated are worked for next sprint.
- Tracking and using **velocity, burndown charts** to track deliverable items and leftover work.
- Trained team on **Agile values and principles** to promote continuous improvement, accountability, and transparency.
- Acting as a **servant leader** and liaison to upper management.
- Closely worked with **Product Owner and Business Analyst** for gaining insight of the product and understanding both technical and business flow thereby designing use cases for the same.
- Ensuring and promoting **collaborative environment of trust, transparency and mutual respect** is maintained in team.
- Good experience in creation of API testing automation framework with sound knowledge on usage of different API testing tools like POSTMAN/READYAPI/CALISA/SWAGGER and writing scripts using Groovy or JavaScript.

CERTIFICATIONS

- PSM I/II^{TM} Certified for Scrum Master Role
- ISTQB Foundation Level Certified Tester
- Open Payments Framework and XCT (Domestic and International Payments) training certified from FIS
- NCFM certified in basic banking
- CCNA Foundation level certified
- Member of IIBA

ACCOLADES

- Mission Impossible Award for Speed Delivery/Automation (Client - Mastercard)
- Star Performance Award - Client First (NTT DATA)
- Star Performance Award - Teamwork (NTT DATA)
- Fiserv Living Proof Award
- FIS Thumbs Up Card
- Multiple Awards received in Fiserv for extracurricular (Best Buddy/Poetry/Article Writing/Poster Making etc.)

EDUCATIONAL QUALIFICATION

- B.Tech (C.S.E.) from Uttar Pradesh Technical University (2007-2011)
- Intermediate from CBSE (2006-2007)
- High School from CBSE (2004-2005)

STRENGTHS – Team Player, Quick Learner, Multitasker

PERSONAL DETAILS

Father's name	**:**	Mr. Mukesh Jain
Gender	**:**	Female
Passport	**:**	M7990296
Permanent Address	:	B-9, Shambhu Nagar Baghpat Road, Meerut.
Marital status	**:**	Unmarried
Nationality	**:**	Indian
Language Known	**:**	Hindi, English

DECLARATION:

I hereby declare that the information furnished above is true to the best of my knowledge.

Date: **(SUGANDH JAIN**)