Experience Summary:

Accomplished professional with 16+ years of experience in facilitating IT Project Management, Agile Software Development , Scrum Master & Product Owner leadership roles. Having played roles for Production & Infrastructure Support, Service Delivery Management, Service Operations, Continuous Service Manager (CSM) .

Solid experience as Scrum Master (Agile Lean based) & Product Owner in multiple Agile based Software Development projects. Product Owner, Product Management & Integration with Development projects management experience.

Delivers efficient and reliable IT solutions and excels in building/leading teams in high-pressure environments.

Committed to professionalism, highly organized, able to see the big picture while paying attention to small details, and exhibits excellent communication skills.

Agile Lean based Project Management / Scrum Master / Product owner & Service Delivery Expertise:

* Experience in the areas of Agile (SCRUM) Software development projects. Managed different types of projects in career like Software development, Implementation, Application Support and Managed Services. Have driven end-to-end projects for application, middleware and infrastructure support from managed services perspective.
* Collaborate and solve problems together with peer Scrum Masters and development teams.
* Established wider team collaboration using communities of practice.
* Identified and addressed knowledge gaps through trainings and workshops for the scrum teams and management on the agile principles and values.
* Worked and help facilitate the various scrum ceremonies like sprint planning, backlog refinement, daily stand up, retrospective etc.
* Improved product quality and teams’ productivity by enacting change and continuous improvement
* Close collaboration between cross functional teams to identify inter-team dependencies
* Use of JIRA for better release, sprint planning and for tracking issues
* Tracked team progress across releases through standard agile metrics.
* Removed impediments and protected team members from interruptions and distractions to maximize productivity.
* Worked closely with product owner on refining the backlog grooming.
* Worked with the Agile Internal Community to come up with a “team health checklist” to help the team identify their issues/challenges and overcome it.
* Brought in Agile best practices such as time-boxing, continuous integration, code/design reviews, transparency, accountability, technical debt reduction,
* Spearheading complete projects including cost budgeting, planning and execution of programs; providing inputs on the project strategy, budget, policies and resolution of major changes.
* Implementing project plans within preset budgets and deadlines; monitoring project progress and outstanding issues; ensuring the quality and timeliness of the deliverables.

**Resource & People Management / Leadership :**

* Setting achievable goals / targets for the team members, conducting performance appraisal’s for the team members & defining growth paths for the team members based on aspirations.
* Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
* Conduct Quality assurance to ensure required standards for the deliverables.
* Resource management by effective utilization through capacity planning and cross training.
* Closely monitoring the risks/ residual risks for the project with inputs from stake holders and regularly updating Risk register with mitigation plan
* Coordination between virtual teams to facilitate better project results.

Technical Purview:

* Language: Core Java, J2EE, Spring framework
* Process: Agile & Scrum Framework, Kanban, DevOps, Waterfall, ITILv3
* Database: Oracle, SQL Server, PL/SQL , DB2
* Tools: JIRA Atlassian, BMC Remedy, Servicenow, ALM, HP QC,

Jenkins, Maven, GIT

* Certification: Agile based Scrum Master , Product Owner (Internal), ITILv3

Domain:

* Banking & Financial Services (Capital markets / Investment banking, Retail & Private banking),
* Digital Payments (Authorization, Clearing & Settlement) with Mobile banking
* Acquiring & Issuer (Issuing) Bank with Cards and Payments SME , Regulatory Projects
* Payments & Cash Management – Virtual Account management, wealth management, Client Money Management, Accounts Payable /Receivable payments management
* Cards (Credit & Debit cards transactions)
* Telecom (OSS, BSS)

Education:

* Masters of Engineering (M.E.) in Computer Science – 2005 – 61%
* Bachelors of Engineering (B.E.) in Computer Science – 2003 – 68%

Professional Experience:

Company: Zensar Technologies India Pvt. Ltd, Pune (Apr20 – Present)

Role: Program Manager (Product owner & Scrum Master) with expertise in Acquiring and Issuing banks , Cards & Payments, Digital Mobile Banking, Digital Tokenization with Payments

Project: Working as Delivery & Project Manager with one of the largest bank for Acquiring and Issuing operations with Digital Cards & Payments (Domestic and Cross border payments)

Company : Tieto India Private Limited, Pune (Oct19 – Apr19))

Role: Agile based Delivery & Project management, Scrum Master & Client Service Manager

Project: Payments & Cash Management – Virtual Account Management with Nordic European Banks

Client Money management , Corporate Liquidity management , Receivables / Payables

Management, Treasury management

Company: Mastercard , India

Role: Scrum Master , Product Owner, Service Delivery Manager, & Agile based Development management with Product owner

Project: Digital Security & Payments Technology, Onboarding & Integration (MDES, Push Payments (Mastercard Send, Moneysend API and Gateway, Open API)) with Development mgmt

Worked as a Service Delivery Manager & Scrum Master with Onboarding & Integration journey for Digital Payments Technology which covers Merchant Onboarding & Integration, Wallet Onboarding & Integration, MC Digital Enablement Services (Contactless, In-app & Online Digital Mobile Payments) journey & MTS Hosting .

Scrum Master with Agile based engagement , Sprint backlog, Product backlog, Burndown chart expertise

Working with CIS, GCS, Customer Support teams very closely and strong experience in MDES – Tokenization, Digitization, M4M and MDES Manager also. Having strong expertise in Level 3 and Level2 MDES support from Implementation & customer/stakeholder mgmt perspective. Have been working with Customer Delivery team closely.

Company: TCS, Pune

Project: Bankworks – BPaid Programme Management (Cards & Payment Domain)

Role: Scrum Master & Service Delivery Manager / Project Manager

Summary: Working with Cards & Payment Domain with one of the largest Bank for bPaid Engagement, Merchant Billing & Settlement, Online schemes settlement.

Scrum Master with Agile based engagement , Sprint backlog, Product backlog, Burndown chart expertise

Company: Vodafone Shared Services India, Pune

Project: UK VATS Engagement - Experience with SOA Implementation technologies like Web Services (SOAP / REST) , JMS and Spring Core, Jenkins, Linux & Unix Support with administration, DevOps, Puppet

Role: Facilitate scrum planning, review & Full life cycle expertise with current Engagement for waterfall & Agile Methodologies. Working as IT Service Management (ITSM) and Environment Manager with current Engagement.

Company: HSBC Global Technology, Pune

Project: LISA CoE (Service Virtualization & Automation Tool) with Regulatory and Compliance, Risk based engagement for Moody system

Role:

* Project Planning, Business Proposal preparation, Function Point calculation
* Summary Metrics Evaluation and Preparation, Requirement Analysis
* Growing customer relationship and managing client engagements
* Responsibility for all projects handled for client at Toronto, New York, and North Carolina
* Handling contract discussions and negotiations through all phases to signing and eventual completion of projects
* Accountability to clients as escalation point to help mitigate risks on projects
* Help with day to day BAU tasks such as release management, build management, environment support, application support
* Tier2 application support & application enhancements/development as well.
* Code base fix, data fix

Company: Accenture , Pune

Project: Pyramid Life cycle Management (Development)

Role : As Project Manager and Managed team of 18 resources.

* Managing projects, providing technical direction to all team members, and ensuring on-time delivery of all projects.
* Supporting strategic planning, including opportunity identification, and effort assessment and scoping.
* Ensuring overall operational efficiency, identifying improvement and managing risks.
* Tracking team member performance against schedule and targets, providing feedback, resolving issues, and coordinating changes to enhance project performance.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | Company: Tech Mahindra , Pune  Project: Clarity OSS Services (Core Development)  Project Abstract: Singlehanded carried out the design and development of Clarity OSS Alarm MDD for Alcatel-Lucent SAM 5620 EWSD Switch, interacting using SOAP and persistent JMS connection. Configuring and customizing Clarity OSS Alarm, Provision, Performance MDD. Singlehanded carried out the design and development of Clarity OSS based on SOAP request-response model. This MDD was an extension of the SOP Agent module of clarity, from where SOP requests are received and converted to SOAP requests, and vice-versa for SOAP responses.  Role : Team Leader / Business Analyst   * Involved in Business Analyst Role, High and Low Level Design Part * Configuring and customizing Clarity OSS Alarm, Provision, Performance MDD. * Involved in Design, Development, Unit Testing * Developed functional test cases. * Delivery of the developed technical designs to the client. * Responsible for preparing the Unit Test Plan documents. * Central point of contact for any technical support from off-shore. * Responsible for laying out the technical architecture for the development * Co-Ordinator between design team, development team and testing at off-shore * Additional responsibilities of Release management.   Company: Cognizant Technology Solutions , Pune  Project: GD OASIS Development & Maintenance (Enhancement /Maintenance)  Project Abstract: The IPA Depository Interface is designed to share and transfer the data between the IPA and the Depository system OASIS. The sharing of IPA data between the IPA and the Depository system takes place with the help of views on the DEPO tables in the IPA database. In some instances the IPA static data table is also used for the views in conjunction with the DEPO tables. These views provide a read-only access to the IPA Data. The Depository system directly reads the data from the Depository specific views available in the OASIS database.  The data transfer from Depository system to IPA system is real time. This data transfer takes place by making calls to Java API, which has been developed as a part of the interface system. The Depository application makes call to the API for any data manipulation such as addition or modification by passing the necessary data as input parameters to the API method calls. The API provides an interface between the Depository and the IPA systems.  Company: Solution Eyes Pvt. Ltd., Pune  Company: Rigel Networks, Baroda | |  | |  |  | | |  |  | | |  |  | | |  |  | | |