

Zuzer E. Sapatwala

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RESUME OBJECTIVE

- Certified **Scrum Master** with **9 years of experience** in handling Mobile, Web & cloud projects based on **Agile methodologies** and **coordinating with cross-functional teams**.
- Aim to use my **proven systems evaluation, operations analysis, and leadership skills**.
- Prepared to play a range of roles and provide the client with focused attention to all needs & operations.

KEY SKILL

- Experienced as an **Agile Coach, Scrum Master, Product Owner** and **Quality Analyst** role
- Extensive knowledge of **PMO environment & Agile development**
- Hands on experience in **SAFe, Nexus, Scrum, Kanban**, and **XP (Extreme Programming)**
- Fundamental knowledge on **cloud services** and functioning of **Microsoft Azure**
- Broad knowledge on **AEM 6.5** and platform upgradation
- Ability to prepare business artifacts.
- Profound knowledge in **ADO, TFS, Jira, Service Now, Confluence, HP QC/ALM** and **MS Office** tools
- Ability to analyse functional & technical aspects and provide excellent client assistance.
- Conducted in-house training over **soft skills, communication skills** and **leadership** roles.

EDUCATION

- Masters of Computer Application - IGNOU, 2018
- Post-Graduation Diploma in Computer Application - IGNOU, 2014
- Bachelor of Science in Information Technology - Mumbai University, 2012

PERSONAL DETAILS

- Date of Birth: 21/04/1991
- Passport: Available
- Language Proficiency: English, Hindi, Gujarati & Marathi

ORGANISATIONAL EXPERIENCE (IN REVERSE CHRONOLOGICAL ORDER)

- Currently working as an **Agile Coach** with **Allscripts** since Feb. 2021 in **Healthcare**

Roles and Responsibilities:

- Continuously refined and evolved Agile processes for predictable and rapid software delivery resulting in timely releases.
- Assisted RTE to conduct and manage ART PI planning, SOS meetings, Iteration planning, backlog refinement, and coordinated with teams to resolve their impediments.
- Worked closely with Solution management for backlog refinement, define product goal, and periodically reported teams understanding & confidence for the product.
- Coached and inculcated Agile principles and made team understand the project goals to be achieved.
- Managed cross scrum team dependencies and coordinated with multiple SMs, POs and Dev Leads to complete the iteration deliverable smoothly.

- Worked as a **Scrum Master** with **PNQ Technologies Pvt. Ltd** from Sep. 2018 to Jan. 2021 in **Content Management (PwC client)**

Roles and Responsibilities:

- Transformed client's prime application from heavy work-culture process to lightweight Scrum framework. Closely worked with the management to convince & coach them to migrate the application without losing the traditional essence.
- Closely worked with the Development Team as a facilitator to remove their impediments and smoothen the functioning of the Scrum Team.
- Coached Product Owner and Development Team on a mobile application development project as a Scrum Master using Agile and successfully released them in production for the end-user on time, under budget, and with minimum risk.
- Designed various dashboards in Jira to provide the management an at-a-glance summary of the on-going project.

- Worked as a **Product Owner and Scrum Master** with **Capgemini India** from Nov. 2015 to Aug. 2018 in **Retail Domain (McDonald's client)**

Roles and Responsibilities:

- Conducted Scrum events and made sure team follows the timebox.
- Closely worked with business & functional owners during project engineering and high-level review sessions to derive & execute action plans to meeting deadlines and industry standards.
- Elicit requirements from various levels of stakeholders and received first-hand experience about the developed application.
- Organized planning, daily stand-up, and retrospective meetings with scrum team
- Triaged outstanding defects and system problems, ensuring accuracy, and meet deadlines.
- Performed GAP analysis of business rules, business and system process flows, user administration, and requirements.

- Worked as **Tester and Test Lead** with **Tata Consultancy Services** since July 2012 to Oct. 2015 in **Consumer Electronics Domain (Bang & Olufsen client)** and **Retail Banking Domain (Citi Bank and Deutsche Bank client)**

Roles and Responsibilities:

- Managed a team of 5, for various Mobile (Native, Web, and Hybrid) application projects.
- Worked as a part of the Development Team.
- Involved in preparing test scenarios and test cases based on required documents and maintained the traceability of the requirements.
- Well-acquainted with Software Development Life Cycle and Agile Methodologies
- Knowledge on setting up Audio-Video Product Lab, Mobile Lab and Networking
- Designed Test Plan and Test Approach document for each test cycle.

CERTIFICATIONS, AWARDS & ACHIEVEMENTS

- **SAFe5.0 for SM and ICP-ACC certification under process.**
- **Scaled Professional Scrum (SPS), Professional Scrum Product Owner (PSPO) and Professional Scrum Master (PSM)** from Scrum.org
- **Microsoft Azure Fundamental [AZ-900]** from Microsoft
- **Scrum Fundamental Certified** from SCRUMStudy
- **ISTQB Foundation** from Indian Testing Board
- **Star Performer** (May 2017, August 2017)
- Worked on an **onsite assignment in China** for the national launch of McDonald's mobile application (2016)
- **Service and Commitment Award** (July 2015)
- **On the Spot Award** (August 2015)