

VIVEK DHANDAPANI SAFe, CSM

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Scrum Master, Agile Coach, RTE, Product Owner, Business Analyst

PROFILE SNAPSHOT:

14 years of experience in IT Industry as Scrum Master, Agile Coach, RTE, Product Owner, Business Analyst and QA Lead for Fortune 500 clients in Media, Insurance and Healthcare Industry. Excellent experience in SDLC, Agile, SCRUM/Kanban, XP, Lean, Crystal, TDD, CI/CD, SDLC/Waterfall, Testing Methodology, UAT techniques and best practices. Senior-level Professional with proven record in an Executive leadership role and managing large projects.

FUNCTIONAL SKILLS/TECHNOLOGY EXPERTISE:

- Worked in the US for 10 years and experience with onsite - offshore model using Agile Methodology and QA.
- As a Scrum master implemented agile scrum principles and coached the agile scrum team.
- Hands on experience in agile transformation, coaching and training teams with agile principles and scrum framework.
- Experienced in organizing, coordinating and facilitating all scrum ceremonies such as daily scrum, sprint planning, sprint demo and retrospective meetings as scrum master.
- Expertise in managing scrum teams by helping them removing any impediments, reflecting agile and scrum values to teams and keeping focus by acting as buffer between external distractions and teams.
- Worked with product owners and teams in moderating backlog grooming meetings, finding suitable solution for definition of done and definition of ready.
- Strong understanding of the value of metrics and incremental delivery.
- Hands on experience in producing reports that support the role of scrum master and management insights.
- Proficient and discrete in capturing business requirements, user needs, and system requirements (functional and non-functional system requirements), reviewing work flow and process mapping, conducting high level feasibility studies to improve business processes, developing business testing strategies and working with project members to execute the test plan, recommending preferred solutions, and implementing recommendations.
- Analytical, methodical and resourceful approach to problem solving, identifying root causes and corrective actions to meet short and long-term business as well as financial and system requirements
- Ability to manage complex business initiatives to balance requirements for functionality, efficiency and quality. Quick learner, self-starter, and easily adapt to new environments and technologies with confidence
- Expert in writing BA deliverables like use cases, user stories, business requirement document (BRD), Functional specification document (FSD), Use Cases, User Stories, GAP analysis, SWOT analysis, ROI
- Experience in working with data related requirements and conducting data validation and data verification via writing SQL queries from databases e.g. SQL server/Oracle etc.
- Extensive experience in managing small to large testing teams while improving development and testing process to efficiently deliver products and services.
- Experience in Project Management tools: JIRA, Jira Align, Confluence, Qmetry, Zephyr, Zeplin, Slack.
- Experience in HP-ALM, Qmetry, Zephyr, and Rally for test case design, execution and defect/bug life cycle.
- Expertise on developing test strategy/test plan, test cases, test data, UAT planning and QA sign-off.
- Well-versed in performing Manual Testing includes testing types such as: Web testing -Functional-Module, Integration, Installation, Compatibility, cross-browser, API testing, Ad-Hoc, Regression, Alpha & beta testing, Exploratory, Accessibility testing, A/B testing, Performance, Stress, Security testing and UAT.
- Worked in Mobile testing on iOS devices i.e. all iPhone models, iPad/iPad Pro models; Android & Tablets and testing apps in tvOS-Apple TV & macOS-Safari, Chrome and Firefox browsers.
- Hands-on experience in using web debugging proxy Tools: Charles and Fiddler for monitoring http & https calls, force update test, errors validation, metadata validation, images validation, heartbeat calls, Omniture calls, comScore calls, app config calls, migration calls, API testing.
- Configured Selenium Web Driver, TestNG, Maven tool and created selenium automation scripts in Java using TestNG prior to agile release.
- Extensive hands-on in using Xcode v 7.0, ADB (part of android SDK) on windows.
- Worked in (VOD) testing in Roku, Android TVs, Amazon Fire TV, Vizio TV, Chromecast, Xbox 360, Xbox one.
- Experience in Data Analytics Tools: Mixpanel, Kochava, fabric.io, mParticle, Leanplum, Conviva.
- Worked on CMS: Content Management System- Drupal and Video database: MPX the platform.

- Tested apps: NBC app & NBC.com, AGT app, SNL app, the Voice app and Go Mapfre app.
- Having very good experience in testing IDM- Identity Management, Apple SSO-Single sign-on, Geo location testing, MVPDs testing-Xfinity, Optimum etc.
- Expertise in validating VOD metadata, Episode & Clips – thumbnails, Universal Search results validation, content publishing test on Producers decision, deep linking.

CORE COMPETENCIES:

Agile Project Management Planning, Tracking & Reporting	Strategic Quality Planning
Coaching Teams on Scrum & Agile	Test Management
Release Management	Stakeholder Management
Impact Analysis	Root Cause Analysis

EMPLOYMENT HISTORY:

Organization	Duration
Legato Health Technologies, Anthem, Inc. India	Apr 2020 to till date
Cognizant Technology Solutions, India, US	Feb 2007 to Mar 2020

EXTERNAL CERTIFICATIONS:

- Scrum Alliance – Certified Scrum Master (CSM)
- SAgile for Practitioner
- ISTQB certified
- HP QC (Quality Center 9.0), HP QTP (Quick Test Professional)

EDUCATION:

- Master of Science -Software Engineering from Amrita Institute of Technology & Science, Coimbatore

PROJECTS/ WORK EXPERIENCE:

Projects	www.anthem.com – Provider Finder, Sydneyhealth app
Organization	Legato Health Technologies, Anthem, Inc. India
Duration	Apr 2020 – till date
Role	Scrum Master, Agile Coach, RTE
Responsibilities	<ul style="list-style-type: none"> • Conducted the Sprint ceremonies i.e. Daily Scrum call, Sprint planning, Backlog refinement, Sprint review and Retrospective. • Managed the hybrid teams separated by time zones using Agile team agreement and team building sessions. • Helping team with managing the timesheets, forecasting and financials of the projects. • Coached the team on what are Burn down and Burn up charts and Concept sprints. • Organized and run the concept sprint for the new milestone that is started. • Coached the teams to be self-organized and cross-functional. • Manage and optimize the flow of value through ART using various tools such as Program and Solution Kanbans. • As RTE looked into the financials of small and large sized projects. • Hosted and ran Scrum of Scrum for the multiple team in scaled agile. • Organized product management council meeting to help PO and delivery leads to build the product backlog. • Establish and communicate the calendars for Iterations and PIs. • Facilitate PI Planning, drives the synthesis of a vision, a Roadmap and Backlogs and through Pre- and post-planning meetings. • Organized the scrum events (sprint planning meeting, daily stand ups, sprint reviews), and created definition of done (DoD) and as per DoD accepted the user stories • Help manage risks and dependencies, escalate and track impediments. • Coach leaders, teams and SMs in Lean-Agile practices and mindsets.

Projects	www.nbc.com, NBC App, The Voice app, SNL, AGT, July 2015 – Dec 2019
Client	NBCUniversal Media LLC, Los Angeles, USA
Duration	July 2015 – Mar 2020
Organization	Cognizant Technology Solutions, USA
Role	Scrum Master
Responsibilities	<ul style="list-style-type: none"> • Worked with team on product backlog, user stories and acceptance criteria Collaborate with Product Management, Software Architects, Software Developers and QA testers to perform requirements analysis on Product features for the next version(s) of Products. • Identify and facilitate key decisions throughout the development effort and ensure they are communicated to stakeholders. Elicit and document Business/technical requirements. • Manage and prioritize the Product and Sprint backlog. • Lead quarterly release and bi-weekly agile team sprint planning. • Helping team with managing the timesheets, forecasting and financials of the projects. • Coached the team on what are Burn down and Burn up charts and Concept sprints. • Organized and run the concept sprint for the new milestone that is started. • Coached the teams to be self-organized and cross-functional. • Experienced in Manual Testing and end-to end QA process • Experienced in testing NBC App and NBC.com across iOS, Android and tvOS platforms. • Performed: Integration, Installation & Compatibility, cross-browser, API testing, Adhoc, Regression, Exploratory, A/B testing, Performance, Stress, and Security testing and UAT. • Experienced in working with UX/UI teams to align product vision and business objectives • Used Qmetry as a Test Management tool, logging defects in defect tracking tool. • Managing test artifacts- test cases in JIRA-Qmetry and updating the test cases in Qmetry. • Performed Functional Testing to identify various critical points in the application • Designed, developed and implemented POM based automation testing framework. • Configured Selenium Web Driver, TestNG, Maven tool and TestNG to prioritize the scripts • Used Postman, Charles and Fiddler for tracking and testing server calls.

Projects	TRONweb, B2C, NCL – Policy creation
Client	Mapfre Insurance, Boston, USA
Duration	Oct 2011 – June 2015
Organization	Cognizant Technology Solutions, USA
Role	Scrum Master/QA Lead
Responsibilities	<ul style="list-style-type: none"> • Worked on black log grooming and help team members with required support on the business requirement. • Worked to facilitate agile process and coach the scrum team with the scrum principles. • Attended all the stakeholders and committee meetings to be aware of decisions and updated the stakeholders about project status • Created burndown charts and maintained high project visibility • Helped the team for united testing and logging defects • Coached and trained the teams with agile principles and scrum framework. • Trained and mentored other scrum master on how to transform teams to high performing and cross functional. • Worked as agile coach for all the agile teams during the enterprise agile transformation. • Organized the scrum events (sprint panning meeting, daily stand ups, sprint reviews), and created definition of done (DoD) and as per DoD accepted the user stories • Test Estimation with stake holders and discussing the scope with business analysts. • Created and review of Test Plans/test Strategies with dev Lead and Project Managers. • Analyzed multifarious seller metrics/KPIs in order to create categories and ranking • Logging defects in defect tracking tool JIRA-Qmetry and Rally. • Mentored QA team to author Test conditions, Test cases and executing the Test cases. • Leads the ideation and entire product life cycle in an Agile-driven environment.

Projects	POS, Claims
Client	Hanover Insurance, Boston, USA
Duration	July 2009 – Sep 2011
Organization	Cognizant Technology Solutions, USA
Role	QA Lead
Responsibilities	<ul style="list-style-type: none"> • Worked closely with business team to gain an understanding of the requirements. • Performed Functional Testing, Integration Testing, Regression Testing, Performance Testing, User Acceptance Testing, GUI Testing and System Testing. • Performed database validation by executing SQL queries Interacted with Developers as needed to isolate the main cause of defects. • Extensively worked on handling the application response for Positive and Negative sets of data using data driven testing. • Performed cross environmental testing on different versions of windows. • Involved in Test Execution and Defect management • Preparation of reports on TSR and RTM • Created Manual Business Components in the ALM Business Components Module.

Projects	Aetna - PMS –Policy Creation
Client	Aetna, US
Duration	Feb 2007 – June 2009
Organization	Cognizant Technology Solutions, India
Role	QA
Responsibilities	<ul style="list-style-type: none"> • Working closely with business team to gain an understanding of the requirements. • Responsible for analyzing the requirements and prepared the review document. • Reviewed the system specifications document and developed test plan in QC. • Developed and executed test cases and test plan for all modules. • Created Manual Business Components in the ALM Business Components Module.