**S.Sai Krishna**

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**PROFESSIONAL SUMMARY:**

* Scrum Master with extensive experience coaching and mentoring highly capable teams. Professional with more than 7+ years of experience in delegating tasks and managing projects.
* Management experience of the full project life cycle including requirements gathering, creation of project plans and schedules, obtaining and managing resources, managing budget, and facilitating project execution, deployment, and closure
* Organized and facilitated daily scrum, sprint reviews, retrospectives, grooming sessions.
* Hands on experience in various project management methodologies like Waterfall and Agile Project Management
* Practical experience of successful Scrum based development team management as an Agile Project Manager and Scrum Masters
* Good experience of IT project management in Healthcare, Financial and Education industries
* Hands-on experience in leading all stages of banking systems implementation including project planning, requirement definitions, and implementation
* Organized User Acceptance testing (UAT).
* Experience of projects related with Managed Long Term Care Plan, Care Transition Plan and Integration with QNXT product
* Adept at creating User Stories using JIRA and slicing Themes, Features and Epics in Horizontal/Vertical slices based on Business Value and mentored best practices of TDD, BDD and ATDD, UAT & Defect Log tracking.
* Hands on experience of writing effective and successful proposals and statements of work
* Ability to work independently or in a team/cross-functional teams, manage and prioritize multiple projects.
* Skilled in providing effective leadership in fast-paced, deadline-driven environments, with outstanding oral and written presentation and communication skills.
* Excellent Client relationship management, problem solving, issue resolution skills along with good experience in analyzing and summarizing the root cause of issues and providing interim workarounds and long-term solutions.

**Skills**

**Methodologies:** Agile, Waterfall

**Tools:** Rally, JIRA, HP ALM, PPM Optics  
**Software:** SQL, MS Project, MS Excel, CAD, Pro/Engineer  
**Team Skills:** Scrum Master, Coordinating, Project Management, Issue Resolution, Interpersonal Skills, Time Management.

**Core Competencies**

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| --- | --- |
| * Project management * Customer interaction * Documentation management * Quality assurance * Prioritizing * Planning and implementation * Risk management | * Conflict Resolution * Agile/Scrum methodology * Budget Management * Documentation Skills * Risk identification * Status Metrics * Customer requirement prioritization |

**EDUCATIONAL DETAILS: -**

Bachelor’s: - COMPUTER SCIENCE, India

Masters: - COMPUTER SCIENCE New England University Boston, U.SA

**PROFESSIONALEXPERIENCE**:

**United States Parcel Service (UPS) March 2019- Till the date**

**New Jersey**

**Position: - Project Manager\Scrum Master**

The American Messenger Company focused primarily on package delivery to retail stores with special delivery mail delivered for its largest client the [United States Postal Service](https://en.wikipedia.org/wiki/United_States_Postal_Service).

* Worked closely with Business Analysts for requirement gathering, designing and creating work flow.
* Improved team velocity by incorporating capacity planning into sprint planning sessions.
* Scheduled and facilitated Sprint Planning, Daily Stand-Up, managed Kanban story board, Sprint Demo & Sprint Retrospective meetings.
* Removed impediments and resolved conflicts. Radiated information to ensure transparency.
* Supported the Product Owner to ensure the backlog has sufficient prioritized user stories at a ready status to stay ahead of the Team.
* Determined the team capacity (velocity) from historical data. Created Work Break down structure (user stories) and corresponding activities (tasks).
* Planned, managed and facilitated three Safe Agile Release Train Program Increment (PI) sessions.
* Facilitated, coached, & guided the teams on the values and practices of Agile and Safe methodologies.
* Scheduled and facilitated Sprint Planning, Daily Stand-Up, managed Kanban story board, Sprint Demo & Sprint Retrospective meetings.
* Hands on Experience with JIRA for drafting the User Stories and monitoring task using Kanban Boards
* Removed impediments and resolved conflicts. Radiated information to ensure transparency.
* Supported the Product Owner to ensure the backlog has sufficient prioritized user stories at a ready status to stay ahead of the Team.
* Determined the team capacity (velocity) from historical data. Created Work Break down structure (user stories) and corresponding activities (tasks).
* Developing project plans, testing plans, production deployment plans, costing and budgeting plans
* Planned, managed and facilitated three Safe Agile Release Train Program Increment (PI) sessions.
* Facilitated, coached, & guided the teams on the values and practices of Agile and Safe methodologies.
* Worked effectively with multiple Scrum teams both internally and off-shore
* Managed product backlog and supported SCRUM framework for monthly sprint releases
* Ensured that Agile, Safe principles and processes are properly implemented and adopted

**Assurant health Oct2017- Feb2019**

**Pennsylvania**

**Position: - Project Manager\Scrum Master**

Assurant Pennsylvania Health Insurance plans are provided through the parent company, Time Insurance. Time is a reliable and established company and recently, their rates have become very competitive. Their short-term plans offer reasonable premiums in many parts of the state.

* Worked with enterprise sponsors and stakeholders to initiate and manage several medium and large projects
* Created project plan baseline by analysing current documents and set up benchmarks on achieving deliverable
* Developed comprehensive communication plan and oversaw transition to support to ensure a seamless deployment.
* Expertise in performing Bug and Defect management using bug-tracking tools like JIRA and HP QC/ALM
* Directly responsible for the recruiting, management, and career development of project staff
* Manage a team of developers, QA Analysts, Business Analysts as well as contract workers and an administrative group
* Utilized JIRA to develop and track agile epics, stories and tasks.
* Coordinated, approved, and tracked all project related expenses including hours, materials and services
* Provide project leadership to employees including budget control, production timetables, status reporting, client/project team coordination, risk analysis and quality assurance
* Analysed project risks, developed risk management plan and mitigated subsequent issues
* Continually seek opportunities to increase customer satisfaction and deepen client relationships
* Worked closely with internal and external customers to develop software solutions using Agile methodologies, and oversee the design, development, and testing, and troubleshooting of applications
* Worked with product owners as a Scrum Master in agile methodology for the Software as a Service offering during development phases

**Anthem Mar 2016 –Oct 2017**

**Virginia**

**Position: - Project Manager\Scrum Master**

Anthem medical plans are combined with pharmacy, dental, vision, life and disability plans, everything works together. Through claims data and connections between the different types of care, doctors see a better profile of patients’ overall health. And that can lead to better care, better outcomes, and lower costs.

* Organized and facilitated sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings
* Empowered teams to self-organize and grow cross-functionality
* Protect team from over-commitment, manage backlog, prioritize resolution of defects/bugs as evidenced by the on-time delivery of 33 major initiatives
* Met goal of addressing and resolving issues within 24 hours
* Manage the lifecycle of code development, from ideation to sprints to deployment
* Coordinate and manage code releases and shared APIs with other IT groups
* Communicate with other management, engineers, product managers and support specialists on product issues
* Track and communicate team velocity and sprint/release progress
* Facilitated Scrum of Scrum for offshore teams in India.
* Evangelized the benefits of Scrum to ensure its smooth adoption.
* Guiding Product owner on Product backlog grooming session to maintain a health backlog
* Helping the scrum team with user story estimation
* Played a main role in communicating the team status and progress through burn down charts, story acceptance rate and make sure that business is aware of the team status/progress

**Trigent Software, Hyderabad, India March2013– Sep2015**

**Position: - Project Manager\Scrum Master**

Trigent is an IT outsourcing and the offshore software development business. Closely worked with clients from various industrial domains on design, development and maintenance of their websites. My responsibilities as Web Designer are listed below:

* Implementing Agile and Scrum practices for onshore and offshore teams
* Making business plans for the application development practice for revenue growth
* Mentoring and supervising the teams for technical growth
* Working on process improvements and implementation of new methodologies for software development and project management
* Working between business and IT to finalize the requirements and then converting them to functional specifications.
* Managing vendor relationships from commercial negotiations to implementations.
* Responsible for end-to-end project management covering complete project life cycle.
* Responsible for resource planning
* Monitor and tune number of work- in- progress items for SCRUM teams to eliminate waste