

# Ratna Ganguly

## Certified ScrumMaster® (CSM®)

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### Summary

#### Current Organization: Xento Systems Pvt Ltd (October 2011- Till Date)

7 years of experience as Scrum master with a keen ability to understand and build complex systems. I focus relentlessly on removing impediments from teams and delivering customer-eccentric products and features ensuring all agile principle and metrics are taken care of.

### Work Experience

#### Role: Scrum Master (November 2017- Till Date)

##### Xento Systems Pvt Ltd | Entrata

##### Responsibilities:

- Continually refined and evolved agile processes for predictable and rapid software delivery resulting in hitting 99% of sprint delivery rate (SDR).
- Implemented agile methodologies using a Scrum framework throughout the business unit from executives to software across 52 employees.
- Led all sprint planning, sprint reviews, sprint retrospectives, and daily scrums with the development team resulting in product features with high stability & testing accuracy.
- Served as the main point of contact to drive effective communication throughout all project phases.
- Worked closely with product owner and technical stakeholders to clarify the schedule, status, testing strategy, release plan and details of each project.
- Conducting training to new joiners on Agile practices.
- Defined project scope and schedule while focusing on regular and timely delivery of value.
- Assisted in testing while holding teams accountable for their commitments and leveraging organizational resources to improve capacity for project work.
- Promoted empowerment of the team and encouraged a sustainable pace with high-levels of quality for the team which improved employee retention by 5%.

#### Role: Associate QA Manager & Scrum Master (February 2015- October 2017)

##### Xento Systems Pvt Ltd | Entrata

##### Responsibilities:

- Directly supervises Quality Assurance Team Lead, Quality Assurance Engineers and Testers including the preparation and delivery of staff performance evaluations and career development activities.
- Facilitate backlog grooming, sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations.
- Ensuring delivery against QA department goals and objectives, i.e. meeting commitments and coordinating overall quality assurance schedule.
- Develop and manage quality assurance metrics for performance improvement of all teams.
- Implements ongoing quality improvement processes working with interdepartmental teams.

### Skills

#### Scrum Master/Agile

Agile Practices, Artifacts, Agile Ceremonies, Kanban.

#### Tools

CA Agile Rally, Google Analytic, New Relic & Crashlytics & Firebase ( for mobile app), Postman, JAWS, OWASP, Balsamic, Amazon Device Farm, PostGre SQL

#### Project Management & Test Management Tools

MS Excel, Trello, Client Admin(in house) & Test Link

#### Team Management

### Technical Snapshot

| Best Trainer | Organization Level Coaching & training | One of Top Performer wrt stat in Scrum Management | Thought Leadership | Accessibility & Mobile App Testing | User stories | TDD | Cloud Testing | CI

- Assures the viability, functionality, and effectiveness of essential tools.
- Product Metrics For Ensuring Load/Stress Tests on the associated products where applicable.
- Identify goals to be achieved by Team Leads and help them achieve them.
- Should be available whenever an urgent requirement or necessity to connect with US team pops up.
- Build Subject Matter Expert for every team.
- Desire to understand architecture for their products and related products perfectly.
- Delivering 30 man hours of training & coaching.
- Assist the T&D department in the development of training modules.
- Required to manage on floor resources as well as forecast the future requirement well in advance.
- Help to hire a team for getting the new resources on board by taking interviews and encouraging team members for the same.
- Should be able to suggest a next growth step for the team member, you are expected to suggest the same to the HR team in writing.
- Assist product team in deploying the app to store when needed.
- In charge of device procurement.
- In charge of sending product stat details to entire company quarterly.

### **Role: Team Lead QA and Scrum Master (November 2013- February 2015)**

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#### ***Responsibilities:***

- Conduct Feasibility Analysis/Testing of the requirement.
- Responsible for planning, organizing and managing the overall activities of receiving / outgoing tasks along with quality functions.
- Analyze failure, and implement corrective and preventive action
- Create and maintain company quality documentation, such as quality manuals, quality procedures,etc
- Participate in all aspects of testing, including functional, regression, load and system testing.
- Perform functional & NFR testing.
- Obtains final sign off for code releases to production from the appropriate Project.
- Track and report defects using appropriate tools.
- Identify goals to be achieved by subordinates and help them achieve them
- Take responsibility to communicate team task statuses to project managers.

### **Role: QA Engineer (May 2012-October 2013)**

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#### ***Responsibilities:***

- Testing application on the various browser, OS, screen resolution & device.
- Understanding the basic of client-server & web architecture and test accordingly.
- Documenting checklist, test scenarios, and test cases.
- Validating database for the input and updated field.
- Preparation of Reports for Team for Analyzing mistakes and coming up with a more favorable response
- Web-based and native mobile application for lead generation through various ILS, organic and nonorganic sources, providing Quote lead conversion, payment process via web and app, apartment leasing via web and native app, SEO building.

### **Role: Associate QA Engineer (October 2011-April 2012)**

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#### ***Responsibilities:***

- Preparing of Test Plan.
- Derived various scenarios from the functional specifications and executing different testing types.

- Preparation of test cases by deriving various scenarios from the Functional Specification.
- Testing on various browser and devices as per derived stat.
- Execution of Test cases.
- Reporting and tracking of Bug with the help of bug tracking tools.
- Interaction with offshore team for blockers resolution.

## Education

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MSc 2008 - 2010  
Bharati Vidyapeeth University

BSc 2005 - 2008  
Bharati Vidyapeeth University

## Certifications

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- Certified Scrum Master.
- Pursuing Lean Six Sigma.
- Trained on Agile Overview & Expert Test manager
- Completed "Diploma In Software Testing" From Seed InfoTech, Pune with A+ grade
- Completed Leadership Development program from Lynda.
- Completed Google Analytics Individual Qualification certificate with 90%