#### **SAFe Advanced Scrum Master / CSM Certified**

#### **TANVI SAXENA**

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**Summary**

* IT professional with **BFSI** industry experience working primarily with finance clients in delivering business.
* Hands on experience in setting up **Agile-Scrum process** for BFSI / Healthcare projects as **Scrum Master.**
* Experience of transformation from **Water fall to Agile.**
* Experience of using **Rally/ HP Agile Manager /AzDo** for Sprint Tracking(Burn down chart, definition of done, daily status report).
* Track and communicate team Velocity and sprint/release progress.
* **Coaching Team Members** and supporting team in achieving the Individual and Team goals.
* Demonstrated leadership qualities with superior **communication, presentation skills and a customer centric attitude** with a high inclination to operate along with challenging assignments.
* Experience in training teams about Agile and Scrum and aid them in becoming **self-organized.**
* Helping the organization in implementing **best agile practices.**
* Expertise in performing Functional, Integration and Regression Testing.
* Quick learner and excellent team player having ability to meet tight deadlines willing to take the initiative and take on new responsibilities.



**Agile/Scrum Master**

* Facilitate PI Planning, Sprint planning, Daily Scrums, Retrospectives, Stakeholder Meetings, and Software Demonstrations.
* Work closely with product owner in backlog management and continuous delivery of features.
* Protect development team from distractions, impediments or team conflicts, and maintain focus on product backlog and project timeline.
* Provide training to the team on the agile process; training will continue all the time during the project execution and continuous improvement on **velocity, quality, processes etc.**
* Making sure that team is following agile processes in each sprint at user story level as per the **Definition of Done (DoD).**
* Educate and reinforce scrum methodology and agile framework to team members and key stakeholders.
* Identifying process issues and improving them.
* Helping the team on the estimating of the user stories and preparing them for the same.
* Provided capacity calculator template for the team.
* **Planning and conducting various scrum ceremonies for the team like**
* **Preplanning, Planning & Grooming.**
* **Daily Standup.**
* **Review and Retrospective**



**Organization and Project Details**

**Company : Cognizant Technology Solutions (Aug 2018- till date)**

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| **Project Title:**  **Duration:**  **Role:**  **Description:**  **Responsibilities:** | **Trizetto**  **Aug2018 – till date**  **Scrum Master (Leading three Scrum teams)**  TriZetto Healthcare Products provides an extensive portfolio of capabilities to meet the specific needs of Medicare Advantage business. This comprehensive and highly effective combination of advanced technology and services offerings can help lower administrative costs, increase speed to market and decrease total cost of ownership. .  Providing support to **develop a culture** where people feel comfortable enough to share different views and opinions.  **Coaching team** and making sure to provide necessary support at individual level to identify their hidden confidence and voice.  Proficiently organize and facilitate Release Planning, Sprint Planning, Daily Scrum, Sprint Reviews, Retrospectives.  Collaborate closely with product owner on backlog grooming to keep product backlog relevant and prioritized, ensuring acceptance criteria are agreed upon and stories are ready for sizing.  Monitor and manage dependencies on other teams to ensure potential issues are resolved.  Efficiently track team’s progress, including burn down, velocity and release forecasting.  Proactively communicating any risks, design and quality issues, or increases in scope/ time required to ensure project remain on track. |

**Company : Fiserv India Pvt Ltd (Sept 2013- July 2018)**

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| **Project Title:**  **Duration:**  **Role:**  **Team Size:**  **Description:**  **Responsibilities:**  **Project Title:**  **Duration:**  **Role:** | **Ignition (Claims – Shelter)**  **Jan2017 – July 2018**  Scrum Master  8  StoneRiver, Inc. is a service provider in the insurance technology marketplace, providing Life/Annuity, Property & Casualty (P&C)/Workers’ Compensation etc.  StoneRiver sells products for policy administration, claims, billing, agency management, and client management. It is Headquartered in Denver.  **Facilitating the Sprint Planning** meetings and to clear the scope of items.  Tracked **burndown metrics, velocity,** and task breakdown  Execute **SoS calls** and resolved all client problems  Trained other members regarding **Agile** methodologies and Rally usage  Handling **Java Project Deliveries, branch-cut and mainline deliveries**.  Facilitating Retrospective meetings to help team for Improvements  Making the team understand the insight to match the expectations for closure processes.  **Ignition (Claims – Copart)**  **March 2015 – Jan 2017**  Scrum Master |
| **Team Members:** | 8 |
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| **Description:** | StoneRiver, Inc. is a service provider in the insurance technology marketplace, providing Life/Annuity, Property & Casualty (P&C)/Workers’ Compensation etc.  StoneRiver sells products for policy administration, claims, billing, agency management, and client management. It is Headquartered in Denver. |
| **Responsibilities:** | Facilitating Daily scrum meetings, sprint planning, sprint review, and sprint retrospective.  Facilitating Scrum of Scrum for offshore Scrum teams in US states and India.  Managing the overall performance and delivery.  Publicizing the team's progress and success to make sure they are highly visible to product owner /stakeholders.  Keeping the team together all the time to ensure successful sprints.  Working on Web Services testing using SoapUI  Monitoring and auditing of products to ensure high standards of quality.  Track and report upon testing activities, including testing results, test case coverage, required resources, defects discovered and their status, performance baselines, etc. |
| **Project Title:**  **Duration**  **Role:** | Westpac  Sep 2013 – March 2015  Senior Test Engineer / Module Lead |
| **Team Members:** | 70 |
| **Description:** | Westpac, is an Australian [bank](http://en.wikipedia.org/wiki/Bank) and [financial-services](http://en.wikipedia.org/wiki/Financial_services) provider headquartered in Sydney. It is one of Australia's [big four](http://en.wikipedia.org/wiki/Big_Four_(banks)) banks. They provide their customers all the banking services like BPay, Pay Anyone, International Payments , Fund Transfer and have always been on the top to gain customer’s confidence |
| **Responsibilities:** | Understanding the feature requirement and functional flow using the **UCS** (Use Case specification) & **EUID** (End User Interface design) documents.  Responsible for ownership of multiple critical features of the program, namely **Multiple Payments, Payment Import** , Entitlements  Discussing the **product requirements with BA.**  Creating the scenarios to test that the Functionality is working fine  Worked as a **feature lead for Multiple Payments, Payment Import**, responsible for all the activities includes Daily Status Pit-crew Call , Task Allocation , Client meeting for daily challenges.  Involved in TC Execution, Defect Logging and Retesting .  Training the new team members on the features owned.  Provide walkthrough, overview sessions to BAs and team on features  Attend the regular client call and discuss the weekly status with the client  Attend daily stand-up calls with team, leads and manager. |

**Company : Infogain India Pvt Ltd. (Jun 2010- Jun 2012)**

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| **Project Title:**  **Role:** | **Financial Engines**  Software Engineer |
| **Team Members:** | 25 |
| **S/w used:**  **Bug Tracking tool:** | Perforce, Jira, MS Office tools.  TeamTrack |
| **Description:** | Financial Engines is a company which provides their user (investors) with the online retirement advices. There are two types of services which they provide to their customers:  1.Personal online advice  2.Managed account  Advice given to each customer depends upon their investments as well as their Goals which customers set for their Retirement age. |
| **Responsibilities:** | Discussing the product requirements with the onsite team.  Presentations to the onsite team on the product.  Responsible for GUI, Functional testing.  Responsible for Manual and Automation testing using Test complete and Tidal tools.  Organizing Demos for the prepared automations and implementing the review comments.  Involved in Defect logging and verification using TeamTrack. |

**Company : Mindfire Solutions (Jan 2010- Jun 2010)**

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| **Project Title:** | **Smart Connection** |
| **Role:**  **Team Members:** | Software Engineer  16 |
| **S/w used:**  **Bug Tracking tool:** | In Design, In Copy  BugZilla. |
| **Description:** | Smart Connection- Smart Connection is an application that specializes in plug-ins and development services for Adobe InDesign and InCopy. |
| **Responsibilities:** | Manually Executing test cases over different platforms and Browsers.  Analysis of the defects  Bug tracking and reporting using Bug Tracking system.  Co-ordination with the client over e-mails, online chats [video/audio].  Retesting. |
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**Professional Achievements**

* Received Shining Star award/ Above and Beyond award for working beyond the regular work by performing at high level and stepping beyond current role to support special business requirement and other team mates in their work.
* Received regular appreciation from the client.
* Received Special Achievement Award on Performance in Fiserv.
* Received ‘Level 1’ certificate for Client and Customer Satisfaction in Fiserv.



**Scholastic Details**

**B.Tech. (Electronics and Communication) ---** **73.9%**

**Class XII**  **---** 81**%**.

**Class X ---**  87.6**%**



**D.O.B.:** 03 October 1987

