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**SUMMARY:**

- Certified Scrum Master Professional, Agile Coach with 3+ year's exp & having total 12+yrs of exp with functional, Testing & Business Analyst background of Sales force CRM/Siebel CRM Testing/Siebel CRM Administration/Oracle Apps working from Hyderabad, India.
- Responsible for managing the scrum process with the coordination of scrum team in agile methodology.
- Scrum Master facilitating daily scrum, sprint planning, sprint demo and retrospective meetings for the project team.
- Having extensive experience in stakeholder management, assisting product owner with estimation and prioritization of user stories.
- Project Management focused on application design, development, integration, release & production support activities.
- As scrum master, I provide guidance to teams on agile methodologies, co-ordinate and resolve conflicts, identify/ track and remove impediments and forecasting deliverable in iteration.
- Involved in create useful, reliable and practical plans for software development projects.
- Plan, Prepare and run successful cutover for SIT's , UAT & Go Live by efficiently coordinating with various third party application teams and stake holders.
- Analyze the BRD document and map requirements against each business function
- Perform Gap analysis to understand the level of customization required for various business requirements.
- Make sure all the milestones are achieved as defined in S.o.W
- Engage the automation testing team, business owners to run tests in SIT and UAT to identify any design deviation
- Responsible for managing the scrum process with the coordination of scrum team in agile methodology.
- Involved in helping team or individual to clarify goals and actions to achieve them.
- In-depth knowledge of various phases and methodologies of software development Life Cycle.
- Worked on different projects in entire SDLC using Waterfall and Agile Methodologies.
- Motivated, self-driven and quick learner with ability to learn new things and take up challenges, individual contributor, technical lead, team player and flexible with good communication skills.
- Good in Delivery, Client, People &Resource management.

**EDUCATION:**

2002 – 2005	<b>Sri Krishna Devaraya University. Anantapu-Andhra Pradesh-India</b> MCA, Master of Computer Applications
1998 – 2001	<b>Sri Venkateswara University,Tirupati-Andhra Pradesh-India</b> Bachelor of Computer Science(BSc Computers)

**CERTIFICATIONS:**

	Service Max Certified Administrator (Sales force CRM) in the year 2017
	CSM Scrum Master Certified in the year 2020

**SKILLS:**

<b>Technologies</b> : Siebel CRM, Salesforce CRM, Oracle Apps
<b>Language</b> : Basic Knowledge of Java, C& SQL Languages
<b>Database</b> : Oracle,SQL Developer
<b>Tools</b> : JIRA, Scrum, KANBAN boards, HP Quality Centre

**EXPERIENCE:**

<b>2018 – Present</b>	<p>Genpact India Pvt Ltd – Hyderabad,India Client – Baker Hughes Role – Scrum Master/Agile Coach</p> <ul style="list-style-type: none"> <li>▪ Guiding and Coaching the Scrum Teams on self - organizing and goal driven approach.</li> <li>▪ Engage the automation testing team, business owners to run tests in SIT and UAT to identify any design deviation</li> <li>▪ Involved in Using JIRA tool for bug tracking, issue tracking, and project management.</li> <li>▪ Having the ability to plan agile work from project backlog to sprints &amp; Customizable Scrum Boards.</li> <li>▪ Involved in Creating User Stories, Tasks, Sub Tasks, &amp; Bugs, Estimate time for issues.</li> <li>▪ Involved in shield the team from outside distractions and interferences.</li> <li>▪ Responsible entire teams working under me ensure the correct use of scrum process.</li> <li>▪ Making sure Scrum master is a servant first, who serves his team members before considering about himself.</li> <li>▪ Responsible in facilitating the team for better creativity and tries to improve the efficiency of the development team.</li> <li>▪ Possesses conflict resolution, does conversation by focusing on scrum values of openness, honesty and respect.</li> <li>▪ Involved in Possesses conflict resolution, does conversation by focusing on scrum values of openness, honesty and respect.</li> <li>▪ Involved in helping team or individual to clarify goals and actions to achieve them.</li> <li>▪ Involved in shield the team from outside distractions and interferences.</li> <li>▪ Responsible entire teams working under me ensure the correct use of scrum process.</li> </ul>
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	<ul style="list-style-type: none"> <li>▪ Making sure Scrum master is a servant first, who serves his team members before considering about himself.</li> <li>▪ Engage performance testing team to validate and certify on the application performance before Go – Live</li> <li>▪ Performed an active coaching role for a program wide Agile implementation.</li> <li>▪ Conducted 2 day workshops on Agile, Scrum &amp; SAFe across account.</li> <li>▪ Focused primarily on training the teams to write good user stories, prioritize the work based on business value and handling of the tasks by the team. Placed substantial efforts on team member role training &amp; time-boxing.</li> <li>▪ Involved in leading two Scrums for two GE clients making sure all the issues respective to both the clients have been taken care and closed within SLA time.</li> <li>▪ Responsible for managing the scrum process with the coordination of scrum team in agile methodology.</li> <li>▪ Involved in helping team or individual to clarify goals and actions to achieve them.</li> <li>▪ In-depth knowledge of various phases and methodologies of software development Life Cycle.</li> <li>▪ Plan, Prepare and run successful cutover for SIT's , UAT &amp; Go Live by efficiently coordinating with various third party application teams and stake holders.</li> <li>▪ Make sure all the milestones are achieved as defined in S.o.W</li> <li>▪ Documented SOPs application wise &amp; transition cutover applications.</li> <li>▪ Generated billability for project/organisation by identifying leads/opportunities.</li> <li>▪ Efficiently handled clients, business with their needs by regular service meetings.</li> <li>▪ Received many appreciations from client for outstanding service delivery.</li> <li>▪ Engage performance testing team to validate and certify on the application performance before Go – Live</li> <li>▪ Prepare detailed training documents of various business functions and conduct end user training</li> <li>▪ Post Go live support and successful handover to production support along with training</li> <li>▪ Engage various third party teams that own applications integrated with ERP to be part of Final Go Live</li> <li>▪ Leading a team of 16 members from offshore and identify owners for task that was coming to team's bin during release and load test.</li> <li>▪ Successfully completed various projects with global clients and have been involved in end-to-end stages of development from requirement analysis to system study, designing, coding, testing and deploying.</li> <li>▪ Very good conflict resolution/negotiation and coordinating skills to keep things moving in a multi-vendor and multi stake holder complex environment.</li> <li>▪ In-depth knowledge of various phases and methodologies of software development Life Cycle.</li> <li>▪ Excellent client facing and handling skills acquired through working with BHGE(Baker Hughes)/GEHC client more than 9+ Years and handling all the team calls independently without any issue.</li> <li>▪</li> </ul>
<p><b>2017–2018</b></p>	<p>Genpact India Pvt Ltd – Hyderabad,India Client – GE Healthcare Role – Scrum Master/CRM Business Analyst</p> <ul style="list-style-type: none"> <li>▪ Responsible in facilitating the team for better creativity and tries to improve the efficiency of the development team.</li> <li>▪ Address potential roadblocks, and ensure that the project is on track</li> <li>▪ Management of project pipeline and prioritization of project tasks.</li> <li>▪ Assisting with internal and external communication, improving transparency, and radiating information.</li> <li>▪ Supporting and educating the Product Owner, especially on grooming and maintaining the product backlog.</li> <li>▪ Involved in facilitating daily scrum, sprint planning, sprint demo and retrospective meetings.</li> <li>▪ Involved in create useful, reliable and practical plans for software development projects.</li> <li>▪ Responsible in facilitating the team for better creativity and tries to improve the efficiency of the development team.</li> <li>▪ Encourage the use of continuous integration (CI) and automation.</li> <li>▪ Having very good feedback from the Customers/Client on proactively working on Production Change tickets as I was rigorously working with DBA teams/CCB approvers, maintaining very good relationship with all the teams &amp; approvers, and making sure fix is moved to Production in time without any Delay.</li> <li>▪ Evaluate Business requirements, perform a GAP analysis, and create detail design specifications and prepare the As-Is and To-Be Business process flow diagrams.</li> <li>▪ Analyze the BRD document and map requirements against each business function</li> <li>▪ Lead a team of 16 members from offshore and identify owners for each Business function requirements identified in the BRD</li> <li>▪ Help the team in the preparation of CF250, BR100, BR110 and design review documents</li> <li>▪ Co-ordinate with business owners to perform SIT and UAT to identify any design deviations and raise defects with the development team.</li> </ul>
<p><b>2009–2017</b></p>	<p>Genpact India Pvt Ltd – Hyderabad,India Client – GE Healthcare Role – CRM Business Analyst/Siebel Performance Tuning Expert/Siebel Administration</p> <ul style="list-style-type: none"> <li>▪ In-depth knowledge of various phases and methodologies of software development Life Cycle.</li> <li>▪ Involved in Performance Tuning Siebel CRM applications approx. 7 Production Instances and 30+ Non Productions Instances by analysing the Logs.</li> <li>▪ Good interpersonal skills, commitment, result oriented, hardworking, zeal to learn and adaptability new technologies and undertake challenging tasks.</li> <li>▪ Conduct Interviews and workouts with various Service business stake holders to gather requirements</li> <li>▪ Involved in leading a team 10 to 15 members from both the teams making sure all the issues respective to both the clients have been taken care and closed within SLA time by co-coordinating with both the teams.</li> <li>▪ Involved in Preparing Scrum report for daily Scrum Call and Involved in Preparing Monthly Deck for all the issues resolutions SLA Time, Presenting to the customer with all the details in monthly Deck representing all the team in Scrum call.</li> <li>▪ Conduct Interviews and workouts with various Service business stake holders to gather requirements</li> <li>▪ Perform Gap analysis to understand the level of customization required for various business requirement.</li> <li>▪ Successfully completed various projects with global clients and have been involved in end-to-end stages of development from requirement analysis to system study, designing, coding, testing and deploying.</li> <li>▪ Organized, goal-oriented, self-starter, and ability to master new technologies, manage multiple tasks while following through from start to completion with limited supervision.</li> <li>▪ Very good conflict resolution/negotiation and coordinating skills to keep things moving in a multi-vendor and multi stake holder complex environment.</li> <li>▪ In-depth knowledge of various phases and methodologies of software development Life Cycle.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Successfully completed various projects with global clients and have been involved in end-to-end stages of development from requirement analysis to system study, designing, coding, testing and deploying.</li> <li>▪ Very good conflict resolution/negotiation and coordinating skills to keep things moving in a multi-vendor and multi stake holder complex environment.</li> <li>▪ Involved tuning Siebel CRM application by capturing logs from Production environment.</li> <li>▪ Having very good feedback from the Customers/Client on proactively working on Production Change tickets as I was rigorously working with DBA teams/CCB approvers, maintaining very good relationship with all the teams &amp; approvers, and making sure fix is moved to Production in time without any Delay.</li> </ul>
2009	<p><b>Capgemini India Pvt Ltd – Mumbai, India</b>  <b>Client – Farmers Insurance</b>  <b>Role – Siebel Application Performance Analyst</b></p> <ul style="list-style-type: none"> <li>▪ Work closely with the Performance load testing team to plan the load testing and capacity plans for Siebel environments. Monitor the systems during load tests and fix the performance defects identified during the testing cycle.</li> <li>▪ Proactively lookout for Siebel Performance fixes/patches released by the product vendor and implements them.</li> <li>▪ Involved in capturing logs and Analysing for Any Performance issues reported.</li> </ul>
2008 – 2009	<p><b>Deloitte Consulting – Hyderabad, India</b>  <b>Client – Juniper Networks</b>  <b>Role – Siebel CRM Tester/Admin</b></p> <ul style="list-style-type: none"> <li>• Involved in testing of Siebel CRM Applications.</li> <li>• Involved in writing Test Scripts Using HP Quality Center.</li> <li>• Involved in working on defects created by developers and making sure defects closed through HP Quality Center.</li> <li>• Involved in preparing various reported as per the project requirement.</li> <li>• Involved in Monitoring the Production Instances for any spikes/Major activities causing performance issues.</li> <li>• Involved in Analysing Performance issues and creating Index to Improve the performance issues.</li> </ul>
2007	<p><b>Accenture – Bangalore, India</b>  <b>Client – AstraZeneca</b>  <b>Role – Siebel CRM Consultant</b></p> <ul style="list-style-type: none"> <li>• Involved Siebel Admin activities like capturing logs, taking outages of application.</li> <li>• Involved in Code Migrations of various changes from Lower Instances to upper Instances.</li> <li>• Configuring Siebel Server Component Parameters.</li> <li>• Administering Component Jobs.</li> <li>• Setting Up Predefined Queries.</li> <li>• Troubleshooting the application issues.</li> </ul>

**ADDITIONAL EXPERIENCE/Achievements:**

	Conducted floor engagements activities like Fun Friday and organizing Annual Celebrations.
	Volunteered for Run for Girl Child, Hyderabad collected fair amount and given to Seva Bharathi organization(NGO) through Genpact Leadership.
	Received appreciations from Genpact Leadership for getting 7 Star Lean Certified.
	Received Silver/Bronze Awards twice while working with GE Healthcare client in 3 years.