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| Email : bkarthik\_071@yahoo.com Mobile : 9959844834 knowledge24x24iconsProfile Summary |
| * **IT industry experience of 14+ years,** worked in various roles including Agile coach, Scrum Master, Project Management, Release Management, Change Management, Deployment management, Client Relationship Management, Agile transformations, Reporting analyst, Mainframe support analyst.
* Recent experience includes **7 years of Scrum Master/RTE experience**
* **Trained 200 + associates** in various agile teams and coaching scrum teams in implementing scrum methodology.
* **SAFe Program consultant** with 3 years experience in working **in SAFe environment.**
* Currently **working with ADP Ltd. as Agile Coach,** leading six domain teams. Making sure the program backlog is healthy and have the PIs run successfully. Increase the predictability and gain confidence of the business by achieving the commitments done during planning. Working with the RTEs to have all the cross team dependencies managed
* Expertise in concepts of **end-to-end project/Capability planning, supporting product managers in prioritizing the product back log (Capabilities/Features),** risk analysis to quality management. Extensive knowledge on Scrum Methodology and SAFe framework.
* Involved in the **waterfall to agile methodology transformation** across various applications.
* Enterprise leader with a deep business **process knowledge and change management**; have seamlessly led diverse teams for large scale processes in Healthcare, Auto Mobile Insurance, Banking & Finance domains
* Experience on various Agile project management tools like **TFS, CA Agile Central, Jira**.
* Have in-depth knowledge on the Agile metrics- **Velocity, Sprint Burn down charts, Time To Value, Time To Build, Release burn up charts**. Make sure these are presented as the tool radiators and guide teams whenever required. Metrics is used to have the understanding of how teams are progressing towards the completion of the feature/Capability.
* IT Support Management Professional- envisioning SDLC & tailoring its usage for achieving desired results
* **Very strong written and verbal skills**. Capable of hosting the large audience meetings and handling the business to deliver the business value.
* A customer-centric professional and capability for **motivating large work-force for exceeding customer expectations in delivery of committed services**
* Worked on the reporting tools like **Tableau, Business Objects and Datameer**. Have good hold on the data mining and creating reports
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| career24x24iconsCareer Timeline | exp24x24iconsOrganizational Experience**Jan’20 – Till Date with ADP PVT Ltd. as Scrum Master/Project Manager****May’19 – Dec’20 with Infosys Ltd as Technical Project Manager****Mar’12 – May’19 with United Health Group, Hyderabad as Scrum Lead and RTE****Aug’06 – Mar’12 with Infosys Technologies Ltd., Hyderabad as Technology Lead****Highlights:*** Received **Infosys Employee of the Quarter Award** for Q3-2011, for the outstanding work on leading the 100% Offshored Change and Deployment Team
* Received **Leadership award** for Q3-2017, this is for setting up the agile process and tools in UHOne project.
* Lead the POD teams in the transformation journey from **waterfall to Agile methodology.**
* Lead the initiative to move the teams from using team level TFS tool to the CA Agile central and run the product with the PIs to gain the confidence of the business by being agile and increase the predictability and gain the client confidence
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| Personal Details**Date of Birth:** 7th January 1983**Languages Known:** English, Hindi and Telugu**Address :** H No 2-4-13, P No 28 Snehapuri Colony Road No 4 ; Hyderabad-500049 |
| Annexure

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| Project: Lifion Time Client: ADPRole: Scrum MasterOrganization: ADP PVT LtdPeriod: Jan’20 – Till DateTeam Size: 11Project: Policy Admin System Client: Infosys Ltd.Role: Technical Project ManagerOrganization: Infosys McCamishPeriod: Jun’19 – Till DateTeam Size: 18Project: UHOne- Allsavers Project Client: UnitedHealth GroupRole: Scrum Master/ RTEOrganization: United Health GroupPeriod: Jan’15 – May’19Team Size: 15 | Responsibilities:* Assisting team to remove impediments by having an understanding of the features planned and aligned to the sprints.
* Supporting product owner in developing, maintaining, prioritizing and grooming of Product Backlog.
* Facilitating PI planning, Sprint Planning, Daily Stand-ups, Sprint Retrospectives and sprint reviews for two week sprints.
* Working with scrum masters of cross functional applications. Closely working with RTE to understand any dependencies from other interdependent applications.
* Coaching team members on agile principles and providing general guidance on the agile methodology. Making sure team is participating and following all the agile principles.
* Learning and doing extensive research on Agile/Scrum processes by going over various articles and blog, sharing findings with the team for increasing the agile maturity with in the team.
* Facilitating getting the work done without coercion, assigning, or dictating the work.
* Interfacing with Program Management Council to ensure project goals and requirements are being met
* Guiding the teams towards implementing continuous improvement and continuous delivery areas
* Worked with the Scrum Team and the Product Owner to negotiate the minimum viable product for delivery
* Extensive working knowledge on CA Agile (Rally), diligently working with teams to update the CA Agile with accurate data and report to the senior leadership with the metrics
* Creating Program Increments, Iterations, milestones and other time boxes. Working with teams to create the user stories and tasks for a particular sprint in sprint planning meeting
* Regular meetings with the product owners and the senior leadership to check the progress of the projects
* Getting involved in the PI planning meetings, and discuss the backlog and the priority and get all the features which are planned to work with teams in breakout sessions and plan the feature.
* Report and monitor burn down and team velocity charts for the team

Responsibilities:* Working with the business to prioritize the feature backlog based on the value.
* Supporting product owner in developing, maintaining, prioritizing and grooming of Product Backlog.
* Facilitating PI planning, Sprint Planning, Daily Stand-ups, Sprint Retrospectives and sprint reviews for two week sprints.
* Working with scrum masters of cross functional applications. Closely working with RTE to understand any dependencies from other interdependent applications.
* Coaching team members on agile principles and providing general guidance on the agile methodology. Making sure team is participating and following all the agile principles.
* Learning and doing extensive research on Agile/Scrum processes by going over various articles and blog, sharing findings with the team for increasing the agile maturity with in the team.
* Facilitating getting the work done without coercion, assigning, or dictating the work.
* Part of the agile COE team in having the agile culture being imbibed into the teams.
* Delivering the scrum trainings to the teams
* Working in jira tool, configuring the tool according to the agile processes adopted with in the team

Responsibilities:* Assisting team to remove impediments by having an understanding of the features planned and aligned to the sprints.
* Supporting product owner in developing, maintaining, prioritizing and grooming of Product Backlog.
* Facilitating PI planning, Sprint Planning, Daily Stand-ups, Sprint Retrospectives and sprint reviews for two week sprints.
* Working with scrum masters of cross functional applications. Closely working with RTE to understand any dependencies from other interdependent applications.
* Coaching team members on agile principles and providing general guidance on the agile methodology. Making sure team is participating and following all the agile principles.
* Learning and doing extensive research on Agile/Scrum processes by going over various articles and blog, sharing findings with the team for increasing the agile maturity with in the team.
* Facilitating getting the work done without coercion, assigning, or dictating the work.
* Interfacing with Program Management Council to ensure project goals and requirements are being met
* Guiding the teams towards implementing continuous improvement and continuous delivery areas
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* Extensive working knowledge on CA Agile (Rally), diligently working with teams to update the CA Agile with accurate data and report to the senior leadership with the metrics
* Creating Program Increments, Iterations, milestones and other time boxes. Working with teams to create the user stories and tasks for a particular sprint in sprint planning meeting
* Regular meetings with the product owners and the senior leadership to check the progress of the projects
* Getting involved in the PI planning meetings, and discuss the backlog and the priority and get all the features which are planned to work with teams in breakout sessions and plan the features
* Report and monitor burn down and team velocity charts for the team
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| Project: Core Admin Release Management Client: UnitedHealth GroupRole: Project LeadOrganization: United Health GroupPeriod: Sep’13– Dec’14Team Size: 13 | **Responsibilities**:* Leading the team of 13 members who are Application Release Managers, Compliance analysts, Reporting Analysts and Governance Analysts
* Working with front office and application owners to schedule projects for a specific release
* Creating the Release Plan and communicating the plan to all stakeholders including business customers, IT executives and application teams
* Setting up ADR (Application Development Repository) to manage SDLC documents & approvals for the projects within scope of release lifecycle
* Ensuring the quality of the project and release artifacts and complying with UDP/SOX compliance
* Coordinating with various teams on the continuous improvement for the releases by conducting the Release Key Learning, Lessons Learnt and Root Cause Analysis Meetings
* Acting as SPOC for the release status to the senior leadership; ensuring the effective communication of the risks, issues for tracking the release
* Performing weekly Release Reporting
* Managing Information Delivery/Reporting and working as Release Management SME for giving the business solutions to the Reporting Team
* Developing the compliance reports and the daily status reports with various cuts
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| Project: TOPS Tech LeadsClient: UnitedHealth GroupRole: Team LeadOrganization: United Health GroupPeriod: Mar’12 – Sep’13Team Size: 6Solution Environment: COBOL, JCL, DB2 and IMS-DBTools: ENDEVOR, File Manager and IBM Debugger | **Description**: This project is to ensure successful implementation of multiple business enhancements for TOPS (Claims Application)**Responsibilities**:* Mentored the team of 6 members for technical lead activities
* Supportedthe Development Team for the updates or codes ready for Release and QAD and 1-shot Support
* Ensured successful and timely execution of test cycles by coordinating with QA teams
* Provided Infrastructure Support for the Development Team; informed Infra Team about the changes and worked on the defects raised on the infrastructure issues like environment set-up and job abends
* Executed the following:
* Code deliveries to various stages using Endevor tool in different stages of release
* Control EndevorPath usage for the multiple releases going on at same time
* Code Base Integrity Check to check there is no dropped code from the production environment
* Defect Management for the release to make sure all the defects are assigned and triaged
* Defect Triaging to analyze the general defects for the release and assigned them either to Infra or Development Team for its resolution
* Created various integrity reports using MS access, which are distributed to the development team on the code integrity
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| Project: Allstate Change and Release ManagementClient: Allstate FinancialsRole: Team LeadOrganization: Infosys Technologies Ltd.Period: May’10 – Mar’12Team Size: 9Solution Environment: UNIX, AbinitoTools: ENDEVOR, SCLM, Build Forge, Team Foundation Server, VSS | **Description**: This project is to take care of all the change and release activities for the all-state financials which involves around 60 applications deployments**Responsibilities**:* Led the team of 9 members which worked on 24\*7 schedules
* Coordinated with onshore on upcoming release schedule, resource allocation and monthly &adhoc deployments
* Deployed/Promoted the code to various stages using Endevor and SCLM tools
* Created the branches in the TFS to set for the next deployment and deploy into production once all the change control has been approved.
* Worked on build forge to stage the code from one environment to other and fix the scripts in case of failures
* Used TIBCO tool to stage the EAR files from one location to other
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| Project: Business Analyst SMOCClient: United Bank of Switzerland (UBS)Role: Business AnalystOrganization: Infosys Technologies Ltd.Period: Mar’08 – May’10Tools: Business Objects, Remedy, MS-Excel | **Responsibilities**:* Developed new KPI reports required by the Senior Management using Business Objects and Excel VB Scripting
* Automated the present manual reports which were being produced daily, weekly or monthly basis
* Coordinated with higher management for the further process improvements and trend analysis
* Worked with the Vendor Managers to identify the reports on the efficiency of the resources
* Understood the flow of Remedy Tool and worked closely with the senior leadership to discuss on the new reports
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| Project: Incident/Problem Management for Mainframe ApplicationsClient: United Bank of Switzerland (UBS)Role: Team MemberOrganization: Infosys Technologies Ltd.Period: Aug’06 – Mar’08Solution Environment: JCL, COBOL, CICS ScreensTools: Remedy | **Description**: Incident/ Problem Management Team of IBM applications for investment bank division of UBS, typically monitoring the critical mainframe jobs in OPC Scheduler and resolving the bank user incidents**Responsibilities**:* Performed Incident Management for IBM applications
* Resolved critical incidents and in time escalations wherever necessary
* Executed health checks for the system applications every day to ensure the business progress
* Ensured the DB2 is working fine all the times
* Provided technical support to the business users and the first point of contact for all the production issues
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