

Karunakaran CK

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Senior IT professional with experience and expertise in/as **Delivery Management | Operations | Project Management | Program Management | Application Development | Scrum Master & Agile Coach | Dev Ops**

- Results-driven professional with extensive experience in strategic and operational roles with multiple engagements combined with **22+ years** of experience in various Microsoft Technologies.
- Have extensive experience in Operations Management, Delivery management, Project Management, Onsite Coordination, Estimation, Handling technical & functional queries and implementation of Web based applications in **Agile & Waterfall**
- Strong problem solving & technical skills coupled with confident decision making for enabling effective solutions leading to high customer satisfaction.
- An effective leader with proven abilities in leading teams during the project phase and guiding team members and enabling knowledge sharing among the team
- Have extensive experience in Recruitment, People Development, Performance Appraisals, Career Counseling, Team Development
- Have **more than 8 years** of experience in managing Agile Project teams as **Agile Coach & Scrum Master**
- Have significant experience in defining and implementing **Dev Ops** workflow with right tools & processes
- **An effective trainer with distinct experience in training & coaching of 500 + Resources on Agile/Scrum**
- **Worked in Client facing roles for Coles (Australia), Dell, HSBC & Shell**
- **Awards - ACE(Accenture Celebrating Excellence) Individual Award winner for 2013/2014**
- **Awards - Avanade ORANGE Award winner for 2014-15 for the savings realized (~ 10 Million USDs) in Wesfarmers Coles Project**
- **Client Awards/Achievements : Received Team of the Year Award from Dell for the improvement resulted in increase in Global revenue by 15% (~14.5 million USDs)**

CERTIFICATIONS

- Agile – Certified Agile Coach ([ICP – ACC](#)) by IC Agile.
- Agile – Professional Scrum Master -1 (PSM-1) from Scrum.org
- Agile – Certified SAFe Agilist (SA) from ScaledAgileAcademy.com
- Agile – Avanade Certified Scrum Developer (ASD)
- Agile – Avanade Certified Scrum Project Manager (ASPM)
- Agile – Agile Professional Certification from Accenture
- Microsoft Certified Professional (MCP)
- Microsoft Certified Professional Developer Enterprise Applications (MCPD - EA)

Technical Skills

- Agile Framework – Scrum Methodology / Kanban
- Scaled Agile Framework (SAFe)
- Application LifeCycle Management (ALM)
- Asp.Net MVC 3.0, 4.0
- Entity Framework 5.0 / 6.0
- .NET Technologies (ASP.NET, C#, WCF, Visual Studio.NET 2010/2013)
- PEGA
- Power BI
- **Team Foundation Server 2010, 2013, 2017**
- **VSTS / Azure DevOps**

- Rally 2014
- Jira Agile 6.7
- HP Quality Center(ALM) 11.5
- Scripting (jQuery, VBScript, JScript)
- Microsoft SQL Server 2008 R2 & 2012
- Continuous Integration, Continuous Deployments & Automated builds
- Client Co-ordination

Professional Experience – Summary

Organization	Project/s	Role	Duration
ITC Infotech India Ltd.	Merck-NextERP/Sylvan Sync / Shell FPS	Agile Coach / Agile Proj. Mgr./ Scrum Master	30/06/2017 – Till Date
Accenture	HSBC-KYCS-NGT Workflow	Agile Coach/Scrum Master	25/02/2016 – 15/02/2017
Accenture	Dell-Global E-Com. Portal	Tech Manager/Scrum Master	10/05/2014 - 18/02/2016
Accenture	Wesfarmer/REBAR	Agile Developmen Manager	15/04/2012 - 30/04/2015
Accenture	UBS/FirstData/Heraplus	Offshore Project Lead	15/04/2008 - 30/03/2012
Accenture	Accenture Portal/Internal	Technical Team Lead	01/10/2003 - 30/03/2008
CGI	Multiple	Module Lead	10/01/2003 - 30/08/2003
Sabari IT Services	Multiple	Technial Developer	03/08/1998 - 31/12/2002

PROFESSIONAL EXPERIENCE-KEY ASSIGNMENTS

Employer Name : ITC Infotech India Ltd.

Project Name : Shell – OneFPS

Start Date : 19/12/2018 End Date: Till Date

Job Title : Scrum Master / Agile Coach

Responsibilities:

- Scrum Master / Agile Coash for 3 scrum teams of 20 resources.
- Coordinated the efforts of 20 FTEs at **Shell SBO** by managing the backlogs in **VSTS /Azure DevOps**, providing guidance and managing the deliverables.
- Define agile scrum process that encompasses the client methodologies, organize training & coaching various teams and drive implementation of Scrum / Kanban processes
- Involved in collaborating with Product Owner and understanding the stories in the product backlog
- Involved in Sprint planning sessions to identify the PBI and estimation of Effort (story points) for each PBIs picked along with team
- Commit the velocity agreed for each Sprint with Product Owner(s)
- Organize Daily Scrum meeting for the Development team(s)
- Identify impediments and drive them for closure
- Involved in collaboration with stakeholders in refining PBIs & EPICs and prioritize development and testing activities
- Organize Sprint Demo with Product Owner and Stakeholders to get feedback and identify the key points to create new PBIs as required
- Organize Sprint Review with Product Owner to get sign-off on the features/PBIs demonstrated in demo session
- Organize Sprint Retrospective meetings with Scrum teams to identify the bottlenecks and best practices to carry forward
- Provide Status reporting to client leads and other key stakeholders through customized **VSTS / Azure DevOps Dashboard** as on date/time.

Employer Name : ITC Infotech India Ltd.
Project Name : Sylvan Sync & ZICOS
Start Date : 03/01/2018 End Date: 14/12/2018
Job Title : Agile Project Manager

Responsibilities:

- Agile Project Manager for 3 scrum teams of 25 resources.
- Coordinated the efforts of 25 FTEs at **ITC Infotech** by managing the backlogs in **TFS 2017/VSTS**, providing guidance and managing the deliverables.
- Define agile scrum process that encompasses the client methodologies, organize training & coaching various teams and drive implementation of Scrum / Kanban processes
- Involved in collaborating with Product Owner and understanding the stories in the product backlog
- Involved in Sprint planning sessions to identify the stories and estimation of story points for each stories picked along with team
- Commit the velocity agreed for each Sprint with Product Owner(s)
- Organize Daily Scrum meeting for the Development team(s)
- Identify impediments and drive them for closure
- Involved in collaboration with stakeholders in refining PBIs & EPICs and prioritize development and testing activities
- Organize Sprint Demo with Product Owner and Stakeholders to get feedback and identify the key points to create new PBIs as required
- Organize Sprint Review with Product Owner to get sign-off on the features/stories demonstrated in demo session
- Organize Sprint Retrospective meetings with Scrum teams to identify the bottlenecks and best practices to carry forward
- Provide Status reporting to client leads and other key stakeholders through customized **TFS Dashboard /VSTS** reports on Daily, weekly & end of each sprint and release.

Employer Name : ITC Infotech India Ltd.
Project Name : Merck – NextERP UX
Start Date : 30/06/2017 End Date: 31/12/2017
Job Title : Agile Coach / Project Manager

Responsibilities:

- Agile Coach/Project Manager for 5 scrum teams of 36 resources.
- Coordinated the efforts of 36 FTEs at Client **Merck's** office by managing the backlogs in **JIRA Agile**, providing guidance and managing the deliverables.
- Define agile scrum process that encompasses the client methodologies, organize training & coaching various teams and drive implementation of Scrum / Kanban processes
- Involved in collaborating with Product Owner and understanding the stories in the product backlog
- Involved in Sprint planning sessions to identify the stories and estimation of story points for each stories picked along with team
- Commit the velocity agreed for each Sprint with Product Owner(s)
- Organize Daily Scrum meeting for the Development team(s)
- Identify impediments and drive them for closure
- Involved in collaboration with stakeholders in refining PBIs & EPICs and prioritize development and testing activities

- Organize Sprint Demo with Product Owner and Stakeholders to get feedback and identify the key points to create new PBIs as required
- Organize Sprint Review with Product Owner to get sign-off on the features/stories demonstrated in demo session
- Organize Sprint Retrospective meetings with Scrum teams to identify the bottlenecks and best practices to carry forward
- Provide Status reporting to client leads and other key stakeholders through customized **JIRA Dashboard** reports on Daily, weekly & end of each sprint and release.

Employer Name : Accenture

Project Name : HSBC - KYCS – NGT Workflow

Start Date : 25/02/2016 End Date: 15/02/2017

Job Title : Agile Coach / Scrum Master

Responsibilities:

- Scrum Master/Agile Coach for 3 scrum teams of 18 resources.
- Coordinated the efforts of 18 FTEs from Accenture at HSBC office by managing the backlogs in **JIRA Agile**, providing guidance and managing the deliverables.
- Define agile scrum process that encompasses the client methodologies, organize training & coaching various teams and drive implementation of Scrum/Kanban processes
- Involved in collaborating with Product Owner and understanding the stories in the product backlog
- Involved in Sprint planning sessions to identify the stories and estimation of story points for each stories picked along with team
- Confirm the velocity agreed for each Sprint with Product Owner(s)
- Organize Daily Scrum meeting for the Development team(s)
- Identify impediments and drive them for closure
- Involved in collaboration with stakeholders in refining PBIs & EPICs and prioritize development and testing activities
- Managed defects in **HP-Quality Center** tool and drive them for closure on time
- Organize Sprint Demo with Product Owner and Stakeholders to get feedback and identify the key points to create new PBIs as required
- Organize Sprint Review with Product Owner to get sign-off on the features/stories demonstrated in demo session
- Organize Sprint Retrospective meetings with Scrum teams to identify the bottlenecks and best practices to carry forward
- Provide Status reporting to client leads and other key stakeholders through customized **JIRA Dashboard** reports on Daily, weekly & end of each sprint and release.

Employer Name : Accenture

Project Name : DELL Global E- Commerce Portal

Start Date : 10/05/2015 End Date: 18/02/2016

Job Title : Technical Program Manager / Scrum Master

Responsibilities:

- TPM/SM for 2 agile teams of 14 resources.
- Coordinated the development efforts of 14 FTEs from DELL by managing the task plan in TFS 2013, providing guidance and managing the deliverables.
- Involved in collaborating with Product Owners and understanding the stories in the product backlog

- Involved in Sprint planning sessions to identify the stories and estimation of story points for each stories picked along with team
- Confirm the velocity agreed for each Sprint with Product Owner(s)
- Organize Daily Scrum meeting for the Development team(s)
- Identify impediments and drive them for closure
- Involved in collaboration with stakeholders in refining PBIs & EPICs and prioritize development and testing activities
- Managed defects in TFS2013 tool and drive them for closure on time
- Organize Sprint Review with Product Owner and Stakeholders and identify the key points to create new PBIs as required
- Organize Sprint Retrospective meetings with Scrum teams to identify the bottlenecks and best practices to carry forward
- Provide Status reporting to Directors of Ecommerce and Client Sales portfolio and other key stakeholders on weekly & end of each sprint and release.

Employer Name : Accenture

Project Name : Wesfarmers - COLES ROVER

Start Date : 17/09/2014 End Date: 30/04/2015

Job Title : Offshore Agile Development Manager

Responsibilities:

- Offshore Development Manager for a team of 16 resources.
- Coordinated the development efforts of 16 from IDC by managing the task plan in Rally, providing guidance and managing the deliverables from IDC.
- Involved in collaborating with Product Owners and understanding the stories in the product backlog
- Involved in Sprint planning sessions to identify the stories and estimation of story points for each stories picked along with team
- Confirm the velocity agreed for each Sprint with Product Owner(s)
- Organize Daily Scrum meeting for the Development team(s)
- Identify impediments and drive them for closure
- Involved in collaboration with stakeholders in refining PBIs & EPICs and prioritize development and testing activities
- Managed defects in HP Quality Center tool and drive them for closure on time
- Organize Sprint Review with Product Owner and Stakeholders and identify the key points to create new PBIs as required
- Organize Sprint Retrospective meetings with Scrum teams to identify the bottlenecks and best practices to carry forward
- Provide Status reporting to senior management/leadership and other key stakeholders

Employer Name : Accenture

Project Name : REBAR & TFS and Inner Source

Start Date : 15/04/2012 End Date: 15/09/2014

Job Title : Agile Development Manager

Responsibilities:

- Offshore Development Manager for a team of 15 resources.
- Coordinated the development efforts of 15 resources from 4 delivery locations by managing the work plan in TFS 2013, providing guidance and managing the deliverables from IDC.

	<ul style="list-style-type: none"> Involved in collaborating with Product Owners and understanding the stories in the product backlog Involved in Sprint planning sessions to identify the stories and estimation of story points for each stories picked along with team Confirm the velocity agreed for each Sprint with Product Owner(s) Organize Daily Scrum meeting for the Development team(s) Identify impediments and drive them for closure Involved in collaboration with stakeholders in refining PBIs & EPICs and prioritize development and testing activities Managed defects in TFS2013 tool and drive them for closure on time Organize Sprint Review with Product Owner and Stakeholders and identify the key points to create new PBIs as required Organize Sprint Retrospective meetings with Scrum teams to identify the bottlenecks and best practices to carry forward Provide Status reporting to senior management/leadership and other key stakeholders <p>Employer Name : Accenture Project Name : First Data Corp(Merchant) Start Date : 15/04/2008 End Date: 28/02/2009 Job Title : Offshore Operations Lead</p> <p><u>Responsibilities:</u></p> <ul style="list-style-type: none"> Offshore lead for functional & technical KT in ePass group of applications, Provided reverse KT to the offshore team for all the application in ePass group, Ticket assignment to team members, Providing technical/functional tips to the team to work on the tickets, Tracking tickets to ensure closure within agreed SLA timelines, Preparing weekly SLA reports to present it to leadership team SME for AppScan tool for merchant team Process anchor for Accenture Delivery Tools Security Administration and Operations Management POC for Mogul Merchant tower
EDUCATION	<ul style="list-style-type: none"> Madurai Kamaraj University, Bachelor of Engineering IGNOU, Master of Business Administration
Reference	<ul style="list-style-type: none"> Can be provided on Request
Communication Address	<p>Flat #211, SLV Crystal Apartment, Begur Koppa Road, Yelenahalli, Bangalore – 560068.</p>