**Shyam Kumar** (**CSM, ISTQB, OCAJP, AWS**) [**autoengineer2006@gmail.com**](mailto:autoengineer2006@gmail.com)

**+91-7709690761**

**PROFESSIONAL SUMMARY**

* Professional with 12+ years of experience in diversified areas, namely Project & Delivery Management, Program management, Test Management and Service Delivery Management.
* 6+ years of experience working in agile delivery model out of which 4+ years as a Scrum Master, leading multiple scrums parallels.
* Project Manager with strong communication, analytical, interpersonal, problem solving skills

**ACHIEVEMENTS**

* Implemented disciplined Agile (Scrum and Kanban) and waterfall Delivery model for onsite-offshore delivery.
* Executed and delivered projects/programs in various domains like BFSI, Payment Gateway, SFDC, Siebel CRM, Risk Management, Telecom, Pharmaceuticals Healthcare, E-commerce, and Mobility, using cloud technologies like Perfecto, Jenkins using management tools like JIRA, Confluence, Bit Bucket, ALM, MS Project.
* Executed multiple projects in the areas like Automation testing using (TDD and BDD approach), UI development, functional testing, Dashboard reporting, Database migration and Support projects.
* Actively participated in Audits such as ISO9001, ISO27001
* Benefits:
* 60% Time to market reduction by introducing automation for testing.
* 50% Time saving of team in updating status by automated data entry.
* 30% Cost saving by cross skilling the team.
* 4x Team increase and 200% revenue growth in the account.
* 3% attrition in the in team in last 5 years.
* Managed overall operations for executing and spearheading various projects involving scoping, initiating, planning, resource mobilization, within cost, margins, time parameters and ensuring adherence to set quality standards.
* Managing large teams both under direct functional control as well as in matrixed environment and leading cross-functional teams within employer organization.
* Successfully transitioned end-to-end projects which includes Development, Functional & Automation testing, and support projects.

**ACADEMICS**

* **Master of Computer Application** from UPTU Uttar Pradesh in year 2006

**CERTIFICATION**

* **CSM (Certified Scrum Master)**
* **ISTQB Foundation**
* **OCAJP (Oracle Certification Association Java Program)**
* **AWS (Amazon Web Services Associate)**

**CORE COMPETENCIES:**

Scrum Master Test Management People Management Stakeholder Management Change Management Risk Management Process Improvements Project Delivery Management,

CI/CD Implementation Mentorship Team Development Service Delivery Management, Team Leadership Collaboration Agile Waterfall

**Tools** **and Technologies:**

JIRA, Confluence, Azure Board, Bit Bucket, ALM, MS Project, Selenium, Appium, QAF, Jenkins, SQL, MS SQL, PL/SQL, Windows, Linux & Unix, iOS, Android, Core Java, XML-Queries, Oracle, Python, ASW, MS-Access

**EMPLOYMENT HISTORY**

* Working as a **Technical Project Manager Scrum Master** in Dreamztech Solution from 15th April 2019 to 31st Dec 2019.
* Worked as **Sr. Technical Lead** Scrum Master in Infostretch Corporation India Pvt ltd. from 03rd Feb 2016 to 20th Mar 2019.
* Worked as **SFDC Consultant** engineer in Red Hat Pvt ltd. from 13th Oct 2014 to 30th Sep 2015.
* Worked as a Lead engineer in Defiance Technologies Pvt Ltd Chennai from 24th Feb 2014 to 02nd July 2014.
* Worked as an SSE HP Global soft Pvt Ltd from 15th May 2013 to 17th Oct 2013.
* Worked as an SSE in IBM India Pvt. Ltd. 19th Jan 2011 to 23rd Nov 2012.
* Worked as SE in RR solution (Non-IT) Pvt. Ltd. 1st Apr 2010 to 31st Dec 2010.
* Worked as a Software Tester in Birla Soft Ltd, Noida from 1st Dec 2006 to 31st March 2010.

**PROFESSIONAL EXPERIENCE**

**Dreamztech Solutions Pvt. Ltd.**

**Client: First Tennessee Bank Role: Project Manager/Scrum Master**

**Team Size:** 22  **Period:** Apr’19 – Dec’2019

**Responsibilities:**

* Proficient in Scrum Practices like User Story Writing, BDD, CI-CD, Automated Testing etc
* Continuously coaching, training, assisting Agile Teams, Product Owners, Program and Project Managers to deliver Software Projects by removing impediments,
* fostering team self-management and reinforcing Agile Project Management and Engineering Practices
* Experienced in Agile Lifecycle Management Tools like JIRA, Azure DevOps, Confluence and Agile Central Rally
* A track record of rapidly identifying core issues, areas of improvements and solutions that increase the effectiveness and efficiency of development
* processes spanning the entire SDLC
* Possess an integrated set of competencies that encompass areas related to Agile Transformation, Scrum Adoption, and Test Management & Execution.
* Expertise in Feature delivery for Mobile apps in Client facing environments in India and US.
* Experience of both onshore, offshore work culture
* Expertise in SIT, UAT Upgrade, Exploratory & Native Mobile Application testing, API testing using Postman, Swagger UI
* Excellent Interpersonal & Communication Skills with clients
* Automation using JavaScript
* Managing Automation project for automation of manual scripts using Selenium, Java for web
* Implemented disciplined delivery model to ensure smooth deliveries
* Analysis, Estimation, prioritize, plan, track and coordinating, reporting project activities
* Analysis of project progress and ensuring in-time resolutions of Impediments.
* Effective Risk Management and communication and coordination with various stakeholders to ensure deliveries at optimum pace

**Tools:** Selenium, Java, MS Dynamics, Microsoft Project Plan, Azure

**Infostretch Corporation Pvt. Ltd.**

**Client:** 3rd Largest US Bank **Role:** Program Manager/ Scrum Master

**Team Size:** 40  **Period:** Feb’16 – Mar’19

**Responsibilities:**

* Managing Automation Factory project for automation of manual scripts using Selenium, Perfecto for web and multiple mobile OS and versions
* Implemented disciplined delivery model to ensure smooth parallel deliveries for multiple LOBs
* Analysis, Estimation, prioritize, plan, track and coordinating, reporting project activities
* Analysis of project progress and ensuring in-time resolutions of Impediments.
* Effective Risk Management and communication and coordination with various stakeholders to ensure deliveries at optimum pace
* Set-up program level scrum/Kanban delivery models and Scrum Master for multiple scrums
* Leading initiatives for cross skilling of resources and Provide support to Practice.

**Tools:** QAF, Selenium, Appium, Java, Jenkins, Jira, iOS, Android, Perfecto

**RedHat India Pvt. Ltd. (Contract)**

**Client:** US Based CRM  **Role: SFDC Consultant**/ Scrum Master

**Team Size:** 10  **Period:** Oct’14 – Sep’15

**Responsibilities:**

* Managing Front-End UI product Development using Angular, Testing, Test Automation to support execution of scripts on multiple platforms like Android, iOS, and web
* Implementation of disciplined Agile delivery and ensured successful Sprint deliveries of product
* As a Scrum Master Facilitated Agile ceremony (grooming, sprint planning, demos, reviews, retrospectives), helping the team to make commitments through adequate stories sizing and tasking.
* Analyzing burn down charts and Velocity of scrums and publish timely MIS reports for internal and external stakeholders. Ensuring timely resolutions of Impediments and leading POC activities
* Defining automation framework and Development and review of scripts
* Overall Project Management including billing & invoicing

**Tools:** SFDC, Siebel 8.0, Data Setup, R12, Oracle 11i, EBS, Rally, KANBON, Agile

**Defiance Technologies Pvt. Ltd.**

**Client** US RPX bank  **Role:** Scrum Master / Lead Test Engineer

**Team Size:** 14 - 20 **Period:** Feb’14 – Jul’14

**Responsibilities:**

* Managing Manual and Automation Testing of mobile application, DB migration and Dashboard reporting using Tableau.
* Implementation of disciplined Agile and ensured successful Sprint deliveries of product
* As Scrum Master facilitated Agile ceremony (grooming, sprint planning, demos, retrospectives)
* Analyzing burn down charts and Velocity of scrums and publish timely reports for internal and external stakeholders. Ensuring timely resolutions of Impediments and leading POC activities
* Overall Project Management including billing & invoicing
* Training to the team and ensuring Compliance with US and Canada health regulatory

**Tools:** Siebel, Data Setup, MDCP, SQL Server, JIRA and Bugzilla Advanced Version, Test link

**HP Global soft Pvt. Ltd. (Contract)**

**Client:** HYPERSCALE (Billing Project) USA **Role: Sr. Software Engineer**

**Team Size:** 8 **Period:** May’13 – Oct’13

**Responsibilities:**

* Implementation of disciplined delivery model for already delayed project to ensure smooth deliveries in multiple iterations and at regular intervals.
* Analysis, Estimation, planning, prioritizing, tracking, and coordinating project activities and reporting and timely resolution of roadblocks.
* Effective Risk management stakeholder and communication management to ensure successful project delivery
* Leading initiatives for cross skilling of resources and provide support to Practice.

**IBM India Pvt. Ltd. (Contract)**

**Client:** Vodafone Spain  **Role: Senior Software Engineer**

**Team Size:** 25 **Period:** Jul’11 – Nov’12

**Responsibilities:**

* Ensuring successful completion of project transition to Operations
* Ensure timely reporting to internal and external stakeholders
* Participating to customer farming in providing support the quotation for the operations
* Seibel 7.8, Oracle 10g, SQL Server, QC10.0

**Client:** AT&T  **Role:** Test Engineer

**Team Size:** 30 **Period:** Oct’11 – Jun’13

* Testing and second/ Third line support for the software product which interacts with telephone exchange. Independently handled and coordinated multiple work packages
* Requirement Analysis, writing test cases, executing, reporting bugs and tracking.
* Transition of project from incumbent vendor and run AT&T's the My ATT testing activities from offshore. The testing involves both manual and automation testing (QTP).
* Implementation of disciplined Agile delivery for team and ensure successful Sprint deliveries
* Estimation, planning, prioritization of QA activities
* Analyzing burn down, burn up charts and Velocity of scrums and publish timely reports.
* Effective coordination with various stakeholders and resolutions of Impediments for successful delivery of the project.
* Leading POC activities and ensuring value-adds are provided regularly
* Ensuring compliance and timely Invoicing.

**Tools:** Java, SQL, UNIX, QC, SOAPUI, QTP, Oracle, STIM.

**RR Solutions Kanpur**

**Client:** IIT Kanpur  **Role:** Test Engineer

**Team Size:** 4 **Period:** Apr’10 – Dec’10

**Responsibilities:**

* Transition of project from incumbent vendor and run AT&T's the My ATT testing activities from offshore. The testing involves both manual and automation testing (QTP).
* Implementation of disciplined Agile delivery for team and ensure successful Sprint deliveries
* Estimation, planning, prioritization of QA activities
* Analyzing burn down, burn up charts and Velocity of scrums and publish timely reports.
* Effective coordination with various stakeholders and resolutions of Impediments for successful delivery of the project.
* **Tools:** SQL, UNIX, QC, Win Runner, XT42, Oracle

**Birlasoft India Pvt. Ltd. (Contract)**

**Client:** CBEC Central Board Excise & Custom  **Role:** Consultant

**Team Size:** 40 **Period:** Dec’06 – Mar’10

**Responsibilities:**

* Estimation, planning, prioritization of QA activities
* Effective coordination with various stakeholders and resolutions of Impediments for successful delivery of the project.
* Testing independently handled and coordinated multiple work packages
* Requirement Analysis, writing test cases, executing, reporting bugs and tracking.
* **Tools:** SQL, UNIX, QC, Oracle11g

**PERSONAL INFORMATION –**

* Date of Birth: 10/11/1981
* Languages Known: Hindi, English
* Passport: H 3107274, Z4892156
* Marital Status Married

Place

Pune Shyam Kumar