**Professional Summary:**

* 9+ years of professional experience in Financial domain as a Scrum Master and Project Manager.
* Expertise encompasses Coaching and guiding Scrum teams, and analyzing Sprint Burn Up and Burndown Charts. Proven time management skills and leadership capabilities.
* Communicated effectively with clients and internal team about the project launches, schedules and requirements.
* Experienced in working within traditional and agile Software Development Life Cycle (SDLC) methodologies. Delivered technology projects in Waterfall (traditional), Waterfall - Scrum (hybrid) and Scrum (agile) environments, SAFe Framework.
* Coached teams and programs on SAFe, Agile, Lean, Kanban and Scrum methodologies.
* Conducted heuristic team- and program-level proficiency and readiness assessments to identify coaching opportunities.
* Conducted Agile ceremonies like Sprint Planning, Sprint Execution and Daily Stand up Meeting, Sprint Review and the Sprint Retrospective with PO and the team.
* Experienced in leading and coaching multiple scrum teams to achieve project milestones.
* Coached multiple teams to apply scrum methods and train them to be self-organizing through meaningful use of Agile concepts like Product Backlog Refinement, User Story Value Mapping, Sprint Planning, Sprint Demo, Sprint Retrospectives, Scrum of Scrums and daily stand-ups.
* Assisted Program managers in budgeting, tracking & coordinating development team for project success.
* Worked closely with Business Users, Product Owners, Project Managers, Technical teams, Solution Architects, Quality Assurance, Deployment, Maintenance team, DevOps team and Scrum teams through all phases of SDLC.
* Worked with Subject Matter Experts (SMEs) to understand Key Performance Indicators (KPIs), and Service Level Agreements (SLAs) to improve performance through use of Web services.
* Proficient in documentation for business & technical complexity Request for Proposal (RFP), Statement of Work (SOW), Project Initiation Document (PID).
* Experience in creating interactive, analytical Business Intelligence (BI) dashboards using Tableau and Excel. Proficient in SQL queries like Joins, Subqueries, and Aggregate functions to ensure Integrity between DB and UI.
* Experience in writing SQL queries using SQL Server Management Studio to validate data integrity after Extract, Transform, and Load (ETL) processes in Enterprise Data Warehouse (EDW). Knowledge of Informatica PowerCenter - Data Quality. Exposure to other functionalities like metadata reporting, advanced transformations, & partitioning.

**KEY COMPETENCIES:**

* Project Management
* Enterprise Mobility
* Continues integration, Continues delivery
* Incident, Problem, Change\Release management
* Agile – Scrum, Kanban and SAFe
* Relationship Management
* ITIL \ ITSM
* IT Security, PCI-DSS, Risk and Issue Management
* Agile Project Management
* IT Service Planning & Management
* Test Automation

**Role: Scrum Master/Project Manager**

**Discover Financial Services June 2017 – Present**

**Responsibilities:**

* Enabled improvement in team delivery commitments and capacity planning for sprints by identifying & tracking hidden tasks that increased customer satisfaction.
* Facilitated all scrum ceremonies for the Confidential Utilize Business Intelligence project while maintaining current, up-to-date status of events and team member activities in Rally/Jira (an Agile application lifecycle management tool).
* Facilitated scrum ceremonies such as grooming, sprint planning, retrospectives, daily stand-ups, and other scrum rituals and Agile coaching and mentoring multiple scrum masters.
* Agile Coaching in Empowering teams to self-organize and grow cross-functionality and be scalable.
* Protected team from over-commitment, managed backlog, prioritized resolution of defects/bugs, and met goal of addressing and resolving issues within 24 hours.
* Tracked and communicated team velocity and sprint/release progress in meetings as part of a corporate Scaled Agile Framework (Safe).
* Maintain critical SAFe and Agile metrics to help Enterprise and Program gauge progress and velocity.
* Conduct two Daily Stand Ups and facilitate daily communication within the teams.
* Conduct two Sprint Planning, Reviews and Retrospectives. Facilitate two Backlog Grooming sessions.
* Assist Product Owners on how to perform in an agile environment.
* Coached a Product Owner on how to create stories that meet requirements, including acceptance criteria so there was no need to decompose stories during Grooming.
* Coached a Product Owner in maximizing return on investment and getting the major feature epics delivered for the releases.
* Manage day-to-day operational aspects of the project.
* Identified and **mapped stakeholders** to **RACI**(Responsible, Accountable, Consulted, and Informed) **matrix** to ensure smoother change process and to clarify roles and responsibilities in the cross-functional project environment.
* Interacted with **Business Analysts, Product Owner, Development team**and other stakeholders to define the **scope**and set the expectations. **Facilitated**and **time-boxed Scrum ceremonies**such as **Sprint planning, daily scrum, Sprint review, Sprint retrospective and backlog refinement meeting.**
* Assisted the **Product owner**in decomposing the **Epics**into **User Stories**and maintain the **Product Backlog.**
* Worked in **SAFe Framework**on **Team level and Program level.** Highly involved in **PI planning, PI demo, System Demo, Innovation and Planning Sprint and Scrum of Scrum Meetings**conducted by the RTE.
* Made sure all the necessary information, metrics, data, logistics, dependency charts are available for the **SAFe PI**Planning meeting.
* Ensured **coordination**between **product owners, analysts, developers and QA.**
* **Tracked stories**using **JIRA software**and maintained the entire project related **documents and decisions in Confluence**and collaborated with the **Traders** and the technical team. Created widgets on dashboard to help the **scrum team**view progress. Reported **sprint progress, metrics like Burndown, Burn up, and velocity**to the upper management and the team.
* Exceptional understanding and skill in **Prioritizing Techniques** such as Moscow, Kano, Business Value, and Technology Risk; **Estimation Techniques** such as Planning Poker, T-shirt Sizing, and Relative Mass valuation.
* Organized **Scrum Workshops** to educate the team about **Scrum concepts**. Also, conducted **User Story Writing** Workshops for the stakeholders to train them in story writing.
* Used **Kanban** board to simplify the workflow of **sprint tasks** and encourage **self-organization** in the team.

**Role: Scrum Master/Project Manager**

**JP Morgan Chase June 2016 – May 2017**

**Responsibilities:**

* Worked as a liaison between IT and the business units.
* Managed projects thorough all the phases from initiation, planning, executing, monitoring and controlling, and closing.
* Worked with enterprise sponsors and stakeholders to initiate and manage several medium and large projects.
* Created project plan baseline by analyzing current documents and set up benchmarks on achieving deliverable.
* Developed comprehensive communication plan and oversaw transition to support to ensure a seamless deployment.
* Directly responsible for the recruiting, management, and career development of project staff.
* Manage a team of developers, QA Analysts, Business Analysts as well as contract workers and an administrative group.
* Coordinated, approved, and tracked all project related expenses including hours, materials and services.
* Provide project leadership to employees including budget control, production timetables, status reporting, client/project team coordination, risk analysis and quality assurance.
* Analyzed project risks, developed risk management plan and mitigated subsequent issues.
* Continually seek opportunities to increase customer satisfaction and deepen client relationships.
* Worked closely with internal and external customers to develop software solutions using Agile methodologies, and oversee the design, development, and testing, and troubleshooting of applications.
* Worked with product owners as a Scrum Master in agile methodology for the Software as a Service offering during development phases.
* Coordinated across all departments and disciplines to ensure timely and quality product and service deliverables to the project.
* Standardized policy and process documents related to Software Development Life Cycle SDLC project management.
* Worked with developing and executing project and software development frameworks in Java, .NET and Oracle platforms.
* Coordinated development of training courses and materials.

**Role: Scrum Master**

**American Express June 2014 – June 2016**

**Responsibilities:**

* Actively facilitated in Agile team activities like sprint planning, grooming, daily stand up, demos and retrospective meetings.
* Reporting to Stakeholders, running strategic project for the division using Scrum and Agile methodology for implementation.
* Managing project scope and schedule, budgets, quality, risks, issues and change requests.
* Ensuring project processes are followed; projects and their phases closed with reviews and summarization, incorporating feedback and lessons learnt to enhance effectiveness in future sprints/phases.
* Reviewing Business Requirement Documents to ensure alignment with business and stakeholder needs; manage client groups, project and technical teams for project success.
* Collaborating with multiple vendor teams (JAD) in project planning, capacity planning and allocation of resources as per business priorities in resource constrained environment and tight deadlines.
* Handled Product Vision, Product Backlog, Road Map, Sprint Planning and Release Planning.
* Managing 2 distributed scrum teams’ size 10+ at different locations in US and India.
* Managed delivery of technical components from offshore and integrating code into Client environments, thus providing a working environment of business functionality for Fund Portal.
* Software Delivery responsibility for multiple phases of the project: On time, On Budget, On Specifications.
* Managing application delivery adhering to industry best practices for various phases of SDLC and Agile methodology.
* Liaise with key stakeholders for developing solutions and acceptance criteria, present prototypes, prioritize issues, seek feedback and report project status.
* Ensure that IT Systems and Services are aligned with business and stakeholder needs. Train User groups; prepare materials, user guides/manuals.
* Build and plan technological capability within the team to serve needs as per business requirements.

**Role: Sr Business Analyst**

**Citibank April 2011 – May 2014**

**Responsibilities:**

* Initiate analysis of the requirements and provide an estimate of the project.
* Involved in the analysis and changes of the Fiserv scripts to cater to the business requirements.
* Analyze and solve complex call tickets raised by the business users, which involves expertise in the Loan SERV system.
* Design, code and test enhancements as a part of product customization, which involves the knowledge of the technologies mentioned below.
* Developed crucial functional requirement specifications, creating detailed use cases and process flow diagrams to support functional specifications.
* Conducted meticulous GAP analysis while successfully reengineering key business processes to increase operational efficiency and alignment of business unit objectives.
* Facilitated Daily Scrum Meetings and Monthly Reviews meetings. Conducted sprint retrospective and followed up on action items for continuous improvement.
* Prepared extensive cost - benefit analysis to support system and process changes.
* Meticulously analyzed complex data, staffing plans and variances to recommend solutions to improve revenue per call and customer satisfaction/retention.
* Data formatting was done using various COBOL programs, Easytrieve and QuickJobs.
* Developed NDM process to send the reports from mainframe to various outside systems like UNIX, Windows etc

**Certifications**

PSM Professional Scrum Master

ITIL Foundation (EXIN) Certificate IT Service Management

**Education**

Bachelor of Science (Computer Science)