**Vasanta Malika Lingam**

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**Objective:**

Experienced Process analyst with a Proven track record of delivering high-quality software, on-time and within budget seeks a position with a top technology firm.

**Summary:**

* + An IT professional with cross functional experience in the Scrum and Agile Methodology, CMMI, Quality Management System(QMS),Testing ,Project management and Tableau having 9 years extensive experience in Process consultant/Scrum Master Role leading the teams with all agile ceremonies.
  + Currently associated with Napier Healthcare solutions private limited as Sr.Quality Analyst (Scrum Master/Agile coach).
  + Responsible for leading two Major Products as Scrum master/Agile coach.
  + Involved in External audits of ISO 9001:2015, ISO 9001:13485, ISO 9001:27018 and CMMI External Audit as ATM, Change Management, Failure Analyses and Corrective Actions.
  + Thorough understanding of the SDLC with experience in development of software products from Requirement Analysis and Documentation.

**Skills**

* + Agile Project management (Scrum and Kanban)
  + Project management tools ( Rally and Jira)
  + Quality Assurance (Process Areas and Audit)
  + Internal SOX Auditing ( non-compliance for documentation in Organization)
  + Technical documentation related to Process.
  + Project Management Tools: MS Office ( Word, Excel, PowerPoint ),Visio
  + SAP testing ( QM Module)

**Work History**

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| --- | --- | --- |
| Designation | Duration | Organization |
| Sr.Quality analyst ( Scrum Master /Agile Coach ) | Dec 2019 – Present | Napier Healthcare solutions Pvt.ltd |
| Scrum Master -1 | June 2015-Nov2019 | Optum global Solutions ( A United health group company) |
| Business Process analyst | April 2013-June 2015 | Optum global Solutions ( A United health group company) |
| Business Control Process Specialist | Dec 2011-April 2013 | United Health Group Services. |
| Intern as Project Trainee | May 2011-NOV 2011 | Research Centre Imarat (India) |

**In detail Work history:**

Sr.Quality Analyst

Employer: Napier HealthCare Solutions private limited.

Duration: Dec 2019 till Date

Work Details: Scrum Master /Agile Coach

* Lead for two major Products HIS (Hospital information systems) and iLTC (Intermediate long term care) products.
* Responsible for working with product owners for the requirements received from the clients and create the User stories for the respective teams and also analyze the user stories for getting output for the minimum viable product.
* Facilitate all scrum ceremonies such as daily stand-ups, grooming sessions, retrospectives and planning sessions and SCRUM Team Collaboration Calls with Onshore teams.
* Track and effectively communicate the productivity of the teams to the product managers and also have the monthly meetings regarding the improvement of the products such as HIS, iLTC and RPM.
* Work on the GA Deliverables with the teams to ensure all the required documents are released and also provide the sign off process for the final release to the clients.
* Active team member of the Audit team and successfully completed the External Audits for ISO 9001: 13485 and ISO 9001:27018.
* Provide the metrics analysis on the monthly meetings and analyze to improve the quality and productivity of the teams.
* Engineering practices performed : Release backlog ,Sprint execution ,Release backlog usage ,Regression testing ,

QA Metrics Analyst

Employer: United health Group

Duration: Dec 2011 to June 2015

**Scrum Master (Business Process Analyst )**

**June 2015 till Nov 2019**

* + Facilitate all scrum ceremonies such as daily stand-ups, grooming sessions, retrospectives and planning sessions and SCRUM Team Collaboration Calls with On-Site/Off-Shore team.
  + Tracked and effectively communicated team Velocity and Sprint/Release progress to all affected teams and management.
  + Engaged with other scrum master to increase the effectiveness of the application of scrum in the organization.
  + Built Relationship with the product owner and other stake holders to facilitate team’s interaction with them.
  + Work with product owners, and directors to ensure the product backlogs are in good standings and the team is always on track with current initiatives.
  + Facilitated agile adoption Retrospective for the organization with the leadership and guided teams with outcome resulting in enhanced performance.
  + Coached new SM and trained global teams, which resulted in early delivery of project and reduced process waste caused by lack of common understanding.
  + Removed impediments and protected team members from interruptions and distractions to maximize productivity. Encouraged and implemented process improvements. Created team-building opportunities.

**QA Metrics Analyst**

**Employer: United health Group**

**Duration: Dec 2011 to June 2015**

* + As QA ,lead and improvement to all the projects by incorporating all the agile processes and the standards of organization
  + Prepared and Presented Metrics to the senior management with a dashboard using **Tableau.**
  + Created Tableau dashboards using bar graphs, scattered plots, Gantt charts using show me functionality and preparing ad-hoc reports for management to decide critical business decisions that will improve the efficiency of the company.
  + Helped team to track the agile metrics or individuals to clarify goals and actions to achieve them.
  + QA software testing experience with a proven record for achieving successful results at various levels of Quality Assurance while meeting project deadlines.
  + Worked on SDLC phases Waterfall Projects with CMMI V1.3, ITIL and also on agile projects and methodology.
  + Created Peak load Reports during the release or production week to know the status of the applications for Sox auditing which are in **RYG status** for the approval to deploy the change tickets.
  + Performed SOX Audits and Metric Report generating.
  + Hands on experience in Metrics and Analysis, DAR, Risk Management.
  + Perform a Gap Analysis by reviewing existing process flows, standard operating procedures and policies.
  + Audit Process Compliance against the processes defined at Enterprise Level and provides Compliance results.
  + SQA Metrics and report generating.

a. SOCR Metrics

b. Metric Generation Report

* + Identifying and analyzing client’s requirements by maintaining active & comprehensive conversation.
  + QMS refinement process, Prepared SEPG presentations and conducted trainings on various Software SDLC models and American Healthcare Management.

**Certifications:**

* + PSM-1
  + SaFe Agile
  + CSM
  + PMP
  + CSQA
  + AHM-250
  + Lead Auditor certified for ISO 9001:27018,9001:13485

**Additional Information:**

**Relationship and Team Management:**

* + Meeting deadlines without compromising quality norms and adhering to SLA.
  + Achieving customer satisfaction by ensuring service quality norms and building the brand image by exceeding customer expectations.
  + Motivating team members with involvement and guidance in work pressure, stress management and other work environment issues.
  + Coached team members on agile processes and facilitated planning meetings and retrospectives. Maintained task board and produced daily burndown charts.

**Training's Provided:**

* + Provided Induction training to Fresher’s on awareness of **Quality and QMS** standards in organization.
  + Provided training on **agile implementation and ceremonies** for technology people and was a part of Learning and development training team.
  + Provided training's on many process areas to the multiple project teams to make them aware of making the improvements in their projects and making the projects deploy successfully.
  + Trained people on Key Metrics and MBO’s of organization and making them aware of capturing the metrics and their improvements.

**Achievements and Recognition:**

* + Received Star of the award multiple times in Delivery excellence in both OGS and Napier HealthCare solutions.
  + Received Sustaining Edge award twice in 2016 for improving the metrics in global teams.
  + Received best trainer in the year 2017 for Process areas to the teams in Hyderabad.
  + Received Client appreciations for best performance delivered in Napier healthcare solutions.

**Extra Activities:**

* + Volunteer for extra general activities for Ascendaz IT park events.
  + Active Member of CSR and UFL (United fun league) in Organization.
  + Conducted Quality awareness program STRIVE in organization.
  + Volunteered for Bright Idea implementation across all the locations in India.

**Declaration:**

I hereby declare that the information given above is true to the best of my knowledge.

(Vasanta Malika Lingam)