

**Mangaleswari Chellamuthu**

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**Summary:**

* 10+ years of experience in IT industry as a professional business consultant representing my organization for engaging multiple clients concurrently.
* **Certified Scrum Master & Agile Enthusiast** with 5 years of experience in facilitating complex/critical projects by fostering a team mentality, providing clear business communication, and maintaining team focus to ensure the most favorable outcomes
* **Detail oriented Product Owner** with experience in deliveringproducts and services aiming at ‘low-risk and high value’ delivery model exhibiting servant leadership skills and effective communication between business and technical teams.
* Extensive experience in software development projects across various domains like **Timeshare, Hospitality (Resorts), Gaming, Healthcare, Staffing, Retail and Financial services.**
* Demonstrated ability to guide and practice core Scrum Values and align with Agile Principles for small teams. Motivate team members on cross functional skills and deliver products with a goal of **Customer Satisfaction**.
* Facilitate Scrum Ceremonies not limited to **Grooming, Sprint planning, Sprint Review and Sprint retrospective.**
* Acted as a Change Agent in my current organization to have the team transition from their traditional practices to wisely choose Scrum or Kanban framework for their solution needs.
* Good understanding of the concepts in cloud computing like **Dockers, Kubernetes, CI/CD** and managed teams that work on cloud hosting of our product in Azure and GCP**.**
* Drive **the execution of all phases of the product lifecycle** from a highly technical, platform-centric perspective by maintaining the product backlog, prioritization of PBI, create user stories and Sequence diagrams for substantiating the same.
* Understand the product vision and make it a business success through innovation, persuasion, and leadership. Collaborate with cross functional agile teams to design, prototype and build new product offerings and enhance existing products and tools.
* Work in coherence with stakeholders across all levels of the organization to drive / implement critical engineering initiatives
* 5 years of in-depth hands on experience in projects involving technologies like **Data migration,** Middle tier, ETL, EDW, payment processing and POS. Good understanding of data services and API-based product offerings built on monolithic and **microservice architecture**.

**Education/ Certification:**

* Executive MBA in Human Resource Management, Institute for Technology and Management., Chennai, India
* Bachelor of Technology (EEE), SASTRA University, Thanjavur, India
* **Certified Scrum Master Scrum Alliance**
* **Certified SMC Scrumstudy – Accreditation Body for Scrum and Agile**
* **Certified Lean Six Sigma Green Belt PMI**
* ISTQB Certified Software QA

**Technical Skills:**

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| **SDLC Frameworks** | Waterfall, Scrum, Scrumban and Kanban |
| **Tools** | Selenium Web driver, Foglight, Yslow, Gitlab, Postman, Swagger, Tableau, Browserstack, Figma UI design and Creately |
| **PM and Defect tracking** | JIRA, HP ALM, Footprints, Redmine and Trello. |
| **Scripting languages** | Python, Shell Scripting and SQL |
| **RDBMS** | DB2, MySQL, Oracle 12C |

**Professional Experience:**

**Oct 2016 – Present**

**Employer: Vertisystem, Las Vegas NV**

**Product Owner**

* Served as client’s primary point of contact for up to three concurrent client engagements
* Prepare application architecture diagrams, business flow diagrams and present to the team for to improve their understanding in a holistic perspective towards hospitality and Gaming domains
* Work closely with business stakeholders and gather requirements. Understand and stay in line with the vision of the product.
* Translated feature requests/improvements into business and functional requirements that the development team can use during build. Worked closely with UX designers for representing the ideas in to wireframes and prototypes.
* Express excellent communication skills to effectively interact and influence at various levels of the organization
* **Collaborate with business and engineering team** to define products and implement innovative solutions
* Define MVP (Minimum Viable Product) and prepare release plan and road map for building the same. Define the acceptance criteria for every user story in the release and go over with the team during **the grooming and planning sessions.**
* Prepared and developed training resources on Agile principles, guidelines for estimating techniques in agile framework for the team and their transformation.
* Prepared Business requirement documentation for the products and got it approved by stakeholders.
* Create Epics and maintain the story board, prioritizing the backlog items towards building the Minimum viable product.
* Developed **Use case diagrams, sequence diagrams** attaching to User Stories to help team understand the requirements.
* Experience working with remote, geographically distributed teams, and senior leaders. Responsible for resource planning and reporting **weekly status report dashboard** for the projects to the Business development manager and other stake holders
* Encouraged team members to equip themselves cross functionally by motivating them in to doing their certification in AWS and GCP. Motivate the team members in their learning curve by identifying the interest of the consultant and needs of client.
* Actively participate once in a month in the agile community of practices where agile enthusiasts from various other organizations participate and brew the Lean Coffee.
* Managed 4 teams from different business backgrounds in a reputed timeshare company.
* Continuously measure the team’s progress and performance **to improve the team morale** and their collaborating skills by conducting Ice breaking sessions.
* Work closely with other senior Scrum Masters and aided the coaching of Agile transformation within teams and spread the same across the organization.
* **Conduct intuitive and transparent retrospectives** using Agile games which helped connect closely with the team and sort out the impediments for consecutive sprints
* Coached a team who became a high performing team of the year and I had the privilege of approving the team as a self-organized team
* Work with Build masters to ensure deployments on time in the on prem environment and follow up on post production issues. Tracked and classified any issues that arise after delivery and channelized to the product owner.
* Actively participated on post production testing assistance using my previous competencies when the team was in need of support during post production deployment. Contributed my skills as QA in APItesting and other functional testing as a for the team during the timeline crisis ruling out the bus factor inspiring other team members to empower themselves cross functionally.

**CVS Health, Scottsdale AZ**

Employer: Tata Consultancy Services Ltd. **Mar 2015 – Oct 2016**

**QA-SME**

* Prepared the test estimation for a 19000 hours project along with my senior lead and achieved the deadlines managing the resourcing and efforts. Prepare Test plan, Test Strategy documents and create artifacts in SharePoint.
* Prepared project roadmap using Gantt charts format with different phases of SDLC explained explicitly for every financial quarter. Worked in liaison with business stakeholders to get the budget and prepare SOW, provide estimation etc.
* Responsible for signing off QA and get the business approval for all deliverables. Responsible for collaborating the business team, development and QA activities by hosting daily triage calls to resolve the defects with Business and Development team
* Responsible for collating the status from both offshore and onsite team members. Prepare and publish weekly reports and metrics to the Solution Architect and other stakeholders.
* Appreciated in this team for time management using techniques like all pairs testing using orthogonal array algorithm in our test cases to reduce the number of test cases but cover all scenarios and combinations.
* Actively participated in review meetings and presented the KPI chart for projects.
* Responsible for resource planning, project execution and appraisal of team members

**Tata Consultancy Services Ltd, Chennai India Dec 2009 – Dec 2014**

**(Client: Michaels Stores Inc.)**

**QA Lead and Business Analyst**

* Responsible for gathering requirements and prepare User Stories using UML diagrams and use case diagrams
* Executed the shell scripts and ETL jobs in “Informatica” and validated the flat files generated against the database
* Responsible for pushing the build to WISP POS machine via FTP using the Unix commands.
* Groomed the team in Agile methodology and became the first successful project to embark our track in Agile
* Responsible for Internal quality Audit, client relations and CSR team.
* Responsible for quality assurance and business analysis in Retail domain including Pricing, POS (Point of sales), CRM, Supply chain management, coupon management and Business Intelligence.
* Monitored test execution of the team members. Reviewed the test results of team and track defects in HP ALM.
* Validated Data Model, Data Migration and Data Masking in DB2.
* Generated feed file by executing the stored procedures and provided it to the downstream systems. Prepared test data and worked closely with the Facets Team for E2E testing.
* Run the SSIS Package in a slick application and validated the generated SSRS Report against the SQL Database.
* Performed Regression Testing by running the Selenium automated scripts there by validating both system and the automated scripts.
* Prepared Test Completion Report after every iteration with respective metrics calculations. The outcome of calculations was implemented in the future iterations to avoid any backlogs.