**MADHUSMITA MOHANTY**

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### SUMMARY

* Certified SPC (SAFe Program Consultant), Certified Scrum Master and PMP application is approved at pmi.org.
* Bachelor’s degree in engineering specializing in Computer Sc. Over twelve years of experience in the IT industry. Expertise in driving successful solution deliveries across Waterfall and Agile methodologies. Managed and worked on projects including cross technologies (Java, .Net, SAP) with hands-on experience in Java J2EE and Oracle.
* Educate team on scrum adaption and guiding them to adhere to the scrum principles
* Successfully given multiple SAFe Training classes as Agile Coach
* Ensuring team understand business requirement and set up right expectation with business
* Design and review solutions along with the team and cater customer requirements
* Facilitate client meetings and understand business and technical objectives.
* Building a strong working relationship with business and work closely with stakeholders on business needs
* Oversee and manage multiple projects for smooth delivery
* Guide and assist project teams to create solution design and review their work
* Recommends areas of improvement in technology, practices, processes, and personnel development to improve the team’s maturity
* Conduct periodic project reviews with client and project team. Serve as a bridge to manage and exceed client’s expectation
* Work with team to build POCs/solutions which can be used as re-usable components across different solutions
* Collaborate with business stakeholders to identify any business problems. Jointly work with project team and business to resolve them.
* Worked for successful execution of product definition development standards
* Worked in creating product strategy towards the digital development
* Defined and managed metrics to measure the success of your efforts and to inform the overall product strategy.
* Represent the “voice of the customer”; invest significant time with current and potential customers to understand their needs and habits.
* Engage in discovery/test & learn activities to quickly validate assumptions and product direction.
* Provide input on decomposing complex problems into smaller manageable tasks by creating and prioritizing a backlog for the Product Team.
* Assist with managing the product backlog, contribute towards creating an effective vision and provide timely stakeholder feedback on development iterations.
* Ensure the successful execution of development standards to ensure tight feedback loops and clear product definition.
* Builds long-term relationships within team and amongst peers by creating an environment of safety and innovation ◦Champions open and honest communication
* Respects confidentiality and leads by example with integrity
* Welcomes new ideas, learns from successes and failures
* Models and creates an environment of accountability for direct reports and peers ◦Establishes vision, direction, and specific objectives for team efforts; allows freedom to accomplish objectives
* Ability to evaluate technical talent based on skills and leadership impact
* Experience in managing technical team members across geographical locations
* Executes HR-related processes and develop staff through coaching and mentoring and providing specific, timely, open and constructive performance feedback.
* Expert level hand-on experience on Java, Java EE, Spring framework, SOAP Web Service, automated Unit Test (JUNIT, etc.)
* Hands-on experience on database design , creating EA -Enterprise Artilect diagram for back end

### SKILLS

* **Domain knowledge:** Insurance**,** Media & Communication, Banking, Finances, Mobile Wallet, Mobile App, Retail, SCRUM, Kanban, Agile, Enterprise Application.
* **Tools Knowledge**: TFS (Team Foundation Server), Trello, Scrummy, Agilefant, Eclipse, Tomcat, Soap UI, WebSphere, JIRA, Oracle SQL Developer, VersionOne
* **Microsoft Office Suite**: (Visio, Excel, Word, Outlook, etc.), SharePoint, MS Project
* **Programming Language**: C, C++, Java, Struts, Hibernate, J2SE, J2EE, EJB, Oracle 10g, SQL 2012, MYSQL, Test driven development, JavaScript, Web Services, JSP, HTML, AJAX, XML.

EXPERIENCE

**Allstate Insurance Co. Irving, TX 12/2017-11/2020**

**Scrum Master-Project Management Lead Consultant**

* Successfully managed multiple teams across various functional areas and operating in an onsite-offshore mode
* Current role assigned with multiple products and able to successfully manage the different program initiatives ant different product level: Vendor Integration, Data analytics, Agency management., multiple Interlink teams
* Successfully conducted multiple SAFe training classes as Agile Coach
* Able to coordinate between teams around business requirement clarification, deliverable and time lines to deliver PIF/PDEF Remediation project , Vendor Integration , Data Analytics programs on time
* Experience in supporting Data Management project and get involved in different technical decisions.
* As part of PIF PDEF Remediation project the new system of records was SAP, so got an exposure on SAP system.
* Able to support multiple products at a time, managed PIFPDEF, Vendor Integration, ENC Salesforce POC
* Made sure successful release of the 19 months PIF PDEF remediation project into Production
* As a safe certified professional, implemented safe processes/methodologies where applicable to delivery to streamline the project delivery
* Coordinated with other scrum masters around project dependencies to eliminate any unknown risks
* Successfully mitigated project risks to deliver projects on time
* Provided project guidance to the entire team and align the team towards product delivery
* Ensured that team follows all the quality standards and procedures for a smooth delivery
* Removed the team level conflicts
* Deeply involved with the delivery process making sure that all delivery aspects are monitored, and we are on track on schedule and budget
* Part of all system demos to ensure that project deliverables are in line with the business requirements
* Guided and mentored the team on PMO as well as Safe processes to ensure easy adaptability
* Successfully managed to close all UAT bugs and deployment prerequisites to get the project ready on time
* Ensured a healthy working environment between onsite and offshore team by doing team meetings, work hand off and other team building activities
* Communication being a key component for each project, ensured that no communication gap happens within the project team or between project team and product owners.
* Received multiple appreciation from my seniors and mentors for successful project execution
* Achievement - successfully completed SAFE certification
* Contributed towards the Irving PMO newsletter.
* Contributed towards some initiative for the PMO and help the PMO group in terms of Scrum framework and Agile Methodologies to new Joiner
* Part of 3AN -ERG Leadership Team and managed and organized different events for this year

**Verizon Inc. Irving, TX 09/2017-11/2017**

**Technical Delivery Lead (Agile)**

* Responsible for coordinating the Capital project, Property management projects with the TRIRIGA
* Manage key components of the project (Technology PM)
* Flexible to assist in different aspects of the team (work as a PM, as well as assist with project coordination duties)
* Work across IT and the Operations of Capital, Retail and property management groups and vendors to engage the right resources at the right time to ensure objectives/requirements are delivered on schedule
* Develop a detailed project plan and track progress
* Work with the Project Management Office and track and complete Project controls and documentation as required
* Facilitate the creation and review of vendor management documentation and ensure compliance with Vendor Management Office procedures
* Follow-up with each accountable IT and business area to ensure that deliverables remain on schedule
* Work with business to identify areas requiring decisions/clarity in order to define project scope and objectives/requirements.
* Identify and assess risks inherent in the project and due to changes in scope (business decisions/changes), resources, or timeline
* Work across IT to ensure that all components supporting the end-to-end objective/requirement have been assigned
* Align architecture diagrams and process flows to project plan to identify and remediate gaps
* Work with QA to develop testing strategy which has traceability to requirements
* Facilitate joint application designs sessions across IT teams
* Create, maintain and manage project documentation
* Update the Action Items
* Facilitate the meetings
* Track project updates
* Plan the project on MS Project
* Check for interdependencies in the different departments
* Create and maintain RAID log.
* Able to assist with project budgets (creation, maintenance, accruals)

**Nihilent Technologies Inc. Irving, TX 04/2017-08/2017**

**Technical Delivery Lead (Agile)**

* Responsible for managing a team of 9 people to adhere quality processes across all internal projects and make sure that all ISO: 9001 processes are followed across the projects.
* Coordinate with all the Process champions of different Departments of the company (HR, Networking, Development Team, Resource management Team, Finance Team, Management, Stakeholders) to educate about ISO: 9001 Certification process and project plan, and to understand the existing process. So that to apply the new processes or update existing as per ISO standards.
* Take initiative in Process improvement of the current processes
* Coordinate with all team members to understand existing processes
* Optimize processes along with team members.
* Document optimized processes and distribute with team members.
* Keep track of all the project activities.
* Adhere and implement ISO processes within all projects.
* Worked with across all departments in the organization for defining their process and work towards the improvement of the existing process.
* Worked for ISO:9001 certification for the organization.
* Support different teams in the identification of opportunities for process improvement and supports the current, re-engineering function to provide continual and consistent challenge and to deliver problem solving activities focused on the business developing innovative solutions.
* Successfully plan and track execution
* Work closely with all department head to coordinate the project milestones.
* Track project actuals against defined milestones and revisit the overall plan as and when necessary
* Understand and translate cross-team dependencies into actionable plans.
* Identify resources required to execute the plan and monitor resource utilization by continuously analyzing staffing requirements and resource allocations.
* Proactively identify and manage risks.
* Plan for an effective risk mitigation.
* Lead and define the change management process for projects.
* Provide periodic (daily, weekly) progress report on project status and create a dashboard for all
* Ensure senior management remains abreast of status and hold them accountable for facilitating mitigation of risks and resolution of escalated issues.
* Resolve issues in a timely manner.
* Work with multiple point of contact of all department to meet the desired objectives
* Build a communications strategy and execution plan for the project.
* Guide the Dev-team on the product backlogs and its estimations
* Facilitating the daily standup.
* Manage KPI of the direct reports, and design and execute developmental plan for the team
* Works towards the process improvements and thereby reducing the cycle time for a particular assignment

**Nihilent Technologies Ltd. Johannesburg, SA 04/2012-12/2016**

**Technical Delivery Lead,**

**Client: MultiChoice**

* Responsible for managing and leading multiple scrum teams and delivering solutions for a leading media domain organization in South Africa.
* Responsible in managing direct report employees.
* Guide and mentor scrum teams on scrum adaptability and best practices.
* Focused on timely and quality delivery.
* Identify improvement areas and work as a team to improve on those items.
* Align business needs on to delivery priorities to meet business expectation.
* Review team delivery and make sure it’s aligned to sprint deliverables.
* Mentor and guide team members to align to a common goal.
* Act as a bridge between business and team to understand business need and plan sprint deliveries accordingly.
* Guide the team on the product backlogs and its estimations.
* Managed a team and had direct reports and have experience in people management and appraisal process
* Facilitating meetings for the team: preparing, moderation and post processing.
* Conduct sprint planning and retrospection.
* Facilitating the daily standup.
* Helping team maintain their burn down chart.
* Removing impediments that affect the sprint.
* Encouraging collaboration between scrum team and product owner.
* Driving the demos at the end of the sprint.
* Help in writing user stories or splitting up of user stories.
* Helping to order product backlog items.
* Involved in release planning.
* Keeping in touch with stakeholders regularly.
* Reporting in terms of weekly and daily basis.
* Giving learning opportunities to people in the organization and letting them learn agile concepts.
* Provide First line UAT support for the product delivered.
* Be a part of each and every stage of product stating from its initialization till it is delivered successfully.
* Conducted Scrum of Scrums and drives the meeting.
* Worked on marketing campaign process, from strategy to launch.
* Drive agile transformation initiatives serving across multiple teams in a project as well as in different department’s organization.
* Strategize and formulate a plan to increase organization's agile maturity by giving presentations and learning classes.
* Have experience in coaching teams to drive cycle time reduction and process improvement initiatives within a project as well as at organization level.
* Experience working with senior executives and proven ability to effectively communicate and influence senior executives in decisions critical to adoption and implementation of agile practice.
* Responsible for collecting business requirements and work with teams to design solutions and present to business and drive the execution along with the team.
* Gather business requirement and do the solution mapping exercise
* Actively participated in implementation of business reporting against the data warehouse by setting up BDS/ODS
* Making sure all business rules are implemented against the data warehouse and reporting happens as per business requirement
* Work as part of the team and explain them the business needs and help them understand what business needs and how that can be mapped on to a solution
* Help team keep aligned to business needs and meets business expectation every time.
* Create and manage the project schedule and budget; oversee project testing, and gain acceptance sign-off
* Document business requirements and assist in the development of technical requirements to ensure continuity
* Develop Project Definition Documents, Functional Specs, and workflow documentation based on business requirements. Obtain stakeholder concurrence and sign off prior to starting the Design phase.
* Capture and maintain a list of application issues/defects; tracking them
* Act as point of contact for Client projects
* Interface with business stakeholders to transform perceived needs into concrete implementation designs
* Coordinate with developers for any code changes needed to accommodate customer and business needs
* Oversee testing QA environment and testing in Production
* Provide business stakeholders and IT Management with project status updates
* Assist in researching application issues to determine root cause and possible remediation
* Support application deployments, through post deployment testing
* Monitor client implementation feedback after deployments ensuring prompt resolution for issues discovered during the Production testing.
* Communicate information to IT and business stakeholders
* Coach and mentor team members and other scrum masters with the application of Agile practices with business as well as technical requirements

**Senior System Analyst (SME)Johannesburg, SA 01/2011-04/2012**

**Client: Standard bank**

* Responsible for collecting business requirements and work with teams to design solutions and present to business and drive the execution along with the team.
* Gather business requirement and do the solution mapping exercise
* Work as part of the team and explain them the business needs and help them understand what business needs and how that can be mapped on to a solution
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* Communicate information to IT and business stakeholders

**Client: Fundamo (VISA) Cape Town, SA 01/2009-01/2011**

**Senior JAVA-J2EE Developer/ Senior System Analyst**

* Responsible for developing a module in a mobile wallet project which was later acquired by VISA. I was part of the bigger VISA team and was responsible for delivering on my module.
* Responsible for working on my payment solution module
* Worked as a team member and coordinated with other team members on the solution delivery
* Made sure that to maintain all quality standards as part of my development work
* Did peer review of other modules
* Act as Subject matter expert for Fundamo project when it was migrated to SAP.
* Extensive experience in designing and developing high performance Web Service, middle tier or backend solutions in an enterprise environment
* Deep understanding of Object-Oriented Design and Design Patterns
* Expert level hand-on experience on Java, Java EE, Spring framework, SOAP Web Service, automated Unit Test (JUNIT, etc.)
* Good understanding SOA concepts and best practices
* Experience in JMS application development and good understanding of concepts of reliable messaging and async processing
* Experience working in Agile environment
* Experience in Fundamo Enterprise Model
* To migrate Fundamo application to IBM Platform.

**Client: RS group (Purchasing Manager), UK 10/2007-12/2008**

**System Analyst**

* Responsible for working on a Purchasing management site on its different payments and audit modules
* Worked on Retail Purchasing site, with its backend and frontend development.
* Worked on Nihilent Pune Internal Project used by Nihilent employees
* Responsible for working on a Library management module of a bigger information management system
* Worked on JAVA struts, Hibernate, EJB
* Experience working in Agile environment and waterfall model

EDUCATION & DEVELOPMENT

**ABIT College of Engineering 2002 - 2006**

Bachelor of Engineering in Computer Science, Cuttack, India