



Resume

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Profile : Versatile, high-energy technocrat with the merit of executing assignments of large magnitude in the area of **Leading Scrum Master** through SAFe agile projects within stringent timelines and targeting middle and senior level assignments in IT Industry.

- ☞ Having Total 13+ yrs. of experience in IT Industry, and having 5+ yrs. experience in SAFe AGILE, and working as a Leading Scrum Master cum Project Management since last 5 yrs., successfully and by accelerating to get more business
- ☞ Involved actively in PI (Product Increment) Planning along with achievements and features
- ☞ Tracking committed Vs completed %
- ☞ Following with Product Owner to change the status from 'Done' to 'Accepted' at the end of each Iteration demo day within the Version One tool
- ☞ Facilitating backlog refinement stories (Grooming)
- ☞ Sprint planning and Sprint review
- ☞ Retrospective events at the Scrum team level and to make sure all the open items is closed
- ☞ Maintaining relevant metrics to help the team monitor their performance
- ☞ Burning hours of tasks for user story follow up with team to reflect Burn Down Chart effectively and efficiently to avoid SPIKES in the Graph
- ☞ Coordinating elements of the sprint plan with other technology staff outside of the project
- ☞ Facilitating sprint estimation process with poker planning and while working from home during pandemic followed Estimably tool within the Version One tool for story estimations
- ☞ Promoting adherence to Agile software development best practices by preparing Hand Book
- ☞ End of each iteration demo on program board tracking features completion status
- ☞ Following with Product Owner to complete business value of objective with actual business value completion at the end of each PI demo



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- ☞ Follow Objectives to create for User Stories with PO in PI Planning along with creation of RIDA's (Risk, Impediment, Dependency and Assumption)
 - ☞ Coordinating with product owners to make sure acceptance criteria and required documentation is attached to all the functional stories
 - ☞ Acts as an Agile coach to the development team
 - ☞ Drives continuous improvement initiatives at the Scrum team level
 - ☞ Strong leadership, time management, conflict resolution, and analytical skills
 - ☞ Always play a positive attitude, value-adding role in the team and have an ability to learn quickly and adapt to any new technology
 - ☞ Safe Agile and Version One training completed for project team members
 - ☞ Contract & Billing Activities and verify SOs and get approvals from Client
 - ☞ Revenue Forecast and reviews
 - ☞ Coordinate with Finance Team to get Invoices on time and validate the Invoices for submission to Client
 - ☞ Coordinate with Resource Management Group for recruitment and allocation of resources in time if any ramp up in the projects
 - ☞ Pro-actively participated in Weekly Delivery Forecast
 - ☞ Generate Resource Utilization Reports; track and support to ensure maximum utilization and ensure buffer resources to be less than 5%
 - ☞ On-Boarding activities for the new/existing resources
 - ☞ Incident Management activities and Incident Ageing, SLA Adherence and Milestone reports
 - ☞ Collate Innovations and show case Productivity, improvement and value addition to the Client
 - ☞ Time Management System – TMS and Review and Authenticate Time Sheets
 - ☞ Participating in Preparation of Governance Dashboard for Client Weekly Status meeting with Senior Management



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- ☞ Create various reports & Metrics to senior management
 - ☞ Checking and maintaining the Standards and Quality of the Deliverables
 - ☞ Maintain all the artefacts in Project Workbook
 - ☞ Sending Weekly Status Reports to different stake holders inclusion of internal management
 - ☞ Schedule and facilitate PMPR (Project Management Performance Review), prepare and circulate MOM – track action items to closure
 - ☞ ISO 9001 2015 External Audit successfully completed for the current project without any observations and suggestions
 - ☞ MPPM – Mphasis Project Portfolio Management System
 - ☞ For Monthly Metrics submitted by me reviewed & approved by Delivery Manager
 - ☞ Identify issues, Risks, escalate and track to closure
 - ☞ Register NCs, Observations & suggestions of Audits and follow-up to closure
 - ☞ Business Continuity Plan (BCP) process & Business Impact Analysis preparation
 - ☞ Facilitate test execution of BCP; record Test results and circulate for e.g.: Covid 19

Domain Expertise:

- ☞ Expertise on Logistics, Banking, Insurance, Financial, Telecommunication, E-Learning and Capital Market domain.

Certifications:

- ☞ CSM (Certified Scrum Master)
- ☞ PRINCE 2 Certified in Foundation and Practitioner
- ☞ ISTQB

Recognitions:

- ☞ Summit Award winner in the year 2008, 2011, 2013 & 2017
- ☞ Apex Award winner in the year 2017 as a team

Hardware and Software Environment:

Servers: IIS 6.0 Web Server, Tomcat Server 5.0.25

Operating Systems: UNIX, WIN XP/NT/2000, Z/OS

Languages: Groovy, C, C++, Java, Pro C, JCL, Mainframe, TIBCO

Databases: Sybase, Oracle 7.3/8.0/8i, MS SQL Server 2000, MS Access, DB2

Framework: J2EE

Data Tools: Aqua Data Studio, Toad

Testing Tools: SOAP UI (web services), HP Exstream Compare Tool, Acturis, Genius, Quality Centre 10.00, Caliber RM, Borland Star Team, ERoom, TeamSite (CMS) page testing,

Test Automation Tools: Quick Test Professional (QTP 9.0), Silk Test, Test Specific Generator, TFS (Team Foundation Server)

Testing Methods: V-Model, Agile Scrum, Waterfall, Safe Agile training

Bug Tracking Tools: HP Quality Center, IBM Rational Clear Quest, TFS

Other Tools: ReqPro, ETL, Informatica 8.6, XML, HP ALM (Application Life Cycle Management) 11.00, ISPF, File-Aid, SPUFI, Mainframe

Version Tools: VSS (Visual Source Safe), TFS (Team Foundation Server) **in current project**

Utilities: MS-Office 97, Terminal Emulator, Putty, Filezilla

Agile - Scrum : HP AGM, Version One, JIRA

PROFESSIONAL EXPERIENCE

Project Experience Highlights:

Project Name: ECCP/MOT/D&T/Data Hub EMEA Gateway

Role: Scrum Master / Project Management

Domain: Logistics

Duration: 04-Jun-2018 to Till Date, Mphasis Ltd, Bangalore location, India

Environment: Planning Poker, HP AGM, Version One, SVN, EA Sparx, SonarQube, PMD_Java, JUNIT (Unit Testing), Mockito (Unit Testing), JaCoCo (In Jenkins code coverage plug in), Jenkins, JAVA, Spring, SpringBoot, Angular JS and Angular 6, HTML, JAVA SCRIPT, JQUERY, Oracle SQL Developer, Active MQ, JMS - Java Messaging Services, Selenium, Cucumber,

Project Description: European Moment Of Truth (MoT)/Purple Pulse - A customer feedback program being developed to put the customer at the center of decision-making at all levels. Customer Experience Design (CED) initiative. Customer Feedback is granular and can be operationalized. Built on ECCP - Event-driven service - oriented architecture, based on Customer Contact Rules.

Responsibilities:

- Working as a Leading Scrum Master cum Project Management till date in SAFe Agile Project and details mentioned above.

Project Name: Digital Channels, First Republic Bank (U.S.)

Role: Scrum Master

Domain: Banking

Duration: 11-Mar-2015 to Till Date, Mphasis Ltd, Pune, India

Environment: SOAP UI v5.30 – Web Services Middleware Testing, TFS (Team Foundation Server), Share Point, Oracle Developer tool, SQL Server Management Tool, DocuSign Tool, CRM Tool, MDM DB, AFS API, TPLUS Tool, ECM

Project Description: First Republic bank (FRB) has multiple vendors products implemented for different Components of Digital Channels like Online Banking, Enterprise Banking, Mobile banking and others. Mphasis Inc. has partnered with FRB to setup Agile process and offshore ODC.

Responsibilities:

- Worked as a Scrum Master for the above project in SAFe Agile Project and roles and responsibilities mentioned above.

Note: Below projects worked as a Quality Analyst, Test Lead and Test Manager and roles and responsibilities as mentioned at the end of the projects.

Project Name: QBE Fast Flow – European Operations

Domain: Insurance

Duration: 05-Jul-2014 to 08-Mar-2015, Mphasis Ltd, Pune, India

Environment: Acturis UAT broker platform and Genius Web application manual Testing, Rational clear quest, Claims Management System, LINUX, Error Work Flow application,

Details: QBE underwrites a range of SME business products for Property, Casualty and Motor. These are offered to the market and administered through the Acturis electronic trading system. The policies bound on Acturis need to be replicated on Genius in order to feed into the downstream systems which QBE uses to manage its business. These systems include CMS (claims), Credit Control (premium collection), EI (reporting), Oracle (financial reporting), RISYS (Reinsurance). The current method of updating Genius with Acturis bound policies is by producing a bordereau for each product and CUS manually entering skinny (minimal number of fields with many defaults) policies into Genius.

Project Name: IBGTK (Integrated Business Group) – Development Bank of Singapore Ltd

Domain : Banking

Duration: 27-Jan-2014 to 04-Jul-2014, Mphasis Ltd, Singapore

Environment: Web application manual Testing, UNIX, HP ALM11.00, Team Site (CMS) page testing, User experienced design, DCR/DCT(data control recorder/data control template), cross browser testing (IE 8/9/10, chrome, Firefox, safari), Mobile device testing (Iphone5, Samsung android, nokia lumia, blackberry Z10, iPad, mini iPad, Galaxy tab)

Details: DBS is a leading financial services group in Asia, with over 250 branches across 16 markets. Headquartered and listed in Singapore, DBS is a market leader in Singapore with over four million customers and also has a growing presence in the three key Asian axes of growth, namely, Greater China, Southeast Asia and South Asia. The bank's strong capital position, as well as "AA-" and "Aa1" credit ratings that are among the highest in the Asia-Pacific region, earned it Global Finance's "Safest Bank in Asia" accolade for five consecutive years from 2009 to 2013.

Project Name: PIP HP Exstream (Personal Independence Payment)

Domain: UK Government, Pune, India

Duration: 19-Mar-2010 to 24-Jan-2014, Mphasis Ltd, Lytham St Anne's, United Kingdom

Environment: Manual Testing, Quality Centre /ALM11.00, Star Team, Exstream Compare Tool

Details: The vast majority of customer letters generated by the legacy systems and complex composition rules are embedded in the legacy applications and have been subject to large-scale change over the last 20 years. The business complexity and existing technology is posing considerable challenges in changing and improving these notifications. To overcome the business complexity Exstream was selected as the solution to design, compose and print the legacy notifications. Exstream is enterprise document automation software - It combines customer relationship management with document production; It provides multi-channel output from a single design.

Project Name: GMAC General Motors Acceptance Corporation

Domain: BFSI

Duration: 25-Jan-2008 to 28-Feb-2010, Mphasis Ltd, Pune, India

Environment: Mainframe Testing, Quality Centre, Star Team, CMT

Details: GMAC Latin America Operations LAO offers a wide range of wholesale and retail auto financing products to Opel, Vauxhall, Holden, Saab, Buick, Cadillac and Chevrolet dealers in 32 countries across the world. The Enterprise Lending System (ELS) is the financial system for Latin America region which automates the process of loaning funds for the purchasing of automobiles

Project Name: SIS Speciality Insurance Systems

Domain: BFSI

Duration: 31-Jul-2007 to 28-Dec-2007, Mphasis Ltd, Pune, India

Environment: Mainframe Testing, Quality Centre, Star Team

Details: The Web-based application has been designed for the US Client, where a customer representative creates a new claim for the Insured. After a verification of a policy number based upon the policy term and expiration date a claim is setup in the system. Adjuster surveys the property and submits the report. Examiner examines the report and act accordingly for the further payments according to FEMA rules. Online processes help all the concerned members to track the status of a claim. Insured can ask for the additional payment even after a final settlement of a claim along with ICC payment.

Responsibilities:

- Worked on Agile Methodology and followed the process and worked as a PSQA
- Good experience in SOAP UI for Web Service Smoke/Functional/Regression Testing.
- Have knowledge in REST API services for Web Service Testing.
- As a Individual Contributor Design and Review the web services test scenario, Test Case execution, Defect Management, RTM (Requirement Traceability Martix) and Reporting of testing activities.
- Expertise in Test Planning, Test Strategy, Test Methodology, Test Execution, Control & Overall Test Management
- Having expertise in creating End to End Test Scenarios.
- Preparing weekly/daily project status reports and Milestone report.
- Basic knowledge in Test Automation, Script's preparation, and execution within the QC Quality Centre (ALM) and TFS (Team Foundation Server) Test Management tool.
- Adapt in Product Quality Assurance involving Study & Analysis of Client Requirement, Development of Test Procedures, and Implementation.
- Demonstrated Team Leadership skills including Planning, Tasking, and Scheduling, Monitoring, Assessing, Evaluating, Motivating, Mentoring & training.
- Ability to work under deadlines, worked as an active team member and willingness to accept responsibilities.
- Participate in Agile daily scrum meeting with onshore team to finalize work schedule and Preparing Agile Test plan for user stories
- Setup SOAP UI/Post Man projects for API testing for each sprint/iteration and for each deployment to make sure that build deployment of release candidates properly or not by doing sanity check.
- Mentor and coach junior resources on web service concepts and practices.
- Involved in product backlog grooming and sprint retrospective meetings.
- Capabilities in leading & motivating individuals to maximize levels of productivity; a customer-centric professional and knack for motivating large workforce for exceeding customers' expectations.
- Manage scheduling and execution of test plans according to product delivery timelines by managing offshore and onsite team's communication and point of escalation without any slippage in deliverables.
- Involved in end-to-end project execution and closure by preparing improvement areas for the next assignment and implemented.