

# KARISHMA KAPOOR

SCRUM MASTER | BA | QA | PROJECT MANAGEMENT

Mobile: +91 82975 88232 // Email: karishmakapoor2014@gmail.com



PSM  
I

## PROFESSIONAL SUMMARY

- Experienced in Project Management, Reporting and Data control, Database testing and Scrum
- Spearheaded migration from Waterfall process to Agile (SCRUM, Build Management and Continuous Integration) for multiple development teams
- Advocate of scrum framework and company vision within organization
- Working knowledge of Jira's Scrum Management boards bug ticketing system, and internal wiki solution.
- Carry a rich experience on Agile Implementation with involvement right from inception until transition.
- Managed all phases of full life-cycle implementation projects, including: initiation, planning, design, development, testing, user acceptance and deployment.
- Go all-out for Business process understanding and providing inputs for process improvement, process stabilization and process improvement.
- Very dynamic and enthusiastic team player with focus on delivery with quality
- Has capability to interact with all possible departments of the organization to help the delivery unit in accomplishing the goals committed to customer.
- Proficient in designing the testing artifacts like Test cases, Test Reports, Test Summary Reports and maintaining them in shared repository, Dashboard Preparation.
- Good knowledge on all stages of Testing Life Cycle
- Excellent analytical, organizational, interpersonal skills.
- Proven track record for an efficient work with business stakeholders
- Meticulously analyzed complex data, staffing plans and variances to recommend solutions to improve revenue per call and customer satisfaction/retention
- Proficient in building and maintaining professional relationships, coordinating activities such as reporting on utilization reports, resource forecasting, as well as designing training plans and proactively identify personnel issues.

## EXPERIENCE

2016 - Present      **CAPGEMINI PRIVATE LIMITED**  
Associate Consultant

## CAREER OBJECTIVE

To accelerate my pace towards the growth of the organization by riding on my strength and to make innovations with my skills.

## EDUCATION

2016  
**BBA**  
GENERAL  
**Bharathiar University**  
Hyderabad

## CERTIFICATIONS

PSM – 1

## TRAININGS

- JIRA
- ALM
- SHAREPOINT
- CLARITY, MPS AND OTHER INTERNAL TOOLS
- INDUCTION TRAINING AND GROOMING NEW TEAM MEMBER

## REWARDS & RECOGNITIONS

- PAT ON THE BACK  
Q3-2020 | March 2018
- RAISING STAR  
Q2-2019 | Q3-2018 | Q4 - 2017
- PEER TO PEER  
From Accounts: Q4 -2017  
From Internal PMO Group: Q4 -2017

## PROJECTS

---

### AFLAC - GROUP ECOSYSTEM INTEGRATION

Aug 2020 - Present

Scrum Master & BA

OPERATING SYSTEMS: **WINDOWS 10**

TOOLS: **VERSION ONE**

Aflac Inc. is an American insurance company and is the largest provider of supplemental insurance in the United States. To accelerate AFLAC's digital strategy, they are simplifying and reinventing the products, enabling digital sales, and using automation to optimize our back-office processes.

#### RESPONSIBILITIES:

- Responsible for facilitating the scrum process on scrum teams with cross-functional impacts that involve moderately complex project, non-project, or maintenance work.
- Guides the scrum team(s) and organization to follow generally accepted Agile/Scrum practices and daily activities to actively promote prioritization, team readiness, and commitment for each Sprint.
- Used empirical data to help the team assess their 'Scrum Maturity', optimize scrum team velocity to organizational KPIs, and identify improvement opportunities to achieve higher levels of team performance.
- Proactively addressed systemic impediments to team agility and helped guiding the team on methods to escalate when needed to prevent challenges from becoming blockers.
- Coached scrum team to deliver capabilities using agile practices while also following the Software Development Lifecycle, business process mapping, and various release processes as appropriate to ensure all risk, security, and development requirements are met.
- Partnered to discipline managers for conveying their concerns to scrum teams about governance policies and adherence to corporate standards.
- Partnered with Product Owner to ensure continuous refinement of backlog, which included stories from multiple projects. Completion of some work may depend on non-agile work teams.
- Drives Scrum adoption across all levels in the organization.
- Facilitated and was accountable for owning the Scrum Agile ceremonies for the scrum team. Partnered with Product owners, Program and Project Managers to communicate delivery of work product from the scrum team and escalates key risks and issues impeding scrum team effectiveness.
- Identified skills and competencies of scrum team members and made adjustments accordingly to promote development and highly effective teams
- Overlapped few hours with the US Pacific / Eastern Time zone, depending on the requirement.
- Involved in Sprint Planning, daily standup calls and story grooming sessions
- Conducted Backlog Refinement meeting to groom stories for future Sprints.
- Conducted story grooming sessions as requirements

#### KEY ACCOMPLISHMENTS:

- Coached team to adapt Agile and ensure its followed. Published the schedule, estimation as well as improvements to enable open communication.
- Coached team on agile principles
- 60% of release goal was met by the mid of the release.
- Detailed release requirement was capture and tracked for progress

## MANULIFE - LARGE CASE CLIENTS

Jun 2018 – Jul 2020

SCRUM MASTER & QA

OPERATING SYSTEMS: **WINDOWS 10** TOOLS: **ALM, JIRA (8.6), CONFLUENCE, SQL SERVER**  
ID ENVIRONMENTS: **CLIENT/SERVER, UNIX, WINDOWS BASED APPLICATION MPS**

LCC is the core Squad in GRS handling EZ HR services like Demographics, Eligibility, Payroll and contributions to all the large clients. It helps in customized configurations for each client and also supports implementation of new changes that the client is making for existing services.

### RESPONSIBILITIES: Scrum Master

- Manage each project's scope and timeline
- Conducted Scrum Daily stand up, Product backlog, Sprint Planning, Sprint Review & Sprint Retrospective meetings.
- Coach team members in Agile frameworks
- Facilitate internal communication and effective collaboration
- Work with product owners to handle backlogs and new requests
- Help teams implement changes effectively
- Ensure deliverables are up to quality standards at the end of each sprint
- Guide development teams to higher scrum maturity
- Prioritizing the user stories and mentoring new joiners
- Help build a productive environment where team members 'own' the product and enjoy working on it
- Ensuring everyone POs, Developers and Testers have same understanding DoD.
- Improved team velocity by incorporating capacity planning into sprint planning sessions.
- Resolved a complex infrastructure issues by creating and utilizing a professional network of Scrum Masters,
- Product Owners and Technical Leads within
- Removed team impediments on a daily basis to allow the team to deliver the sprint goals and deliverables.
- Collaborated with members of the Product, Business and Engineering Teams to develop and maintain Product Backlogs
- Worked with customers and product manager to prioritize and validate requirements.
- Coordinated and participated in weekly estimation meetings to provide high-level estimates (Story Points) for backlog items.
- Removed impediments and protected team members from interruptions and distractions to maximize productivity. Encouraged and implemented process improvements. Created team-building opportunities.
- Communicated the progress to senior management through 'Burndown Charts'. Monitored the Quality through metrics and mentored team through the project management processes.
- Collaborated team calendars, events using JIRA Confluence

### RESPONSIBILITIES: Test analyst

- Preparing Test Strategy / Test Plan
- Involved in Sprint Planning, daily standup calls and story grooming sessions
- Directly involved with product owners in understanding the requirement and user stories from JIRA
- Writing Test scenarios and Test cases.
- Reviewing Test cases with the product owner followed by requirement clarifications.
- Monitors and manage the completion of assigned testing scope and deliverables
- Defect Reporting and management using JIRA
- Retesting and Defect closer
- Preparing the Testing Metrics data and submit it to Client QA team weekly
- Running UFT automation scripts
- Basic debugging of script failure

### KEY ACCOMPLISHMENTS:

- Determined the team capacity (velocity) from historical data. Created Work Break down structure (user stories) and corresponding activities (tasks).
- Monitored the project progress and radiated the information to stake holders. Identified and mitigated team risks and impediments (Blocking Issues, Critical Defects) on daily basis.
- Improved support response time 40% by developing intelligent incident / problem tacking system, identifying and addressing risks, road blocks and conflicts.
- Aligned expectations for all projects / deliverables by establishing and managing cross-functional stakeholder teams representing 100+ end-users.
- Instigated and promoted strict guidelines of QA practices and regression testing
- Worked with testing team to identify recommendations for current and forecasted testing requirements and strategies centered on an improved return on business. Test client / server architectures and e-business systems for functionality and performance

## MANULIFE - ITT REPORTING CONTROLS

Jan 2018 – May 2018

PROJECT MANAGER

OPERATING SYSTEMS: **WINDOWS 7&10**  
**PLANVIEW, POWER BI, MS ACCESS**

TOOLS: **SHAREPOINT 13 AND ONLINE, MS-EXCEL, MS-WORD, POWERPOINT, CLARITY,**

Manulife and it is having multiple systems to process the financial data and transactions, it is maintaining different assets, instrument types and securities. This is basically storing the big data into data lake from various upstream systems in uniform format then that data is being used for various downstream systems with transformation of complex business rules.

### RESPONSIBILITIES: General

- Creating weekly demand reports and analyzing weekly changes and publishing the data to vertical owners
- Weekly demand clean up
- Work with Project sponsors, Business Users and IT teams for Projects in scope
- Work with various stakeholders to finalize the project schedules and demand
- 
- Publishing different views of Financial statuses to the Vertical owners
- Analyzing different financial trends and highlighting risks and concerns
- PMO process improvement for project data including automation
- Access controls
- Conducting and also driving, trainings on internal tools and other PMO responsibilities for Insurance PMO group
- Conducting sessions on improving quality of current scope of work
- Session on improving knowledge on other global tools
- Data clean up, data gathering and analytics
- Tracking monthly audit compliance of all the projects and monthly status reporting

### RESPONSIBILITIES: Power BI Capabilities

- Imported/Connected Power BI to data sources for generating reports.
- Generated computed tables in Power BI
- Configure page layout and formatting; configure interactions between visual; configure duplicate pages; handle categories that have no data; configure default summarization and data category of columns; position, align, and sort visuals
- Measure performance by using KPIs, gauges and cards: Calculating the actual; target; actual to target; Able to configure values for gauges and use the format settings to manually set values
- Used Power BI, Power Pivot to develop data analysis prototype, and used Power View and Power Map to visualize reports
- Published Power BI Reports in the required originations and Made Power BI Dashboards available in Web
- Explore data in a Variety of ways and across multiple visualizations using Power BI
- Used Power BI Gateways to keep the dashboards and reports up to date.
- Published reports and dashboards using Power BI.

### RESPONSIBILITIES: Testing experience

- Pulled out testing for new planview version and performed following responsibilities.
- Analyzed user stories and/use cases/requirements for validity and feasibility
- Collaborated closely with other team members and departments
- Executed all levels of testing
- Detected and tracked defects and inconsistencies
- Provided support and documentation

**TIAA, AXA EQUITABLE, SUNLIFE**  
PROJECT OPERATIONS SPECIALIST

Dec 2016 – Dec 2017

OPERATING SYSTEMS: **WINDOWS 7&10**  
**PLANVIEW, POWER BI, MS ACCESS**

TOOLS: **SHAREPOINT 13 AND ONLINE, MS-EXCEL, MS-WORD, POWERPOINT, CLARITY,**

## RESOURCE MANAGEMENT:

### Demand Management

- Designing the process and templates
- Creating Demand
- Periodic review and updates of the requisition

### Resource Supply

- Selecting candidates as per requirement
- Facilitating client interviews
- Coordinating with Staffing team for internal and external hiring
- Resource onboarding in Capgemini and Client systems
- Background verification checks
- Resource Allocations and De-allocations
- Managing VDI and Key-Fobs controls
- Managing Shift and Cab requests

### Space Management

- Managing space forecast
- Workstation allocation
- Desktop / Laptop allocation and de-allocation

### Team Building

- Facilitating People Hours with Delivery Partner
- Organizing Town-Halls
- Facilitating skip level meetings and HR discussions
- Periodic team outings in collaboration with HR and ICRES
- Coordinating with L&C for trainings needs of the teams

## FINANCE MANAGEMENT:

### Time Sheets

- Ensuring 100% compliance with Capgemini and client systems
- Monitoring and reporting productivity rate of the resources
- Reconcile Internal and client timesheets.
- Helped in creating automated tool to reconcile the time sheets and ensure accurate time reporting

### Financial Controls

- Preparing the revenue forecast for the year considering the existing (Firm) business and Opportunities
- Working with Finance controller to reconcile and review numbers and publish to senior management
- Studying the revenue trends on various parameters and publish dashboards based on actuals
- Managing monthly invoices both on T&M and FP Contracts
- Establishing controls on the payments received and proper accounting
- Following-up with customer on unpaid invoices

### Contract Controls

- Keeping track of all SOWs signed with customer
- Working with account leadership and customer proactively for renewal / extension of contracts on time
- Working with Finance in creating new projects and extending existing projects based on contract renewal / extension
- Updating all financial systems for KPI reporting
- Monitoring the KPI on monthly basis and report to senior leadership
- Studying the deviations (positive or negative) and draw meaningful analysis to help account management to exploit or control the risks
- Ensuring proper closure of contracts / projects after fulfillment of all activities as per contracts

## AUDIT AND COMPLIANCE MANAGEMENT:

### ODC Management

- Ensuring proper access controls by providing access to the designated resources
- Initiating termination of access to all resources rolled out of the account on time
- Ensuring periodic review of the access controls

### Security Audits and BCP/DR

- Facilitating the internal ISM audits to have independent validation and verification by the CG Security Team
- Facilitating the audits from clients and third party agencies from security controls and ISO etc.
- Ensuring zero non-compliance
- Drawing BCP for the projects / programs as per the CG standards and also client specific requirements
- Working with BCP champions for approval of the plan and conduct DR test at predefined intervals
- Reviewing and publish the DR Test results.

## STAKEHOLDER MANAGEMENT:

### Capgemini Stakeholders

- Owning preparation and publication of M-Review to senior leadership
- Presenting the KPIs covering Financial, Delivery and Process health of all projects in the programs and accounts
- Presenting Risk review analysis and monitor the contingency and mitigation plans drawn in consultation with delivery leadership
- Working with various internal stakeholders like Quality, Learning, Staffing, Recruitment, ICRES, Tools, IT etc. to make sure that the delivery unit gets required support at the appropriate time to ensure quality and timely delivery of the projects.

### Client Contacts

- Preparing Bi-Weekly and Monthly Governance Reports to be published to all clients
- Helping all delivery leads in preparing the project summary and progress reports
- Helping customer with various metrics and data related to Utilization on T&M Contracts and Payments in FP Contracts