RAJAT SHEEL JAIN

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Immediate Available to Join

AGILE PRACTITIONER / SCRUMMASTER / PROJECT MANAGEMENT

Agile Enthusiast ScrumMaster with 12 years of global experience of leading Business and Project Management & Delivery in offshore/onshore model with reputed organizations. Able to direct multiple teams, projects and locations simultaneously. Have a proven ability to deliver results against strategic objectives, whilst working within the Organization's core values and beliefs.

Seeking a position to strive for excellence, to work in such an environment that will enhance my knowledge and career, where I can perform my management skills according to my strong Caliber and Efficiency.

CORE COMPETENCES

- Backlog management
- User Stories, Strategy Thinking
- Complex problem solver
- Servant Leader, Facilitation
- Incident, Change management
- Risk Mitigation, Team management

- Sprint Planning, System Thinking
- Team Building, Conflict Management
- Continuous improvement
- Requirement Gatherings
- Scrum Ceremonies
- Agile methodologies

PROFESSIONAL SYNOPSIS

- Skilled professional **(ScrumMaster/Agile Practitioner)** with 12 years of global experience of leading Business & Project Management & Delivery in offshore/onshore model with reputed organizations.
- **Experience in handling Banking & Insurance domain projects (worked with major clients MUFG/Credit Union Solutions/AXA/Aviva/Square Health/HSBC)**, etc.
- Well versed in **Estimation Processes, Software Lifecycle, Sprint Planning Agile Methodology, Client and Business Handling** using **Agile Scrum Practice** and **SDLC methodologies** to meet project goals.
- Enforced Agile principles as a ScrumMaster that resulted in reduction of Cycle time by 20% thus increasing team's throughput in less than 8 weeks.
- Facilitated Scrum ceremonies as Daily Standup, Sprint Planning, Backlog Grooming, and Retrospectives, etc..
- Removed team impediments on a daily basis to allow the team to deliver the sprint goals and deliverables.
- Enabled improvement in team delivery commitments and capacity planning for sprints by identifying & tracking hidden tasks that increased customer satisfaction.
- Facilitated Agile adoption Retrospective for the organization with the leadership and guided teams with outcome resulting in enhanced performance.
- Led and coached Product Owners to improve story writing, feature discovery, and requirements gathering process; leading to an increase in customer satisfaction and a decrease in time-to-delivery.
- Introduced & taught Scrum, functional testing, performance testing, test case management & product backlog management.

ACADEMIC DOSSIER

- **Master of Technology (IT)** from GGS Indraprastha University, Delhi, India – 2006.
- **Bachelor of Engineering (IT)** from M D University, Haryana, India – 2004

PROFESSIONAL CERTIFICATIONS

- **Advanced-CSM**, ScrumAlliance, USA.
- Certified **ScrumMaster**, ScrumAlliance, USA.
- **CSPO**, ScrumAlliance, USA.
- **ISTQB Advanced Level (Test Manager)**.
- **ISTQB-ISEB (CTFL – Certified)**.

- **HP Mercury AIS** Certified.

WHITE PAPERS/ PUBLICATIONS

- "Minimization of Test Suite through Regress Analysis of Requirement Coverage", 2013.
- "Regress Analysis & Impact of Requirement Coverage to Minimize Test Suite with Implementation of Incremental Algorithm", 2012.
- Published more than 20 Whitepapers globally in various Software Quality Testing Conferences Springer, ACM, IEEE, ACEEE, etc.

WORK HISTORY

ORGANIZATION	DESIGNATION	DURATION
XAVIENT DIGITAL (TELUS INTERNATIONAL), Noida, India	*Team Lead/ScrumMaster*	Sep 2018 – Till Date
FISERV INDIA PVT. LTD., Noida, India	*Analyst/ScrumMaster*	Sep 2014 – Sep 2018
CSC INDIA LTD., Noida, India	*Consultant*	Feb 2007 – Jun 2009
CRESTECH SOFTWARE SYSTEM PVT. LTD., Noida, India	*Trainee Software Engineer*	Jul 2006 – Feb 2007
JIMS ENGG MGT. TECH CAMPUS, Gr. Noida, India	*Associate Professor (Project Lead)*	Jul 2013 – Jul 2014
IMS, Noida, India	*Assistant Professor/Lead*	Aug 2010 – Jun 2013
LINGAYA'S UNIVERSITY, Faridabad, India	*Assistant Professor*	Jul 2009 – Aug 2010

Key Deliverable @ XAVIENT DIGITAL (TELUS INTERNATIONAL) as (ScrumMaster):

- ScrumMaster for 10 – 12 products. Met goals for quality, schedule & cost.
- **Scoping New Engagements:** estimations, RFPs, build processes and procedures, training requirements.
- Conducted Daily Scrum, Product backlog, Sprint Planning, Sprint Review & Sprint Retrospective meetings.
- Determined the team capacity (velocity) from historical data. Created Work Break down structure (user stories) and corresponding activities (tasks).
- Developed and followed agile project management plan (Agile Ceremonies). Facilitated build requirements log (product backlog) with cost estimates and priority.
- 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.
- Worked with Senior Management, Business & Release Management to understand the vision of the product, prioritize and develop software release planning.
- Communicated the progress to senior management thru 'Burndown Charts'. Monitored the Quality thru metrics and mentored team thru the project management processes.
- Coached new SM and trained global teams, which resulted in early delivery of project and reduced process waste caused by lack of common understanding.
- Worked in a Scrum team environment and participated in backlog review and Sprint planning sessions, following agile methodology.

Key Deliverable @ FISERV INDIA PVT. LTD. as (Analyst/Scrum Master):

- Worked as Analyst/ScrumMaster. Managed offshoring, from concept, Planning, Staffing, Estimation, and End to End Implementation & customer approval.
- Improved team velocity by incorporating capacity planning into sprint planning sessions.
- 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.
- Coached team members on Agile processes and facilitated planning meetings and retrospectives. Maintained task board and produced daily burndown charts.
- Removed impediments and protected team members from interruptions and distractions to maximize productivity. Encouraged and implemented process improvements. Created team-building opportunities.
- Worked closely with Product Owners, coordinating product backlog grooming and story estimation.
- Implemented quality assurance/software development methodologies that ensured quality processes/procedures and delivery of high quality products. Twice achieved almost the impossible magical figure of "zero defect" in a software project.

PROFESSIONAL ACHIEVEMENTS

- Awarded L1, L 2, L3 awards for promise to deliver & outstanding performance for various releases in Fiserv.
- Awarded COA (Certificate of Achievement) for outstanding performance for various releases in CSC and Organization level award for Knowledge Management Initiatives.
- Awarded Shining Star & GEM (Going an extra mile) awards for recognition of good work by the client.

REFERENCES AVAILABLE UPON REQUEST