



PROFILE SNAPSHOT

Trained Scrum Master and IT Professional offering progressive experience of over 10+ years, with proven domain expertise across Education, CPG, Retail, HealthCare and Telecom domain. Expertise in Business Analysis, Project Management and Quality Assurance across multiple technologies with in depth knowledge of Agile methodologies (SCRUM).

Competent in aligning business strategy and IT, transforming the organization model to achieve key business objectives such as enhanced customer focus, seamless end-to-end management, cost optimization and integrated service capability. Outstanding ability to understand and work on complex assignments with strong determination.

Gained exposure to a global culture which includes working with cross-functional teams & clients across all geographies including and not limited to CA-US, LATAM, EU, AFRICA, MENA, ASEAN and OCENIA countries.

WORK EXPERIENCE

TATA CONSULTANCY SERVICES

Project Manager/Scrum Master

Grade: System Engineer

July 2016 – Ongoing

- Helping the Product Owner communicate with the Scrum Team by creating an environment for clear communication and understanding
- Ensuring that the Product Owner knows the arrangement of the Product Backlog, so that product value is maximized
- Conducting and facilitating Scrum Events as needed or requested
- Aids the team to understand the need for concise and clear Product Backlog items
- Understands Product Planning in an empirical environment
- Finds techniques for efficient Product Backlog management
- Makes sure that the Product Owner understands and practices Agility
- Assist the Developers in building high-value products
- Coach self-organization and cross-functionality in the Developers
- Remove impediments to the progress of the Developers
- Facilitate Scrum Events as needed or requested
- Coach the Developers in organizational environments, where Scrum is not fully understood or adopted
- Plan Scrum implementations within the organization
- Help the Stakeholders and employees to understand and enact Scrum and empirical Product Development
- Cause change that enhances the productivity of the Scrum Team
- Lead and coach organizations in its Scrum adoption
- Work with other Scrum Masters to strengthen the effectiveness of the Scrum application in the organization

Quality Analyst (Apr 2014 - Jun 2016)

- Area of expertise of Requirement gathering, Test case design & writing, Functional Testing, Sanity, Unit and End to end Testing.

- Experience in writing Test Plans, defining Test Scenarios and Test Cases, developing and maintaining test scripts, analyzing bugs, interacting with development team and track the bugs till closure
- Work experience in using the Quality Center to manage the software testing process and Jira for tracking the process and sharing the files
- Technically resourceful in different types of testing such as Functional, Positive, Negative, Regression, Integration, Black box and User Acceptance Testing, Prod Support Testing
- Excel in translating Business Requirements into executable test conditions which serves as the foundation for effective testing

Business Analyst (Feb 2013 - Mar 2014)

- Involved in requirement gathering, requirement analysis, prioritizing and validating the requirements
- Created Project Vision Document, Business Analysis Plan, Business Requirement Document, System & Functional requirement document
- Owned 100% of the incident, Request, Change and Escalation processes related to Ops support
- Executed performance with 100% accurate reporting and established service improvements
- Monitored, controlled and supported service delivery
- Ensure systems, methodologies and procedures were followed without any error

Vodafone India Services Pvt. Ltd.

Junior Executive

Apr 2011 - Nov 2012

- Dealing with UK based Corporate customer service team
- Working in a team to achieve the business targets
- Adhere to core values of Vodafone in providing Speed, Simplicity and Trust
- Converting new customer chats into sales and assisting them for online order process
- Interacting with existing customers for additional lines and personal/business contracts on chat and through call back leads
- Sharing knowledge and sales pitch through excel and presentation files with peers thereby achieving the team's target

Skills and Competencies

- Project Planning & Execution
- Agile & Scrum Methodology
- Lean & Six Sigma
- People Management
- Critical thinking & Diplomacy
- Customer Relationship Management
- Worked on Jira, Salesforce, GitLab, Gitbash, Putty, VNC Viewer, Citrix, IBM Doors, HP Quality center & HCL Compass

Education History



Bachelor in Commerce

Institution: Gujarat University

Year of Graduation: 2009

Personal Details

Dob - 9th July, 1989

Languages - Gujarati, Hindi, English

Marital Status - Married

Hobbies - Geo-politics & Cooking