



Jagdish Patel

Scrum Master/QA Manager

Having 13+ Years of experience in defining and implementing quality assurance, test automation and Agile practices. Demonstrated skill, passion in diverse roles as Transformation Lead, Agile Coach, QA Manager and Scrum Master.

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📍 Pune, India

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WORK EXPERIENCE

Scrum Master/QA Manager

Opus Software Solutions Pvt Ltd

02/2012 - Present

Pune , Maharashtra , India

- While working as scrum master made various process changes that improved in-sprint automation from 0 to 80%. Also defect leakage was reduced to 10% from 25 % (bench marked against previous year's leakages) and velocity improved significantly.
- Working as scrum master for the team - supporting the Product Owner for product backlog grooming.
- Champion and manage weekly backlog grooming sessions with team, ensuring work items are estimated, ready-for-work and maintained. Provide proactive coaching to the team and recommends continuous improvement of processes to optimize team productivity.
- Involved in Estimations, Defect Triage, Test Planning, Client interactions, project scope analysis, Team Management , performance appraisals, setting up KPI, interviews, resource planning, strategic decision making etc.
- As a part of my responsibilities involved in implementing Agile Scrum Methodologies, new QA processes as and when required, resource planning, strategic decision making, etc.
- Having diverse experience of stake holder management and client engagement across different geographical locations in India, United States, and United Kingdom.
- In past performed ATM testing of various make and model like NCR, Diebold, and Hyosung also worked on mobile testing for Android and iOS devices.
- Hold valid B1(USA) and L1B(USA) visa.

V&V Engineer

Patni Computer Systems Limited

07/2008 - 02/2012

Pune

- Worked as V&V Engineer wherein I was responsible for understanding testing requirements, identifying the test scenarios, writing and executing the test cases.
- Performing regression testing, integration testing, generation of test data for the product.
- Defect Reporting & Defect Tracking and troubleshooting by considering the log files.
- Interface Testing using Winscp, Putty, and SOAP.
- Responsible for mentoring and guiding the recruits to ensure their smooth induction into the project.
- Interacting with the client on various forums and clarify any queries regarding the functionality etc.
- Had responsibility to look into production issues and CR test case creation and testing at Client location.

SKILLS

• Test Management, Agile Methodology processes, Client Engagement, Vendor Management, Requirement Analysis, Defect Management

• API test Strategy and planning, Selenium Web Driver, SOAP UI, Rest Assured

• Source Control: Visual Source Safe , SubVersion

• Test , Agile & Defect Management: JIRA, Confluence, TFS, ServiceNow

• DB & Others: Microsoft SQL Server, Oracle

SOFT SKILLS

• Excellent communication skills - both verbal and written.

• Effective interpersonal , leadership , presentation skills.

• Strong time management/organizational skills with the ability to effectively manage competing priorities.

AWARDS & ACHIEVEMENTS

CEO's Award for Business Excellence(2016)

Opus Software Solutions Pvt Ltd

"Game-Changer" for WU – Digital (2015)

Western Union

"Pat on Back" cPOS & UPSS (2011).

Opus Software Solutions Pvt Ltd

DOMAINS

Telecom, Retail, Payments(Remittance), ATM

CERTIFICATES

Certified Scrum Master

Google Cloud Platform Foundation

Foundation Level Certified Tester certified by the ISTQB

EDUCATION

Bachelor of Science

Pune University

06/2005 - 05/2008