Akash Pandey

Scrum Master (Servant Leader)

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Gurgaon

Career Objective

"To be the part of a team of hi-caliber professionals for challenging new assignments and responsibilities, thus sharpening my own professional skills, while at the same time, contributing my best to the overall development of the organization"

Profile Summary

- Akash is an EY **CSM** and **PMP** Certified **Scrum Master** (Agile Expert) with 6.8+ years of experience in **Digital Transformation**, **Business Transformation** and **Project Management** across a breadth of industries
- Strong experience on driving **Agile transformations** from design to implementation
- Hands on experience with **Waterfall**, **Change Management** and **Agile (Scrum, Kanban, XP, Spotify)** methodologies for **SDLC** with extensive experience in analyzing and documenting **BRD** and **FSD**
- Experience **facilitating agile ceremonies** and **mentoring teams**/individuals on agile values, design thinking, customer value, product management, etc.
- Educate the teams and organization on **scrum values** and their meaning to everyday work
- Act as **Servant Leader**, leading **scrum events** and overseeing SM's assigned delivery teams as they perform day-to-day tasks, ensuring they live the **agile values**, and shielding them from outside distractions
- Experience in **leading multiple programs** and building execution frameworks to drive business growth
- **Coaching** the Scrum Team and the organization on how to use Agile/Scrum practices and values
- Facilitate **planning, retrospectives**, and **stand-up meetings** while actively engaging and intervening when disagreements, misunderstandings, or other types of impediments needs resolution in or between the teams
- Experience with various successful Agile techniques: Visual Management, **User Stories**, **ATDD**, **BDD**, **TDD**, **Continuous Integration, XP, Agile Games**
- Convene with other **Scrum Masters** to increase the efficiency of scrum and agile methods in the department
- Proficiency with **JIRA, Confluence, PPM, Asana** and **Office 365** for PMO tools
- Engage regularly with the **product owners** (backlog refinement, quarterly planning, manage dependencies)
- Experience in **Digital Collaborations** tools like **Slack, Teams, Trello, Egnyte, SharePoint** and **M365**
- Expertise in **requirement gathering**, Interactions with stakeholders, Application Design, Use cases and smoke testing
- Experience **facilitating agile ceremonies** and **mentoring teams**/individuals on agile values, design thinking, customer value, product management, etc.
- Ensuring that **Squads** and **Tribes** are interacting with dependent stakeholders effectively (e.g., with Senior Leadership, Tribe Leads and Product Owners)
- Experience in reporting tools like **Tableau, QlikView** and used it for displaying efforts data to the client
- Experience with **product development lifecycle**, developing a robust web-based application system to recruit, organize and manage workforce
- Experience in running **PMO**, building business algorithms/ scenario planning/ solving business problems using optimization techniques
- Experience in being a **"connector"** across teams and **leading multiple programs/projects** against **KPIs** through to completion
- Strong project & **people management skills** and able to work face to face with internal customers
- Managing the **triage** of critical issues, risks, dependencies and changes through the initiative life cycle

Certifications

- PMP Certified by PMI
- Certified Scrum Master by Scrum Alliance (CSM)
- Certified Agile Business Analyst
- Certified ITIL Foundation V4
- Certified in Banking Foundation and Financial services

Additional Skillset

Methodologies	Agile, Scrum, Kanban, XP, Spotify, Waterfall
Digital Tools	Slack, Teams, Trello, Egnyte, SharePoint, Asana, OneDrive, Jive
PMO Tools	Confluence, JIRA, PPM, Splunk, Tableau, QlikView, ServiceNow
Office Tools	MPP, MS Visio, MS Excel, MS Word, MS Power Point

Professional Experience

Ernst & Young, Gurgaon

Designation: Sr. Scrum Master (PM)

Roles and Responsibilities:

- Nurturing agility in teams to shaping our broader transformation at an organizational level working across products and services for various functional and business domains
- Strong Agile experience will propagate learning across various teams and will help other members problem solve and enhance capabilities in the Agile chapter
- Experience in coaching and helping teams and stakeholders in their agile learning, personal and team transformations
- Challenging existing processes and facilitating improvement practices, bringing a continuous improvement & Minimum Viable Product mindset to the squad's work
- Facilitate and lead scrum ceremonies: sprint planning, review, retrospectives and daily stand ups
- Works with the Product Owner to continuously refine scheduling and estimation for the product roadmap and backlog
- Clarify Sprint goals. Ensure acceptance criteria are well defined and "Definition of Done" is clear to all scrum team members
- Ensure estimation of story points are done properly and aligned to sprint milestones
- Develop relationships of trust with Squad members, Product Owner, and other key stakeholders (e.g., Chapter Leads, other Scrum Masters) to advance the Squad's work
- Coach and mentor team members to develop agile capabilities self-organization
- Guide the teams towards improving the scrum way of working including ensuring cross term coordination
- Lead assigned delivery teams to perform day-to-day tasks, shielding them from outside distractions and facilitating removal of blockers
- Provides clear metrics (flow framework, velocity, burn-down, etc.) for both internal (scrum team) and external stakeholders
- Supporting the continuous improvement and development of best practices in interaction model between the community and the Agile CoE
- Monitor the team's outcomes and dynamics while assisting them in improving team performance and agile maturity

American Express, Gurgaon

Designation: Scrum Master (TL)

Roles and Responsibilities:

- Educate the teams and organization on scrum values and their meaning to everyday work
- Anticipating and identifying impediments (systematic, behavioral, etc.) and working with the right owners to resolve them
- Embed and foster Agile ways of working at the squad level by enabling effective teaming, and address dependencies and impediments impacting the squad's work
- Devise creative and viable solutions to complex challenges facing Squad, including impediments and inefficiencies with ambiguous causes (e.g., identifying causes of perpetual delays)
- Facilitate daily stand up meetings sprint planning, sprint review, sprint retrospective and sprint demo
- Guide Agile team in coming up with a size based on the requirements / features gathered
- Enjoys wearing different hats of Teacher, Mentor, Coach & Technologist
- Draw on best practices and develop creative solutions to address challenges facing by scrum team
- Support the Product Owner and other stakeholders while building a trusting and safe environment for the team where problems can be raised without fear, blame, retribution or judgement
- Support the Delivery Lead with inter-team dependencies and communicate timely readiness well in advance
- Monitor the team's outcomes while assisting them in improving team performance and agile maturity
- Mobilize scrum team, ensuring understanding and alignment on ways of working and scrum team roles
- Scrum and Agile approaches to managing Risk, Assumptions, Issues and Dependences in conjunction with your stakeholders and team

Infosys, Bangalore

Designation: Business Analyst

Roles and Responsibilities:

- Collaboration between Client and internal teams, both technical and functional to ensure timely, error free delivery of projects with complete ownership of all the deliverables
- Translated the business requirements into workable functional and non-functional requirements at detailed production level using Workflow Diagrams, Sequence Diagrams, Activity Diagrams and Use Case Modeling
- Working as Business Analyst on Disruptive Digital Technology and programs within the portfolio and involves tracking/reporting, assurance/quality control, information management
- Track project progress and figure out any gap or deviation from the initial plan and accommodate the required fix by using JIRA and other DevOps tools
- Create project schedule, milestones, resource plan etc. and present to senior management identifying the cost and time requirements
- Designs new programs by analyzing requirements, constructing workflow charts and diagrams, studying system capabilities, writing specifications
- Support the QA, UAT and Release phases of the project via defect analysis, change maintenance, documentation, etc.
- Ensuring project plans are created and maintained, deliverables tracked against time and cost, and resource utilization is monitored

Educational Qualification

Education	University	Session
MBA	Institute of Management Technology - G	2018-2019
Engineering (B-Tech)	U.P.T.U	2010-2014