NITIN N PISE

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SCRUM MASTER | PROGRAM MANAGEMENT/PROJECT COORDINATOR | WORKFLOW MANAGEMENT | TEAM MANAGEMENT

18+ years of expertise in roles like **Project Management/Project Co-Coordinator**, **Scrum Master**, **Workflow Management**, **Business Analytics** involving successful initiation, execution, testing & delivery of projects in a diverse range of technologies. Skilled in collaborating with Channel, Client, and other stakeholders to ensure timely & quality service delivery attaining consistent results and tightening ROI on high-value projects.

Skilled in collaborating with Product Managers and Development Teams to assure requirements are captured and recorded using the appropriate agile methodology to facilitate Sprint Planning, Release Planning, Daily Stand-Ups, Product Demos, and Sprint Retrospectives. Skilled in generating reports, involving Business Objects/Business Intelligence, and QLIKVIEW Reporting. Exhibited excellence in defining and documenting the workflow architecture and ensuring that all development adheres to the defined architecture.

Certifications: Certified SRUM Master, Six Sigma Green Belt, ITIL V3
Tools: Jira, KANBAN, Business Object/Intelligence (SAP), QlikView, SharePoint, MS Office

THE PROFESSIONAL SKILLS:

Project Co-Coordinator/Program Management	Defining Processes	Business Analytics
Workflow Analysis & Management	Reports/Documentation	Client Engagement
Service Delivery Management	KPI Management	Collaboration/Liaison
Data Visualization	Risk & Quality Management	Team Training

EMPLOYMENT CHRONICLE

JP Morgan Chase	**Feb 2014 – May 2021**

Associate AVP/Scrum Master - SAN (Storage Area Network), NAS (Network-attached storage) & BACKUP technology)

Scrum Master: Handled accountability to ensure Scrum is understood and the team adheres to Scrum theory, practice, and guidelines. Worked with Scrum Team, as well as internal and external stakeholders, to facilitate Scrum events, ad-hoc meetings and to influence and drive decision making and support the organizational project or product teams. Spearheaded SCRUM Ceremony, involving daily stand-up calls, retrospective, backlog review, refinement, and sprint planning.

✓ Extensively supported Product Owners and teams in story writing, backlog maintenance, and prioritization and planning.
✓ Ensured efficient utilization of the metrics and data visualization to report progress and support data-driven decisions. Conceptualized efficient, useful, reliable and practical forecasts for delivery sprints and releases.
✓ Ensured inclusion of all feature teams during UAT & PROD push. Tracked and removed impediments.

Project Management: Directed project management activities, involving implementation of project best practices, customer engagement, client delivery, and relationship management while adhering to the budgets and ensuring value additions across all phases of the project.

Workflow Management: Lead development of the Metrics Dashboard via Business Objects and Jira Dashboard creation. Handled a range of activities, involving Queue Management (SAN, NAS, BACKUP & Jira Queue), resource planning based on the time stamp. Spearheaded workflow design and implantation for the projects/processes.

Client Engagement/ Vendor/Stakeholder Management: Managed client engagement from kick-off to delivery. Collaborated with the vendors to understand requirements and estimate the scope of automation.

Dashboard Designing: Created Scrum boards & Jira metrics dashboards for data visualization to track organizational & team performances.

Quality/Reports: Initiated quality measurement and tracking. Published Performance report (individual & team level) to top management. Efficiently process documentation, formulated charts & schedules for the management. Generated various reports, including tracking risks & issues (daily status report), scrutiny and reported progress.

Team Management/Servant Leader: Ensured that team commitments on delivery are met and that agile principles are adhered to, practicing the core principles of collaboration, accountability, and visibility. Functioned as the team`s information radiator, as well as represented team to the senior management, stakeholders and sponsors.

ACHIEVEMENTS

✓ Interfaced with the cross functional teams - Scrum Teams, Product Owner, and Stakeholders for consolidation of the scope of work.

- Facilitated 4 Scrum teams across India, UK, and US, including scoping, target establishment, timelines and their availability to leverage SCRUM Ceremony. Represented team to the senior management, stakeholders, and sponsors.

EMC Corporation   **Jan 2013 – Jan 2014**

<u>Work Flow Manager</u> (SAN - Storage Area Network, NAS - Network-attached Storage & Back-up Technology)

- Directed and monitored daily workflow management, involving request queue across the work area.
- Interfaced with other duty Managers as well as functional partners, and customers ensuring achievement of the set goals.
- Utilized defined protocols and independent judgment to escalate the critical issues to appropriate resource/or department manager to resolve customer issues. Oversaw workflow and request queue, supported open case management, filed escalation and SLO attainment.
- Ensured that issues and recommendations are accomplished on projects, tools, projects, products, processes, metrics, and standards.
- Coordinated with peers across products between SSC, Field, CSTs, CSMs. Handled scheduling for product teams.

ACHIEVEMENTS
- Conceptualized metrics & data visualization to improve and highlight areas of improvement with RCA for individual/Project Level

Unisys Global Services, India   **Jun 2006 – Sep 2012**

<u>Team Lead/People Soft Manager</u> [Sep 2007 – Sep 2012]

- Extended PeopleSoft Application Project Management support, involving project planning, scheduling, scope management, change management, issues management, risk management, quality management, problem-solving and conflict-resolution, and status reporting.
- Worked in conjunction with the functional team leads and resources to ensure proper coverage during off-hours and weekends.
- Spearheaded team of 29 members. Functioned as the **Green Belt Project member - CSAT Project,** establishing KPIs, objectives & metrics for the process, and team. Lead MIS Reporting and Dashboard designing for the process, performed SWOT Analysis.
- Supported BCP teams by proving the required details and served as an integral part of the CAT (Crisis Action Team) for the DU.
- Managed the performance review/appraisal process within the team and provided constructive feedback on half-yearly and yearly ratings.
- Involved in Monthly/quarterly operation reviews with the stakeholder and management to track/update the performance of the Process and team.

<u>Service Delivery Associate 2/Senior Associate</u> | Jun 2006 - Aug 2007
- Exhibited excellence in managing 3 Accounts, including EMC, Data Domain & Isilon across APAC, EMEA, and NA.
- Successfully ensured cost-effectiveness and value adds to the PMO.
- Recognized processes enhancement and continuous efforts to improve performances, involving utilization and efficiency of the team/process by automation of reports through innovation.
- Lead documentation, identification of metrics, designing of process flow and quality implementations.
- Acted as SPOC for:
  o Enhancing the WFM (Work Flow Manager) tool across the BSS/BPO team
  o EWS (Early Warning Signal)
- Planned and conducted training to the new employees on various functions performed in the process with active involvement with the team to evaluate training requirements and design training strategies, and programs.

ACHIEVEMENTS
- Exhibited excellence in resource count management in comparison with the cost involved in billing GREEN on every CSAT Survey Satisfied PMO office and upper management.
- Spearheaded team of 29 members, involved in setting and managing KPI's, Objectives and Metrics for the process and team MIS Reporting and Dashboard. Implemented/Driving SWOT Analysis/A3 Project/SIMPLE (Simple Ideas leading to Excellence)

PREVIOUS EMPLOYMENT

Deutsche Bank Group	Process Executive	Jan 2006 – Jun 2006
ICICI One Source	Senior Customer Support Associate	Mar 2004 – Dec 2005
Seals Computers	Senior Executive	Jan 2002 – Apr 2003
E-Connections	Marketing Executive	Aug 2001 – Dec 2001

EDUCATION

Bachelor's Degree in Commerce | Bangalore University