

# Navin Mishra

PMP, CSM, ITSM, PRINCE 2, AWS Certified

+91 9175450332

navin.mishra@outlook.com

## SUMMARY

Accomplished, committed and creative Project Manager with more than 16 years of success delivering IT projects 'on-time and within budget through improved productivity, performance and cost control. Broad experience leading and innovating in both Fortune 500 and "boutique" firm environments. "Big 4" client-facing /client-management experience. Communicate effectively with all levels of management. Certified PMP and Scrum Master).

## EXPERIENCE

### Senior Project Manager/Scrum Master

Globant

09/2020 - Ongoing

#### Client Ernst and Young

- Gathering and updating project materials, completing budgeting, forecasting, project documentation, business flows, and lessons learned documents
- Scheduling and allocating work, providing advice and guidance, and resolving problems to meet technical performance and financial objectives
- Coordinate all Scrum Ceremonies including **Sprint Planning, Daily Standups, Sprint retrospectives, Sprint Demos, Story /Backlog Grooming, and Release Planning**
- Coaching and mentoring other ScrumMasters on our program team. Partnering to ensure that our ways of working are consistent across teams
- Assist in defining and deploying new product development processes and in facilitating the continuous improvement of existing processes
- Coaching and mentoring other Scrum Masters on our program team. Partnering to ensure that our ways of working are consistent across teams
- Liaising between developers and project stakeholders; fostering quality communication between engineering disciplines

### Project Manager / Scrum Master

Atos Syntel

12/2010 - 09/2020

Delivered more than 10 projects with budgets from \$50,000 to \$1 million on-time and on-budget for clients such as **American Express, Wells Fargo, Independent Health and Fedex.**

- Enabled Agile team to increase its throughput by 15% through use of swarming around features and other high-collaboration approaches, such as paired programming.
- Facilitated test-driven development on all projects increasing quality by 17% (benchmarked against historical data).
- Administered all Agile/Scrum processes including sprint planning, daily scrums, sprint reviews and sprint retrospectives; coached team members and clients on Agile process.
  - What did you achieve in this role?

## SKILLS

### Group Title

Scrum

Lean

Kanban

PMP

Waterfall

Cloud Computing

Agile

ITSM

Release Management

Change Management

## CORE COMPETENCIES

### Process Improvement

Successfully led initiative to introduce Scrum to corporate IT department of over 100. Coached and mentored other team members in Scrum ceremonies and educated product owners in Agile. Customer satisfaction on Agile-led projects increased by 23% in the first six months, benchmarked against non Agile projects.

### Leadership/Innovation

Took initiative in developing concept and presenting business case for Automation management and analytics projects that formed the basis of a broad multi-million dollar project to enable just-in-time analytics, historical tracking and business process improvement opportunities leading to growth in what was considered a mature business.

## EXPERIENCE

---

### Project Manager

#### Micorland

📅 10/2009 - 12/2010

- Mentored a team of 102 people including Service Desk/Desktop Engineer/Remote Support Team at 98 locations.
- Conducted business requirements analysis with external clients using stakeholder interviews and focus groups to define scope.
- Established stakeholder registry, performed gap analysis and presented business case to sponsoring partners.
- Issued weekly plan for resource schedule, purging activity, backup activity and spill over.

---

### Transition Manager

#### Network Solutions

📅 08/2008 - 10/2009

- Led development, planning and execution for a \$1 million analytics project.
- Mentored a team of 24 people including L1, L2& L3 Network/Linux Engineers for handling the configuration management and VSS implementation.
- Leveraged skills of technical development and cross-functional team members to innovate technical offerings.
- Allocated and balanced resources between 10 on-site and 10 offshore developers, ensuring optimum utilization across competing projects.
- Defined requirements for new and existing system modifications, prepared status reports, presentations, and Project demonstrations for senior managers, partners, and stakeholders
- 
- 

---

### Site In - Charge

#### Wipro Infotech

📅 02/2007 - 07/2008

- Joined as Implementation Executive and rose to the post of Site-in Charge
- Overseeing the hiring, training, deployment & roll-over of team members.
- Overall responsibility of the project team for named accounts.
- Service Desk Management, Incident and Problem Management.

## CORE COMPETENCIES

---

### Risk Management

Initiated "emergency" project when a related, externally managed SAP implementation project stalled, saving the firm approximately \$1 million in fees.

## EDUCATION

---

### University of Mumbai

#### Bachelor of Commerce

📅 2001 - 2001