

Umamaheswari Muthukumar, 15 +yrs exp.

Scrum Master & Project Manager



Professional Summary:

Professional Scrum master (PSM I) certified, Innovative and solution focused IT professional, specializing in leading high-performing and multi-disciplinary teams from product development through successful product launches. Accustomed to managing multiple projects and priorities in fast-paced environment. **Total IT experience of 14+ years with 7+ years of Project management and 3+ Scrum Master experience.**

Experience:

- Program & Project management, Scrum Master, Agile Coach –Managing JAVA/J2EE Development product, projects & Maintenance application both in Agile and Waterfall model.
- Foster a team-collaborative environment that tears down silos between groups – act in a single voice
- Facilitate discussion for alternatives or different approaches
- Hands on Agile metrics and reporting Release burn downs Sprint Burn downs Velocity etc, User story mapping Story point sizing and ranking according to value based priorities for evaluation of a Minimum Viable Product
- Facilitation of Agile meetings retrospectives of scrums and others Release planning in coordination with other Agile teams for overall sprint planning
- Used KPIs to evaluate the planning, strategic, operational, and customer engagement achievements of agile projects and project relations to organizational prerogatives and strategic goals
- Ability to “get the job done” regardless of role definition. Ability to shift to the role or tasks needed for every situation.
- Act as change agent and foster a “learn-by-doing” environment
- Domain: Telecom.

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Chennai, India

Educational Qualification

Bachelor of Engineering (B.E), Sathyabama University.

Job Experience

Tata Consultancy Services:

Scrum Master, Sep 2019 - till date

Transition Lead/Delivery Manager, May 2017 - Jul 2019

Project Manager, Feb 2014 – Apr 2017

Project Leader, Dec 2011 - Jan 2014

Test Manager, Mar 2009 - Nov 2011

Test Lead, Jan 2008 - Feb 2009

Test Analyst, Jun 2006 - Dec 2007

Core Competencies

- Servant leadership
- Agile coaching
- Backlog management
- Streamlining Efforts Estimation
- Effective Planning
- Quality control

Technical Knowledge

- Database: Oracle 11, Sql server 2014
- Automation tools: UFT, Selenium
- Version Control: CSV, SVN, GIT
- Tools: Jira, HP Quality Centre, Confluence, Sharepoint

Project Experience

Role: Scrum Master

Responsibilities:

- The Project Manager / Scrum Master role spends their day helping other team members communicate, coordinate, and cooperate; generally, this person assists the team in meeting delivery goals and assuring the team has all of the information necessary without undue roadblocks. The Scrum Master is a team-based management proxy and servant leader who helps self-organize, self-manage, and deliver IT products via effective Agile practices. They also help the team coordinate dependencies with other teams on the Agile Release Train, communicate status and generally step in to assist in removing roadblocks and assuring work is proceeding without delays
- Working across teams/disciplines to ensure release readiness and quality deployments
- Anticipating issues and acting proactively to address potential issues
- Working with the team to plan sprints and holding daily scrum meetings
- Managing staff, including hiring, compensation and employee performance assessments
- Supports the Product Owner. The Product Owner has a special responsibility on the team. This role supports the Product Owner in their efforts and facilitates a healthy intra-team dynamic with respect to priorities and scope. Manages cross-functional and cross-application dependencies in cooperation with other program managers, project managers, scrum masters, and team members
- Lead adoption initiatives across the s/w development projects of the firm
- Managing the book of work
- Developing status reports and dashboards, including metrics-informed analysis

Project #1: My Services - BT

Duration: Oct 2020 – till date

Organization: Tata Consultancy Services, Chennai.

BT offers a cohesive, highly effective approach to Third Party Field Engineers for Line test and Plan & Build.

Technologies: Azure DevOps, Outsystem, Rest API, Micro services.

Role: Scrum Master**Responsibilities:**

- Working across teams/disciplines to ensure release readiness and quality deployments
- Anticipating issues and acting proactively to address potential issues
- Working with the team to plan release deliverables and holding daily standup meetings
- Helped the Product Owner/product Management in maintaining, refining and prioritizing the product backlog.
- Worked closely with the Release train engineer in coordinating dependencies between various scrum teams

Role: Transition Lead**Responsibilities:**

- Contribute towards RFP submission with Data Analysis and presentation
- Prepared the Transition Plan in coherence with Release timelines including the documentation necessary and acceptance criteria checklist.
- Monitor and Report Transition progress with Business stakeholders
- Ensured transition is planned and executed to schedule and scope
- Be responsible for coordinating implementation activities, providing effective team leadership during project work
- Managing staff, including hiring, compensation and Employee performance assessment
- Liaise with business and IT partners on release scheduling and communication of progress
- Work with project manager to establish end-to-end project plan and approach
- Contribute to business case and ROM estimates for complex projects

Role: Project Manager**Responsibilities:**

- Analyse Policy guidelines from customers and develop quality standard for their processes
- Maintain a manual of standard procedures and quality checklists
- Check quality of deliverables at regular stages of delivery
- Report quality metrics scorecard, to all stakeholders
- Work with planning teams to ensure that quality processes are implemented in a way that is easy to use
- Verify equipment configuration in inventory records management

Project #2: App Infra Migration - BT**Duration:** Sep 2019 – Sep 2020**Organization:** Tata Consultancy Services, Chennai.

30+ Openreach mobility applications used by Direct labors were migrated to Azure using KANBAN methodology of Agile.

Technologies: Azure, APIGEE, React Native.**Project #3:** Global Services Quality Assurance**Duration:** Oct 2018 – July 2019**Organization:** Tata Consultancy Services, Chennai.

Test factory model was set up, with both manual and automation testing for all the OSS/BSS journeys of Global Services. This was transitioned out from competitor in a short duration of 10 weeks, onboarding a team of 150 associates without impact to release timelines or deliverables.

Tools Used: JIRA, HP Quality Centre, Sharepoint, Confluence, Selenium & SQL for Automation.**Project #4:** Network Plan and Build**Duration:** Nov 2016 – Sep 2018**Organization:** Tata Consultancy Services, Chennai.

Network design and planning using customized tools for Fibre to the Premises(FTTP) & Fibre to the Cabinet(FTTC) Planning and Design. Analyzing the Jobpack and recording the Network. Analyzing different types of orders for updating CSS system.

system to ensure policy guidelines have been followed

- Perform user acceptance test and declare deliveries are fit for purpose
- Develop models to test quality of plan for new network topologies – FTTP MDU, FTTP CBT etc
- Based on the test results introduce new policies and procedures after discussion with stakeholders
- Cross check planned data, build data and OSS system to ensure data integrity and enabling network commissioning (FTTP and FTTC)

Role: Deputy Product Owner

Responsibilities:

- To work on RFP providing solution around APM.
- Analyze New Product Features and derive major Test Scenarios
- Work with various Non-Functional Assurance CoEs and provide guidelines to product feature
- To provide Demos, share customer specific customized presentations
- Follow up and successful closure of Opportunities
- To work with TCS Legal on Agreement terms and follow up till closure
- To create Case Studies and Success stories for show casing to new customers
- To work with Customer and on getting the Product deployed as per the customization needs of the customer
- Co ordinating and managing stake holders during deployment
- To get Testimonials, CSI and complete closure process.

Role: Service Capacity Manager

Responsibilities:

- Ensures effective Capacity for applications current usage and growth. Evaluates each IT component and provides Capacity assessment and invokes necessary actions to resolve impacting component.
- Release Assessment of the new product/service launched in BT and identify the risks and availability of the services based on the analysis done from each impacted applications
- Monitoring the behavior of the systems in terms of CPU, Memory & Disk Space, etc
- Perform Regular service health checks and , Analysis of Performance Reports and Identify the risks, give the Recommendations

Capacity Incident Monitoring, Analysis and reduction

Tools Used: ArcGIS, Mainframe applications.

Project #5: Application Portfolio Manager - Mastercraft

Duration: Feb 2014 – Oct 2016

Organization: Tata Consultancy Services, Chennai.

Mastercraft Application Portfolio Manager is one of the products of the TCS Mastercraft Products suite.

APM Offers:

Centralised Enterprise catalog of Applications and Assets. Web based descriptive data gathering with role based and confidentiality. Business process capture and mapping with application.

Multidimensional analysis providing application health index and Investment prioritization outcomes. IT Planning, workflow managed and notifications.

Technologies Used: Java, D3Js, Postgres

Project #6: IT IS Capacity Management

Duration: Apr 2013 – Jan 2014

Organization: Tata Consultancy Services, Chennai.

BT TSO Capacity planning is to streamline the Capacity management processes with ITIL standards, provide Right Capacity at Right Time to meet Business Demand and reducing Operational Costs.

Tools Used: vCops, vServe

Role: Non Functional Impact Assessment Manager

Responsibilities:

- As an Non Functional Impact Analyst, business requirements are analyzed in detail, perform impact analysis on various OSS systems/processes and arrive at the efficient end to end solution design to launch a variety of Telecom products and technologies on the Equivalence Management platform (EMP), which is the OfCom regulated "One platform" to support BT Openreach.
- Educated the Solution Design community on importance of Non Functional impacts on Functional Solution Design.
- Highlighted critical non functional dependencies to NF Lead ensuring smooth delivery of business critical requirements.

Role: Operational Readiness Test Manager

Responsibilities:

- Successfully delivered highly complex ORT product launches across geographies working by analysis, project planning, scheduling and architectural analysis with process and solution design teams.
- Influenced and driven Operational users to an understanding helping successful delivery of ORT.
- Providing end to end management of ORTs involving BT Product Managers and other stakeholders about system/process issues ensuring successful launch of products.
- Managed users from International user community from multiple locations delegating and managing work.

Role: Test Lead

Responsibilities:

- Mainly involved in CR analysis, Test Case preparation and Test Script execution. Providing end to end management
- Team Coordination, Reviewing of Network kit and Reporting daily test progress status to stakeholders.

Role: Test Analyst

Responsibilities:

- Preparation of Test Plan, Test Case document, Test Results Sheet, Traceability Matrix for project
- Perform Testing, reporting daily status to Handset Managers.
- Partner Coordination for Defect closure

Project #7: Non Functional impact assessment - Openreach

Duration: Feb 2012 – Oct 2012

Organization: Tata Consultancy Services, Chennai.

Tools Used: vCops, vServe

Project #8: ORT Management – BT GS Products

Duration: Dec 2009 – Nov 2011

Organization: Tata Consultancy Services, Chennai.

The project mainly deals with Operational Readiness Testing (ORT) for new products and for change requests that are tested successfully in End to End (E2E) and User Acceptance Testing (UAT), to get confidence before launching it for customers

Project #9: BT GS - Rest of World

Duration: Mar 2009 – Dec 2009

Organization: Tata Consultancy Services, Chennai.

The project mainly deals with Testing Order Entry and Fault management journeys for various Global Services Products like MPLS.

Project #10: Products/mSites/Handset Testing

Duration: Sep 2006 – Feb 2009

Organization: Tata Consultancy Services, Chennai.

Project involved Testing of 3's Products on 3G Handsets(Products include Skype, Windows Live Messenger, Music, Games etc..), PRs.