RAVEENA RAJENDRAN

SCRUM MASTER

GET IN CONTACT

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OBJECTIVE

To build a career in a growth-oriented organisation while contributing effectively to the organisation's goals and objectives using my skills and work experience.

SKILLS

- Scrum, Jira, Confluence, Kanban, SDLC
- MS Word, Excel, Powerpoint
- Excellent communication skills
- Leadership qualities
- Problem solving
- Conflict Resolution Ability.

CERTIFICATIONS

- Certified Scrum Master (CSM) | Scrum Alliance (Link)
- Scrum Fundamentals Certified | SCRUMstudy (Link)
- Web Developer Bootcamp | Udemy

EDUCATION

Bachelor of Technology:
Aurora's Scientific and Technological Institute | JNTU, Hyderabad | 2011-2015

AWARDS

- Receiver of the GOC's G.O.L.D award in May 2020.
- Silver medalist in UG.

WORK EXPERIENCE

GOOGLE OPERATIONS CENTER [GOC]
Senior Process Associate | August 2019 – Present | Google Ads

- Headed the scrum team, facilitated all the scrum ceremonies with identification and removal of impediments.
- Scrum as an asset; Strong knowledge of all the Scrum Artifacts, Scrum Ceremonies, Backlog refinement activity.
- Coach and encourage teams for the use of Agile/Scrum methodologies.
- Collaborate with the Product Owners and Business Analysts for product backlog refinement and prioritise.
- Troubleshooting and enabling teams to work without any blockers.
- Setting up and facilitating the various Agile ceremonies like Sprint Planning, Daily Stand up, Sprint Review, Backlog Refinement, Sprint Retrospective.
- Manage and update JIRA and Confluence to reflect current and accurate status, enable teams to self-manage JIRA updates daily.

COGNIZANT TECHNOLOGY SOLUTIONS
Senior Process Associate | July 2018 – August 2019 | Google Ads

- Collected gathered and structured the requirements.
- Identifying and prioritizing the bugs and providing to the development team
- Validating the bugs once fixed by the development team and confirming to the clients.
- Handled the quality control related queries of the team and was a team liaison.

HSBC
Process Associate | December 2016 – May 2018

- Handled the quality control related queries of the team and was a team liaison. Involved in troubleshooting Bank Accounts and Credit Cards of Customers.

SUTHERLAND GLOBAL SERVICES
Consultant | June 2015 – October 2016

- Providing email support and calling the customer on requirement. Promoted within 3 months to handle Critical Queue.