

Hitesh S. Rahuja

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EXPERIENCE SUMMARY

- **Currently working with Johnson Controls, Inc. as Agile Project Manager / Product Engineering Delivery Manager** – Agile Project Manager managing JEM releases/program for their IoT/ Data Enabled Businesses Solutions Product line.
- Certified KMP1 Level, Certified ScrumMaster (CSM), Certified Scrum Product Owner (CSPO). Working exposure to *Scrum@Scale /SaFe* Delivery Model.
- **Help implement on ground CMMi adoption within program level.** Based on this, program was awarded CMMi level 3 certification.
- *14+ years of experience in varied roles with 7+ years of experience in Agile Product Delivery / Project Management, Agile/Scrum Coaching, Managed Services Support and Agile Development projects in BAMS, Disaster Recovery, Telecom, SLM & Storage domains.*
- Varied experience in Agile/Scrum/Kanban, Program & Project Management / PMO, Testing/QA, Infrastructure Hosting Support, Managed Services Support and Technical Knowledge Management/ Training. Enterprise level experience in implementing Agile Methodologies.
- Have strong experience in Offshore Delivery model, Global Technical Support, Managed Services, Infrastructure /Hosting Support, Support Operations Management, Software Testing and Quality Assurance, with expert level skills in strategic areas into Test management & strategy, Functional Testing, Integration Testing, System Testing, Regression Testing, UAT and E2E testing.
- Providing strong focus on iterative knowledge management to enhance reusable assets and continual skill enhancement in self & team members.
- **Involved in preparing Engagement dashboard, release wise projections, PMO Report, Product MSR/QBR, organizing Trainings Coaching sessions to the program level teams.**
- Having comprehensive problem-solving abilities, multitasking attitude, willingness to take up ownership, facilitate teamwork and lead activities.

PROFESSIONAL EXPERIENCE

Total Experience:

14.03 Years

Johnson Controls, Inc.

Dec'18 - Till Date

Project Description: JEM

Role: Agile Project Manager – Product Engineering

Client/s	Data Enabled Business Solutions
Roles and Responsibilities	<ul style="list-style-type: none">• Playing roles of Principal Scrum Master / Agile Coach and Delivery Manager. Guide and coach all stakeholders and participants involved with agile delivery for DEB Solutions.• Coach the team members - specifically in adopting agile practices and on implementation challenges.• Mentor the team members to adopt truly Agile mindset, including ownership, self-management and empowerment• Efficiency improvement practices – Knowledge/Re-usable Assets, Skill Development, Team Capability Enhancement• Exposure to scaled agile implementation with SAFe at Portfolio, Value Streaming, Program and Project level. Knowledge of Agile Test

Management to provide quality deliverables within a timeline
Implemented Agile Test management.

- Collaborate with project and program leads to create overarching delivery timelines, project charters, business cases, communication plans
- **Leads complex projects with overall responsibility for successful initiation, planning, design, execution, monitoring, controlling, status reporting and closure of a project and/or program**
- Drives activities to achieve measurable outcomes by managing schedule, resource, scope, budget, risk, issue, dependency, and vendor relationship
- Provides timely updates to the IT PMO and Stakeholders by producing regular status reports and steering governance updates
- Insightful professional with effective goal-oriented estimation, planning, strategy, people/team management, stakeholder management, change management, risk management, release management.
- **Certified Agile Scrum Master & Product Manager with a deep understanding of challenges and pitfalls during transformation for agile adoption and agile best practices.**
- Skilled performer who excellently manages the technical and business needs with exact customer expectation which builds excellent client relationship and collaboration with client /stakeholder.

SunGard Availability Services

May'18 – Nov'18

Project Description: Recovery Services

Role: Sr Scrum Master/ Agile Project Manager

Client/s

Global Product Engineering

Roles and Responsibilities

- **Facilitating daily scrums, sprint planning, sprint demo and retrospective meetings, backlog grooming session with Dev/QA/PM/PO.**
- Removing impediments and guiding the team to continuously make progress towards sprint/release goals.
- **Assisting with internal and external team communication and improving transparency.**
- Supporting the Product Management & Program Management, especially with respect to grooming and maintaining the product backlog across releases.
- **Enabling the team/s using *Servant Leadership* style.**
- Ensuing backlog is properly prioritized, ensuring that all work items have automated tests.
- **Experience coordinating multiple scrum teams with cross team dependencies.**
- Guide the team through branching/merge strategy, Code check-in rules, defect management strategy, deployment & Release planning.
- Knowledge of the tools and technologies used by the team (JIRA, Confluence, VSO/TFS, ServiceNow).
- **Release planning and roadmap support to Agile COE at enterprise level.**

BOSE Software Ltd.

Jul'17 - Apr'18

Project Description: Telstra NBN Transition

Role: Project Manager

Client/s

Telstra, Australia

Roles and Responsibilities

- Managing project reporting, planning, execution for 20 clients.
- Facilitating daily scrums, sprint planning, sprint demo and retrospective meetings.
- Removing impediments and guiding the team to continuously make progress.
- Assisting with internal and external communication and improving transparency.
- Supporting PO w.r.t grooming and maintaining the backlog.
- Providing support to the team using a servant leadership style, and leading by example.
- Ensuing backlog is properly prioritized, ensuring that all work items have automated tests.
- Guide the team through branching/merge strategy, Code check-in rules, and defect management strategy.
- Knowledge of the tools and technologies used by the team (JIRA, NetSuite, ServiceNow, etc.).
- Handling projects risks & issues preemptively.

Accenture Services Pvt. Ltd.

Jun'13 - Feb'17

Project Description: EMC RemoteApps QA and SVG Customer Service Assurance

Role: PM/ Team Lead for QA & Services Consultant

Client/s

EMC²

Roles and Responsibilities

- **Manage offshore project team in the capacity of Scrum Master/Agile Project Lead** with focus on Agile Delivery model.
- **Owning test automation of production apps** using HP UFT, scripting, process automation etc. Defects ownership and remediation to closure.
- **Responsible for budget control tracking and management, forecasting and resource management.** Also managing Billable utilization at resource level.
- Participated and lead in the development of Test strategy, policies, procedures, and goals using industry best practices.
- Maintaining burndown charts for sprint/release iterations.
- **Understand requirements from user stories, manage sprint backlogs, lead scrum/standup calls with client and stake holders.**
- Coordinating with product managers, BAs on deployment related activities. **Owning all release/sprint activities** to be completed on time and with deliverable quality for E2E validation/UAT signoff.
- People management experience with a focus on coaching and mentoring. Demonstrated leadership capabilities and excellent interpersonal skills.
- **Responsible for project monitoring, metrics reporting, project/release burn down charts, communication** to Leadership and Business stakeholders. **Managing weekly/monthly/quarterly dashboard reports** to senior management along with reporting monthly client billing.
- Manage multiple teams/schedules for project delivery, long term projects as well as short term (Agile Delivery) POC projects.

Parametric Technology Corp.

May'11 - Jun'13

Project Description: Servigistics Lifecycle Management Suite – Field Service Management

Role: Global Technical Consultant

Client/s

EMC², Cisco, DELL, Coca-Cola, GE Healthcare, J&J, TKE, DELL-China and Major US/European ERP Firms

Roles and Responsibilities

- Setting up a client environment changes and verification. Checking and monitoring health of Hosted Clients Network.
- Testing newly added client environment for product suite setup.
- Helping enterprise customers to better interact with the product and leading weekly status meetings with clients, etc.
- DB backups/Testing and Maintenance activities.
- Managing infrastructure of 250+ networked hosts over cloud.

Infosys Limited

Dec'06 - Apr'11

Project Description: Cox Communications Voicemail Testing

Role: Senior Test Engineer

Client/s

Cox Communication, USA

Roles and Responsibilities

- **Offshore lead for the project managing a team of five junior testers.**
- Carried out execution of test cases, defects logging & troubleshooting. Reviewed/Created IVR voicemail scripts. Created traceability matrix for the project using BRD and FRD.
- **Created training material for client using visual aid tools.** Curated Knowledge Repository & Product Brochures for the project.
- **Independently worked on the AD-Unity sync module** using Java, JNDI, LDIF and Eclipse to synch user & voice profiles and Distribution Lists in real time handling 100,000+ entries. Client interfacing role with Deloitte and Cisco.
- **Worked on Cisco Smart Business Portal (CSBP) upgrade.** Handled GUI modification and adding JTAPI functionality along with present TAPI functionality using Cisco Unified Application Environment (CUAE) APIs.
- **Successfully conducted training for Cisco Partners at Singapore and Bangalore locations.** Received customer appreciation for the same.

EDUCATION

Institute Name	Stream	%	Year
PC College of Engineering, Pune University	B. E. (IT)	61	Jun 2006
Adarsh Mahavidyalaya, Kutch, Gujarat	XII	70.86	Apr 2001
Excelsior Model High School, Kutch, Gujarat	X	83.43	Apr 1999

TECHNICAL KNOWLEDGE

Languages	C#/.NET, Java/JNDI, HTML
Databases	SQLServer, Oracle
Directory Servers	MS Active Directory
Tools used	HP Quality Centre /ALM, JIRA, Unity/ ServiceNow /SNOW, Cisco CallManager / CUCM, Cisco Unified App Env, Servigistics Suite / FSM, MS Visio / UML, Cygwin, Tortoise SVN
Scripting Languages	Shell, SQL, XML, LDIF
Operating Systems	Windows, Unix, Linux
Certification	ITIL Foundation v3, Certified Scrum Master CSM, Certified Scrum Product Owner CSPO

PERSONAL INFO

- DOB: 29-JUL-1984
- PANCard# / Passport# available