A-CSM®, PRINCE2 ® Foundation & Practitioner, PRINCE2 Agile® Practitioner, CSM®, & MSP® Foundation & Practitioner, SSYB, PMI-RMP Trained

***Irfan Asgarali Dalal***

***Scrum Master***

Contact



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Career Objective

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**Managerial**

**Technical**

Skills and Competencies

Business Analysis and Reporting.

Risk and Impact Analysis

Problem Solving

Project Management

Stakeholder Management

Client Engagement

Change Management

Team Management

Research and Development

Managing CCM Tickets

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Quality Assurance and testing

Defect Monitoring

SQL,JIRA,MPP,ZOHO,GEMINI,

Retail Factory,KAYAKO

VB Excel

MS Office

Quality Center

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Training and Documentation

Effective Communication

Strong teamwork

Organizational skills

Presentation skills

Quick learner & Developing Ideas

Confident & Positive attitude

Flexible & adaptable

**Personal**

Certification &Achievements

Nielsen Global Operations Award (Nielsen Gold)

NZ P3 War Room Award

Best Team – New Zealand Operations

Best Team – Retail Front End

Certificate of Appreciation for resolving Technical Issue

11 KUDOS Awards

 References

Available on Request

Aspiring for a competitive edge, where I can contribute in the growth of organization by applying my domain knowledge, analytical ability, technical and soft skills in a dedicated, positive and disciplined way. I intend to see myself in a responsible and pivotal position in the organization in coming years.

**Project Manager /Agile Coach /Scrum Master *(Aug’2020– till date)***

**YASH Technologies. | Indore | India**

* Playing a key person role by Managing and leading the whole project team as a Scrum Master/Agile Coach.
* Making sure team follows scrum ceremonies. Resolving impediments and conflicts. Servant Leadership.
* Practicing Agile methodology. Agile Coach.
* Developing a detailed project plan to track progress.
* Defining project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility with help of tech leads.
* Ensuring that all projects are delivered on-time, within the scope and budget. Resource allocation management.
* Evaluating estimation, costing and budget.
* Perform risk management to minimize project risks.
* **Client Relationship Management-**Proactively resolving customer’s query and satisfaction issues by doing meetings\one on one discussion. Agile coaching, leadership.

**Product Manager/ Agile Coach /Scrum Master *(Feb’2020– May'2020)***

**Office Beacon. | Vadodara | India**

* Playing a key person role by Managing and leading the whole project team as a Scrum Master/Product Manager.
* Making sure team follows scrum ceremonies. Resolving impediments and conflicts. Servant Leadership.
* Practicing Agile methodology. Agile Coach.
* Preparing Product Road Map.
* Developing a detailed project plan to track progress.
* Defining project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility with help of tech leads.
* Ensuring that all projects are delivered on-time, within the scope and budget. Resource allocation management.
* Evaluating estimation, costing and budget.
* Perform risk management to minimize project risks.
* **Client Relationship Management-**Proactively resolving customer’s query and satisfaction issues by doing meetings\one on one discussion. Agile coaching, leadership.

**PRINCE2 Agile Trainer *(Apr’2019– Feb’2020)***

**Remote | India**

* Gave trainings online for PRINCE2 Agile Foundation and Practitioner.

Best of Professional Experiences

Professional Experience

**Project Manager/Scrum Master *(Nov’2016– Nov 2018)***

**Turning Cloud Solutions. | Delhi | India**

* Playing a key person role by Managing and leading the whole project team as a Scrum Master/Project Manager. Practicing Agile methodology. Agile coach and leader. XP
* Servant Leadership.
* Resolving conflicts and impediments.
* Making sure team follows scrum ceremonies.
* Ensuring flawless execution of projects by coordinating internal resources and third parties/vendors.
* Developing a detailed project plan to track progress.
* Defining project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility with help of tech leads. Using appropriate verification techniques to manage changes in project scope, schedule and costs.
* Ensuring that all projects are delivered on-time, within the scope and budget. Keeping eye on resource availability and allocation
* Evaluating estimation, costing and budget.
* Perform risk management to minimize project risks.
* Report\escalate to upper management when needed.
* **Client Relationship Management-**Proactively resolving customer’s query and satisfaction issues by doing meetings\one on one discussion. Handling Daily operations.

 **Senior Business Analyst (*Feb’2016 – Nov’2016)* American Infosource | Vadodara | India**

* Requirements gathering. Agile coaching
* Acting as the liaison between client and among internal stakeholders to analyze, document, communicate and validate business and system requirements.
* Document changes to the design and implementation.
* Create and maintain workflows, approval processes, and validation rules based on clients’ and internal stakeholder requirements.
* Managing the project life cycle using Scrum and Agile methodology.

**Business Process Lead *(Jan’2011 – Jan’2016)***

**Tata Consultancy Services | Vadodara | India**

* Had been deputed to Australia for 2 months on transition project.
* Project management (End to end delivery), Market Research and Analytics.
* Automation of reports via VBA and advanced excel, User Acceptance Testing.Guiding associates regarding SQL Queries.
* Preparing and delivering reports and identifying reports which can be automated.
* Transition Management, CCM tickets management.
* Resource Management, Managing production schedule from offshore end, Research and development. Client relationship-Client Engagement.
* MBA Marketing 2011

 Madurai Kamraj University

* BBA 2008

Madurai Kamraj University

* DBEM 2007

EDI Ahmedabad | India

Academics

**Sales Assistant *(Jan’2010 –Sep’2010)***

**Digico | Riyadh | Saudi Arabia**

**Senior Executive Back Office *(Oct’2007 – May’2009)***

**Prime Services | Vadodara | India**