

HARDIK DESAI

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PROFILE SNAPSHOT

Certified Scrum Master and trained IT Professional offering progressive experience of over 10+ years, with proven domain expertise across CPG, Retail, HealthCare and BFSI domain. Expertise in Business Analysis, Project Management and Quality Assurance across multiple technologies with in-depth knowledge of Agile methodologies (SCRUM).

Recognized by peers for effectively blending business needs with design goals and leading solution-focused projects from inception through completion. Proven success in design, analysis, development, requirements gathering, troubleshooting, debugging, testing & service support of customized solutions for the Enterprise. Demonstrated history in Agile Project Management, Market Research, Continuous Improvement and Innovation, Budget Management, Business Process Optimization.

Profound expertise in planning and managing projects aligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains. Implement project management framework and best practices methodologies to achieve organizational goal.

Demonstrated history in developing technical/digital solutions with key focus on all phases of business/ project development lifecycle business vision, goals strategy alignment, business capability modelling, and business requirement analysis.

Competent in aligning business strategy and IT, transforming the organization model to achieve key business objectives such as enhanced customer focus, seamless end-to-end management, cost optimization and integrated service capability. Outstanding ability to understand and work on complex assignments with strong determination.

GLOBAL EXPOSURE

Gained exposure to a global culture which includes working with cross-functional teams & clients across various geographies including CA, US, UK and all European countries.

WORK EXPERIENCE

Scrum Master

13th February 2013 – Ongoing

TATA CONSULTANCY SERVICES

Grade: Lead

Responsibilities and Duties included:

- Accountable for establishing Scrum as per the Scrum Guide.
- Ensures Scrum is understood and enacted, and its effective use to Leads, trains, and coaches the organization in its Scrum adoption.
- Role model for Scrum Values.
- Teaching, coaching, facilitation, mentoring and training the organization in its Scrum adoption.
- Facilitating stakeholder collaboration as requested or needed.
- Causes the removal of impediments (ensures that Impediments are removed either by Scrum team or by engaging others).
- Agent of change – brings change to the organization to increase productivity of the Scrum Team.
- Ensuring that all Scrum events take place and are positive, productive, and kept within the time box.
- Ensure (actively or passively) that the Scrum Team is protected from outside distractions and the Scrum Team is focused on creating high-value Increments that meet the Definition of Done.
- Works with other SMs to increase the effectiveness of the ecosystem.
- Coach self-management and cross-functionality of the Scrum Team
- Remove barriers between stakeholders and Scrum Teams.
- Detect incomplete transparency Works to increase the transparency of Artifacts
- Plans scrum implementation within the organization.
- Serve the PO - find techniques for effective Product Goal definition and Product Backlog management and understanding product planning in an empirical environment.
- Acts with courage and actively takes direct action
- Participate in Sprint Planning, Sprint Review and Sprint Retrospective

EDUCATION

June 2009– March 2011

Post graduate diploma Management.

From IIBR institute Pune.

Modules included:

- Principals and Practice of Management.
- Organizational behavior.
- International business operation.
- Global Business management and strategic decision making.
- Buyer's behavior analysis and marketing strategy.
- Global marketing scenario and market communication.
- Business ethic and corporate governance.

March 2004 – March 2007

Bachelor of Commerce

Gujarat University (India)

Modules included:

- Accountancy
- Economics
- Management

ADDITIONAL SKILLS / CERTIFICATIONS

- Certified Scrum Master from Scrum Alliance.
- Diploma in Business Analysis (IIBA-BABOK).
- Certified Python Developer from Tops Institute, 2021.
- Worked on Jira, Azure Devops, Citrix, , HP Quality center, HCL Compass.
- Project management certification in Ascent.
- Certified Contextual master.
- Six Sigma Green Belt Certified from TCS 2014.
- Manual testing.

LANGUAGE KNOWN

- English
- Hindi
- Gujarati