Bhuvaneshwari D S

Scrum Master/Project Manager

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Profile Summary

Certified Scrum Master ® and Certified Project Management Professional (PMP) with 5 years' experience as a scrum master. Worked in multiple roles over a period of 11 years in the IT industry - majorly being scrum master and project manager, team lead, automation developer with selenium and QTP and manual tester.

- 5 years of experience in maintaining multiple scrum teams simultaneously as a scrum master and delivering products on time as per client expectation.
- Team-oriented individual promoting exemplary presentation, project management and risk oversight skills. Demonstrative Scrum Master with communicating effectively with and leading high-performance teams. Considered expert in prioritizing tasks and optimizing workflows.
- Well-versed in building positive relationships with development team, customers, and other stakeholders. Strong requirements gathering, scope development and inventory coordination abilities.
- Skilled at overseeing complex, high-value technical projects with excellent planning competencies.
- Nurture self-organizing, high performing teams across geographic locations through servant leadership and mentoring.
- Guide new and existing teams through the 'Forming, Norming, Storming and Performing' stages to reach and maintain 'High Performing' status
- Encourage, support, and guide continuous improvement of the team, its products, and processes.
- Resolve conflict through arbitration, negotiation, reasoned discussion, or escalation.
- Willing and able to identify problems, impediments, dependencies, and other team dysfunctions, and then facilitate quick resolution.
- Building a trusting and safe environment where problems can be raised without fear of blame, retribution, or being judged, with an emphasis of healing and problem solving.
- Embraces the concept of continuous learning in your own journey and instills the same in the team(s) you coach.
- An Agile mindset: \"An attitude that equates failure and problems with opportunities for learning, a belief that we can all improve over time, that our abilities are not fixed but evolve with effort.\" - Linda Rising.

🏆 Accomplishments

- Collaborated with team of 12 in the development of Recruit Student portal - Team received Excellent award during Q2 2020.
- Resolved 75% of major bug in a half year along with sprint deliverables by focusing more on inventory methods which raised NPS score by 25%
- Managed staff of 10 in-house and 5 overseas resources including quality assurance analysts, business analysts, and technical writers for industry leading fixed asset management product that delivered over $20M annual revenue
- Delivered on-time, successful product releases for portfolio of over 25 distinct products and managed them through software development lifecycle using both traditional and agile methodologies.
- Supervised and managed staff of 12 Quality Assurance Analysts from initial design to implementation and final delivery of new product line until division was sold - Team got Excellent Award during Q3 2017
- Wrote 250 Test cases for an existing product Banner while migrating it from Oracle form to Java form and won individual contribution Award - 2016
- Contributed Automating the 75% manual test cases with the team of 5 automation test engineers within 5 months and won individual contribution award 2015.

💼 Work History

2014-08 - Current

Scrum Master
Ellucian, Bengaluru, KA

- Coaching teams in Agile practices and provided necessary training to create positive mindset to Agile methodologies.
- Facilitating Scrum framework – sprint planning, backlog grooming, daily scrums, sprint reviews and sprint retrospectives.
- Driving Scrum team progress to overcome obstacles and realize success throughout life of each sprint.
- Working with the Product owner to align team with the product vision, sprint goals, and other necessary information.
- Producing Estimation Feature Backlog and Velocity of the team reports each Sprint, updating customers and senior leaders on progress and roadblocks.
- Proactively identifying and found ways to resolve issues to prevent distractions and keep projects on track.
- Created an environment of collaboration within the teams that allows for open dialogue and productive solutions for resolving conflicts.
- Developing a release plan for projects based on scrum team capacity and velocity.
- Ensuring SW best practices and established processed are followed (ex: code reviews, test cases etc.)

- Coordinating and facilitating design sprints involving internal product managers, developers, data scientists, test engineers, UX/UI designers, and other stake holders, as necessary.
- Serve as a key bridge between individual scrum team members and dependent teams including third party vendors. Recognize and eliminate team obstacles.
- Facilitate all operational checkpoint activities throughout the lifecycle of projects and report to senior leadership in clear and succinct manner.
- Work in close partnership with an agile development team to analyze project/product requirements and/or testing needs to create and execute a comprehensive test strategy including both functional and technical/system-level testing.
- Work with the QA team to continually improve test processes and practices based on inspection/adaption of previous iterations.
- Worked to provide continuous improvement for product development lifecycle, realizing 5% reduction in Critical and Major errors over every sprint.
- Increased customer satisfaction by resolving 65% Major issues in a half quarter of 2020.
- Led scrum team in delivery of Recruit student portal in Q2 -2020 resulting in 100% customer satisfaction for On-time delivery with high quality.
- Evangelized Agile as strategic asset of culture and business value, inspiring teams in implementation of new tools and techniques including VSTS/ZIRA and SCRUM.
- Anticipated impediments to team delivery including cultural barriers, logistical challenges, and disagreements.
- Delivered on-time, successful product releases for portfolio of over 25 distinct products and managed them through software development lifecycle using both traditional and agile methodologies.
- Managed staff of 10 in-house and 5 overseas resources including quality assurance analysts, business analysts, and technical writers for industry leading fixed asset management product that delivered over $20M annual revenue.

2014-08 -
2016-05

QA Lead
Ellucian, Bengaluru, KA

- Organizing and controlling the Testing process.
- Ensuring visibility, traceability, and control of testing process to deliver high-quality software.
- Building up and leading the Testing Team to the success of project
- Defining the scope of testing within the context of each release / delivery
- Deploying and managing resources for testing
- Applying the appropriate test measurements and metrics in the product and the Testing Team
- Planning, deploying, and managing the testing effort for any given engagement.

- Defining quality standards and metrics for the current project/product.
- Working with all stakeholders to ensure that the quality metrics are reviewed, closed, and agreed upon.
- Make the QA team aware of the Quality matrix and resolve all the queries.
- Create a list of milestones and checkpoints and set measurable criteria to check the quality on timely basis.
- Review test strategies and see that all the various kinds of testing like unit, functional, performance, stress, acceptance etc. are getting covered.
- Ensuring all development tasks meet quality criteria through test planning, test execution, quality assurance and issue tracking.
- Building up a team and choosing right number and skill set of resources.
- Finding and arranging behavioral, functional, non-functional training needs for the team
- Focal point of contact for the QA team for all the escalations related to testing and Quality assurance.

2012-06 -
2014-08

Senior Software Engineer - QA

PositiveEdge, Bengaluru, KA

- Creating accurate and efficient test scripts in QC to manage automated testing of certain products and features.
- Effectively interacted with Development team and R&D departments regarding software defects and Critical issues, working closely to develop innovative solutions.
- Directed off-site teams completing high severity and high priority tests to support successful product development stages and releases.
- Designed and developed automation scripts using Selenium open source tools.
- Reviewed requirements, specifications, and technical design documents to provide timely and meaningful feedback.
- Gathered data on integration issues and vulnerabilities and reported all findings, including improvement recommendations.
- Increased and improved knowledge of CRM and ERP software and by engaging in all available trainings and seminars and completed Microsoft CRM 2011 and 2016 certification.
- Collaborated with developers and product owners to stay current on product features and intended functionality.
- Conducted regression testing, analyzed results, and submitted observations to development team which helped in 25% reduction rate in Major existing bugs.
- Assessed software bugs and compiled findings along with resolution techniques in documentation to disseminate to QAs.

2007-11 -
2010-03

Content Developer & Tester

Edurite, Bengaluru, KA

- Evaluated project requirements and content standards for each project to produce copy in line with creative structure.
- Completed thorough research into assigned topics.
- Managed competing deadlines with efficiency.
- Utilized exceptional writing, editing and proofreading skills to produce engaging and error-free content.
- Partnered with management to create, develop, and implement quality initiatives, resulting in high quality product.
- Crafted training materials and ran on-boarding sessions to train 25 incoming team members.
- Developed more than 250 test scripts utilizing comprehensive business requirements, functional documentation, and processes.
- Collaborated with management to provide training on improved processes and assist with creation and maintenance of quality training.
- Created and revised procedures, checklists, and job aids to reduce error disputes by 15%each quarter.

Certifications

Project Management Professional (PMP)

Certified Scrum Master (CSM)

Microsoft Certified Systems Engineer in Microsoft CRM Dynamics (MCSE)

ISTQB Foundation Level Certification (CFTL).

Red Hat Certified Technician (RHCT)

Education

2003-07 - 2005-06
Master of Science: Biotechnology
Bangalore University - Bengaluru

2002-06 - 2005-04
Bachelor of Science: CBZ
Bangalore University – Bengaluru

Skills

Project Management	People Skills
Scrum Master	Communication Management
Risk identification & mitigation planning	Agile Mindset, Growth Mindset
Customer interaction	Empathy
Quality assurance	Collaboration
Process improvement	Rapid Decision Making
Teaching and Coaching Abilities	Servant Leader
Conflict Facilitation	Focus
Emotional Intelligence	Problem Solving
Critical Thinking	Leading and Facilitating Change
Intrinsic Motivation	Excellent Listener

Software

OS - Windows, MacOS and Linux

Microsoft Office

Microsoft PowerPoint

Microsoft Excel, Google Spreadsheets

Slack, Skype, Google Team

JIRA, Microsoft Azure Devops - VSTS

Confluence, Microsoft OneNote, SharePoint, Salesforce

ALM, Bugzilla, JIRA, VSTS

QTP 9.2,10 and 11, Selenium WebDriver with TestNg.

SOAPUI/Ready API, REST API and POSTMAN

CRM, ERP, Any web application

Affiliations

- Project Management Institute
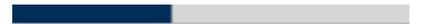
Languages

English

Kannada

Hindi

Telugu

Tamil

Sanskrit

Interests

Artificial Intelligence

Business Administration