

RAVI K GARIMELLA

Scrum Master (CSM, PSM I® & PSM II®)

Date of Birth: 6th April 1992

Marital Status: Single

Hyderabad, India

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OBJECTIVE:

Professional Scrum master with 6+ years of industry experience who exhibits and enhances transparency with the right mindset-skillset-toolset. I am seeking a challenging opportunity to manage and coach large-distributed teams in complex work environments, where my advanced skills, education, extensive training and years of experience can be fully utilized.

SUMMARY OF SKILLS:

- ◆ Well-equipped expert in handling large and complex projects using Scrum framework along with Agile Engineering Practices
- ◆ Expertise in delivering complex projects by maintaining high team and customer satisfaction levels ensuring smooth delivery
- ◆ Immense ability to perform People Management, Process Improvement and Risk Management
- ◆ Profound knowledge on Software Development Life Cycle (SDLC) with Waterfall and Agile Methodologies
- ◆ 3 years of hands-on experience with web technologies (HTML5, CSS3, JavaScript, Ajax, Bootstrap, jQuery, AngularJS, Angular 2)
- ◆ Empathetic, detail oriented and highly adaptable with strong decision-making skills

PROFESSIONAL EXPERIENCE:

US Tech Solutions (Dell Contractor)

Technical Program Manager

Responsibilities:

Bengaluru, India

Mar'19 – Present

- Responsible for the end to end delivery and smooth functioning of the application (Delta) used by Dell Customer Care and Tech Support globally
- As part of this role, I lead the effort to onboard new agents (250+) which impacted direct revenue to Dell positively
- Involved in key discussions on implementing Credits, Returns and Exchange (CRE) on Salesforce platform for the first time
- Led the effort to onboard a new country (Canada) with a new Order Management System (DOMS)
- Facilitate Release Management sessions at a program level for quarterly release cycle
- Drive workshops and trainings at program level with the right Mindset-Skillset-Toolset to enable the team and enhance self-organization
- Build reports and dashboards on Salesforce platform based on business requirements
- Facilitate daily scrum, sprint planning, product demonstrations and sprint retrospective meetings for the teams
- Facilitate Product Owner on product backlog refinement sessions and focus on smooth delivery of product features as per release cycle
- Leading 2 distributed scrum teams working across India, US and Brazil
- Track and remove impediments (internal and external) for the team with interlocks

Cryptograph Technologies (IBM Contractor)

Bengaluru, India

Scrum Master

Aug '16 – Mar'19

Responsibilities:

- Led 3 scrum teams working with cross functional teams to increase revenue from \$893K to \$1.4million in 1 year
- Led a front-end team of 6 developers in building a one stop portal for all content, assets and collaterals for IBM Business Units (GTS Sales)
- Led the effort in implementing DevOps for the projects across Digital Services Group Business Unit
- Led the efforts in building Tableau reports and dashboard for various business units in IBM. As part of this, involved in discussions with various stakeholders for the requirements and product demonstrations
- Agile Focal, as part of the Agile transformation across the organization
- Facilitate daily scrum, sprint planning, sprint reviews, product demonstrations and sprint retrospective meetings and ensure process is adhered

- Facilitate Product Owner on product backlog refinement sessions and focus on continuous delivery of product features Go-live activities
- Track and remove impediments (internal and external) for the team with quick TAT
- Enhance transparency for the higher management about the Scrum health in the dev team

Freelancer

Hyderabad, India

Freelance Employee

Feb '16 – July '16

Responsibilities:

- Worked on various freelance projects from web development to Search Engine Optimization (SEO)
- Started my own blog to implement and enhance my digital marketing skills
- Carry out quality assurance tests to discover errors and improve the product
- Enhanced my Office 365 skills which will be helpful in various instances
- Learned to work independently and part of distributed teams adhering to the strict and challenging deadlines

iActive Solutions

Hyderabad, India

Web Developer

June '13 – Jan '16

Responsibilities:

- Specialized in single page applications and websites focusing on UX and UI with frequent client and stakeholder interaction
- Lead the team to develop the company website and increased conversion by 20% by optimizing it for maximum speed
- Conducted trainings for various UI technologies (HTML5, CSS3, JavaScript, jQuery, AngularJS) to the team members as part of mentorship program
- Contacted stakeholders and key people in the team to obtain more information and showed my pro activeness towards the project's delivery
- Proactively volunteered to establish best practices to develop and maintain high quality code

EDUCATION:

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|---|--|
| B Tech - Information Technology Jawaharlal Nehru Technological University, Hyderabad | Percentage: 72.38% 2009 - 2013 |
| Upper Secondary (Intermediate) Sri Chaitanya Jr. College, Hyderabad | Percentage: 94.4% 2007 - 2009 |
| Secondary School (SSC) Mother Teresa High School, Hyderabad | Percentage: 88% 2006 - 2007 |

CERTIFICATIONS:

- Professional Scrum Master (**PSM I® & PSM II®**) by Scrum.org
- Certified Scrum Master (**CSM®**) by Scrum Alliance
- Kanban Metrics Professional (**KMP 1**) by Lean Kanban University
- **UX Foundations** by Human Factors International (HFI)
- **Agile Coach** by IBM
- Precision Nutrition Level 1 (**Pn1**) Certification

TECHNICAL SKILLS:

- **Programming Languages:** C, JavaScript, jQuery, AngularJS, Angular 2
- **Web Technologies:** HTML5, CSS3, Bootstrap, IBM Northstar standards
- **Project Management Tools:** JIRA, TFS, Microsoft Project, Trello, Mural
- **Database:** MySQL, Cloudant
- **Operating Systems:** MS Windows NT/XP, LINUX (Ubuntu and Red Hat), Mac OSX
- **CMS:** WordPress, Watson Content Hub (WCH)
- **CRM:** Salesforce
- **Reporting Tools:** Tableau, Excel, IBM Watson Analytics, Google Analytics
- **Others:** Github, Zenhub, Jenkins, Docker, Office 365, Photoshop

LANGUAGES:

- **English:** Advanced
- **Hindi:** Advanced
- **German:** A1
- **Telugu:** Mother Tongue

EXTRA CURRICULARS:

- Active member of **Ciencia** core committee, an annual technical fest and organized various events at CVRCE (2010-2013)
- Maintains and runs a successful health blog **FitMonk**
- 3X self-published author on **Amazon Kindle**
- Certificate of Appreciation as '**Versatile Student**' from Head of the Department (IT), CVRCE (2012)
- Certificate of **Excellence** and **3rd prize** winner in state level technical exam conducted by **BSNL** (2012)
- Volunteered as communications expert and lead identifier for **Street Cause, NGO** (2011 - 2013)
- **3rd prize** winner in **Carrom** at inter college level (2013)

REFERENCES:

- **Anita Kumar**
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