

# NAVEEN KUMAR

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## CAREER OBJECTIVE

Experienced Scrum Master with a proven track record of delivering high-quality Software on-time and within budget seeks a position with a top technology firm.

## CERTIFICATIONS

- ❖ Certified Scrum Master (CSM)
- ❖ Amazon Cloud Certified Practitioner (CCP)

## PROFESSIONAL SUMMARY

- ❖ Having overall 12 years of experience in IT domain as/in **Scrum Master, Project Management, Technical Operations and Manual Testing.**
- ❖ From past 3 years working on Agile Methodologies.
- ❖ 6 years' experience in handling various products' as Project Management, Technical Operations in Telecom and Health domains and having around 3 Years of experience in Software Testing.
- ❖ Over all experience in the areas of coordinating with all clients, cross-functional stakeholders as Scrum Master/PM and vast experience in Operations Management and Products manual testing.
- ❖ Vast experience in handling clients across the globe. International clients from Europe, Middle East, Africa, Asia etc. and National (VodafoneIdea, BSNL) operators.
- ❖ **On-site visit experience** to Africa (Rwanda), Pune (Vodafone Idea), and meeting client (BSNL) at local/Hyderabad and Pune.
- ❖ Apart from well experienced as a Scrum Master also experience in involving majorly Project Kick-off meetings, Requirement gathering, vendor management, Review meetings, status updates, raising Change Requests (CR), Project plans preparation, Man month's calculation project implementation & sign-offs.

## EXPERIENCE AS SCRUM MASTER

- ❖ Coordinate all scrum ceremonies including Sprint Planning, Daily Standups, Sprint Retrospectives, Sprint Demos and Release Planning.
- ❖ Ability to guide the scrum team(s) on self-organization and cross-functionality.
- ❖ Making self responsible for ensuring scrum is understood and the team adheres to Scrum theory, practice, and guidelines.
- ❖ Gained experience in Coaching the scrum team in self-organization, cross-functional skillset, domain knowledge and communicates effectively, both internally and externally working within the scrum team.
- ❖ Works with the scrum Team, as well as internal and external stakeholders, to influence and drive decision making and support organizational project or product teams.
- ❖ Ability to resolve team impediments with other scrum masters to increase the effectiveness of the application of Scrum in the organization.
- ❖ Excellent experience in facilitating and supporting all scrum events: sprint planning, daily scrum, sprint review, and sprint retrospective.
- ❖ Empower the team to make system and process improvements captured in sprint retrospective meetings.
- ❖ Bring ideas from professional facilitation, coaching, conflict management, mediation and so

on to help the team become a high-performance team.

- ❖ Empower the team to make system and process improvements captured in sprint retrospective meetings.
- ❖ Scheduling and allocating work, providing advice and guidance and resolving problems to meet technical performance and financial objectives.
- ❖ Sets and run effective recurring status meetings with the product portfolio and delivery managers.
- ❖ Works with Product Owner to define project scope.

## **PERSONAL ATTRIBUTES AS SCRUM MASTER**

- ❖ Maintaining a close working relationship with the Technology team and senior management teams across the organization.
- ❖ Excellent communication and interpersonal skills to coach mentor and support other members of the engineering team, sharing technical/testing and operational knowledge in a helpful and timely fashion.
- ❖ Excellent relationship management skills with the ability to engage negotiate and manage key stakeholders and suppliers.
- ❖ Strategic thinker who looks for opportunities to create long term impact and ongoing development of the use of data and progression to meet evolving demand.
- ❖ Security is a prime responsibility with exposure and experience required to deal with industry best practices for preventing security vulnerabilities within delivered data related solutions.
- ❖ Self-starter and self-motivated, with the ability to challenge and question the status quo in an appropriate manner while addressing the broad needs of the organization and more locally with the delivery team.
- ❖ Effective prioritization and multi-tasking - able to prioritize quickly and effectively. Maintains a can-do attitude.
- ❖ Open to feedback, able to deal with ambiguity and work on multiple concurrent activities.
- ❖ Calm under pressure and naturally curious to solve problems, explore new techniques and technologies.
- ❖ Able to work with and manage delivery teams that are geographically dispersed and across time zones.

## **SKILLS**

- ❖ A background in Core Telecom Products, Financial services and a proven ability to quickly understand the business strategy and objectives
- ❖ Ability to set clear performance standards and hold team members accountable, while keeping team engaged and on task.
- ❖ Applicable knowledge of the technologies used by the team.
- ❖ Asses Scrum Maturity of teams and the organization and coach teams to higher levels of maturity, at a pace that is sustainable and comfortable.
- ❖ Excellent team player and team builder with strong interpersonal skill highly organized with the ability to multitask.
- ❖ Scrum as an asset. Strong knowledge of all the concepts : tasks, backlog tracking, coaching etc.
- ❖ Solid interpersonal skills able to establish strong working relationships.

## **EXPERIENCE AS PROJECT MANAGER**

- ❖ Creating and maintaining detailed **project plans, status reporting, Client meetings, resource staffing, issue resolution and project administrative tasks.**
- ❖ Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility coordinate internal resource and third parties/vendors for the flawless execution of projects.
- ❖ Coordinating with cross functionalities like Developers, Testers and Implementation Teams at respective phases of project.
- ❖ Developing a detailed project plan to track progress and presenting to client and internal.
- ❖ Ensure that all projects are delivered on time, within scope and budget.
- ❖ Ensure resource availability and allocation.
- ❖ User appropriate verification techniques to manage changes in project scope, schedule and costs.
- ❖ Providing trainings necessary to onsite Implementation engineers, Developers and Testers.

## **EXPERIENCE AS TECH OPS MANAGER**

- ❖ Leading a Technical Operations team responsible for all types of Technical Support (phone, mail, tickets & mails) Management for National (VI -Vodafone Idea, BSNL etc. and International clients.
- ❖ Demonstrable experience of managing a global Service Desk and Desktop Support function, leading to great customer experience.
- ❖ Using discretion to prioritize workload in order to ensure that Service Level Agreements are satisfied and prioritize workload in order to ensure timely problem resolution and client satisfaction.
- ❖ Assist in implementing action plans/CR/Bug fixes to address system/code level issues.
- ❖ Determine process and document procedures in order to perform new administration responsibilities; Conduct training with subordinates; Engage other technical support groups as deemed appropriate; Identify process deficiencies and suggest process improvements.
- ❖ Providing daily customer support in order to ensure international & national clients' satisfaction Develop and maintain good relationships with lines of business. Ensure communication is customer focused and professional. Provide Off-Hours support, as needed, to resolve system access problems during non-business hours.
- ❖ Monitoring technical executives' duties round the clock to accept the service requests ... And also responsible for Services Monitoring at NOC, Configuration Management, Fault Management etc., diagnostics with end users.
- ❖ Proactively taking care of daily health checks to prevent any possible incidents in advance, reports incidents as per SLA.
- ❖ Ensuring all faults are progressed & cleared with SLA - escalating to other internal and external teams as appropriate.
- ❖ Traces capturing and analysis. Training to clients' staff by knowledge transfer.
- ❖ **Track events, faults, issues, incidents until resolution. Provide regular updates to defined stakeholders.**
- ❖ At Current company (Pyro) follows a multi-level approach to provide customer services (i.e. Level 1, Level 2 and Level 3) as per agreed SLA.
- ❖ As a Technical Operations Manager/Support, my duty to coordinating with any level of internal and external teams.

- ❖ Responsible for all functional overviews (Application, Incident, Fault and Performance Managements).
- ❖ Responsible for managing the schedule for all shifts of on & off shore teams (including weekends) as well as sick days, travel to facilities, and any other event that requires the schedule to be altered.
- ❖ Ability to manage outage calls, oversee a technical group during an outage and ability to perform root cause analysis.
- ❖ Ensuring that team is capable of delivering excellent support that will meet or exceed our
- ❖ Clients' expectations.
- ❖ **Good hands on experience in preparing all technical documents (RCA, proposal, Tech SoW, etc.).**
- ❖ Promptly sharing Daily, Weekly, Monthly reports to clients.

#### **Soft skills as Technical Operations Manager:**

- ❖ Very strong communications skills and customer focus.
- ❖ Excellent leadership, management, facilitation and interpersonal skills.
- ❖ Strong customer advocacy skills and keen sense of accountability and responsibility.
- ❖ Self-motivating approach to sustain performance in a high-pressure environment.

#### **EXPERIENCE AS SOFTWARE TEST LEAD**

- ❖ Experience in Signaling Testing of Telecom Products and Healthcare domain Web applications.
- ❖ Hands on experience on SS7 protocols like MAP, CAP and call flows between GSM Signaling Nodes (MSC, VLR, IN, HLR)
- ❖ Working experience with an Automation Tool called MGTS (this is IXIA/CATAPULT product. Famous automation tool used to test Protocols in Telecom Domain)
- ❖ Experience in analyzing the debugging issues using with packet capture tools as Wireshark/Ethereal.
- ❖ Expertise in analyzing the Signaling, Application Logs and Wireshark Traces. Tracing out where bug has come and reporting same to respective developers.
- ❖ Worked on Dialogic, Telesoft, NMS and SS7 Signaling boards
- ❖ Having good knowledge on SDLC & STLC processes
- ❖ Having very good Knowledge on GSM concepts.
- ❖ Experience in Black box testing.
- ❖ **Experience in Designing, Executing Test Cases, Signaling Testing, GUI Testing, Regression Testing, Database Testing, Load Testing, Bug tracking, Documentation and Reporting.**
- ❖ Strong analytical, communication and interpersonal skills.
- ❖ Commitment, result oriented, interested to learn new technologies and getting used to process followed in respective organizations.

#### **PROFESSIONAL EXPERIENCE:**

- ❖ Working as **Scrum Master/PM and Technical Operations Manager** in Pyro Group.
- ❖ In same Pyro Company worked as **Test lead.**
- ❖ I've been working in Pyro from **March 2009 to till date.**

**EDUCATIONAL QUALIFICATIONS:**

- ❖ B.Tech (CSE) from VM University, Salem, TN.
- ❖ Diploma in Computer Science & Engineering from S.E.S & S.N.M College, Khammam.

**Technical Skills:**

Operating Systems : Linux, Ubuntu, Windows 2000 Prof, XP, 2003, 2008 Server  
Databases : Knowledge on Oracle, SQL Server and Mysql  
Reporting Tools & Utilities : MS Office Packages (Project Planner in Excel, Word, Power Point, MS project)  
PM Tools Knowledge on : Clickup, Project Central  
Testing Tools : iXIA MGTS (Telecom Signaling)  
Languages : Knowledge on C and Java