



PROFESSIONAL SUMMARY

- A seasoned professional with **over 11 years** of experience in Software Development and Project Management in Insurance, Banking and Engineering & Industrial services.
- An Agile Scrum Master, skilled in facilitating Scrum processes and conducting ceremonies (Backlog Grooming, Sprint Planning, Daily Scrum, Sprint Review, Sprint Retrospective), implementing Agile principles, values and Lean practices with Scrum and Kanban in Agile Scrum methodology.
- Project Management experience in heading large engagements with notable success in executing high-complex projects in Agile and Waterfall methodologies.
- Experience of leading multidisciplinary teams of 3 -15 Software Architects, Developers, QA Engineers and Designers.

EDUCATION & CERTIFICATIONS	<ul style="list-style-type: none"><li>• Professional Scrum Master 1 (PSM1)</li><li>• Agile Scrum Master</li><li>• ITIL Foundation V4</li><li>• AZ-900 Microsoft Azure Fundamentals</li><li>• Bachelor of Engineering Information Technology, Amravati University – 2009</li></ul>
TRAININGS	Agile / Assent, Successful Leadership, Find Your Everest (Leadership Skills), Time management, Team Dynamics, Motivation, Staffing and Scheduling & Emotional Intelligence
HANDS ON TOOLS AND SOFTWARES	JIRA, Service Now, BMC Remedy, UNIX, PERL Scripting, SHELL Scripting, HP Quality Center, Saturn (Internal Tool), Rational Clear Case, Jmeter, Load Runner, Assyst, Teamcenter, NX, EWI.
SKILLS	KANBAN, Lean & Scrum Methodology, Client Management, SLA & KPI Management, People Management, Process Transitions, Incident Management, Change Management, Service Management, Service Transition, SOPs, Process Documents, Presentations, Data Warehousing

PROFESSIONAL EXPERIENCE

TCS, Nagpur – Diligenta - February 2019 to till date

Role	Scrum Master and Agile Coach
Responsibilities	<ul style="list-style-type: none"><li>• Facilitate Sprint Planning, Daily Scrums, Retrospectives Plan, Stakeholders meetings and Software demonstrations.</li><li>• Mentor and motivate the team members, arranging training for team members about the platform.</li><li>• Work closely with Product Owner in Backlog Management and Continuous Delivery of features.</li><li>• Hands-on coaching to individual teams in all aspects of Scrum, Lean practices and Kanban – daily meetings, planning, self-organization, collaboration, managing flow, limiting WIP, etc.</li><li>• Engaged with other Scrum Masters to increase the effectiveness of the application of Scrum in the organization.</li><li>• Facilitated team and cross-team retrospectives to build good working relationships among the multiple agile teams across states.</li><li>• Proficiently organising and facilitating daily scrum, sprint reviews, retrospectives, sprint and release planning.</li></ul>

## **TCS, Arizona (USA) - Honeywell International Inc. – April 2015 to June 2018**

Role	Onsite Project Manager
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Scheduled assignments, monitor review and report project status regularly in order to manage project risk and ensure successful project delivery.</li><li>• Worked with business and technology subject matter expert to access requirement, define scope, create estimates.</li><li>• Interacting with the client for any support required for pre or post deployment activities.</li><li>• Managing client relationship with status reporting, feedback tracking and process improvement. Generation of weekly / monthly status reports to keep track of the status of tickets and the enhancement requests.</li><li>• Coach team to undertake clear ownership and resolution of incidents logged against applications / systems within the defined SLA.</li><li>• Facilitated completeness of root-cause for major / critical incidents, and where possible resolve or provide workarounds, suggestions and improvements to mitigate future incidents.</li><li>• Tracking of resolution, cause and status of the defects using the Remedy tool to ensure quality is maintained.</li><li>• Providing Sign-off to projects related documents which will improve the productivity in the terms of both cost and time.</li><li>• Develop and maintain standard support procedures (SOP), observations, potential risk, common issues and other documentation as required to ensure the support, availability and continuity of IT services.</li><li>• Ensure development of training materials, help text, user documentation, and FAQs. Moved from traditional methods to SharePoint under my leadership.</li></ul>

## **TCS, Michigan (USA) - Johnson Controls Inc. – December 2014 to March 2015**

Role	Onsite Team Lead
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Coordinate with client ad with the offshore team to drive the work to completion within deadline.</li><li>• Arrange client reviews meeting of software under development, ensuring client satisfaction.</li><li>• Managing client relationship with status reporting, feedback tracking and process improvement.</li><li>• Provide status report weekly, monthly and forecast reports to leadership and key stakeholders.</li><li>• Ownership of SLA / KPI reporting.</li><li>• Facilitate customer business needs and translating them into application and operational requirements.</li><li>• Coordinating and conducting knowledge transfer session for other team members.</li></ul>

## **TCS, Pune - Jaguar Land Rover – July 2012 to November 2014**

Role	Technical Team Lead
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Fully accountable for managing and mentoring support operations and service (business service requests, production incident investigations, root cause analysis, incident fixes and implementations, daily health-checks, incident for Applications).</li><li>• Provide and guide team to undertake ownership and resolution of incidents logged against applications / systems.</li><li>• Ensure completeness of root-cause for major / critical incidents, and where possible resolve or provide workarounds, suggestions and improvements to mitigate future incidents.</li><li>• Own, manage and ensure proactive monitoring of applications / systems to capture potential issues (e.g., alerts, performance) before they occur.</li><li>• Participate in technical reviews and inspections of requirement documents, responsible for ensuring that requirements are complete with appropriate documentation, reviewed, approved and is baseline.</li><li>• Ensure completeness of production readiness for application changes and / or newer functionalities introduced in the live environment.</li></ul>

Role	Technical Team Lead
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.</li> <li>• Produce weekly / monthly management information reports to senior management in respect to service levels and support activities (e.g., dashboards, SLAs, risks / issues).</li> <li>• Develop and maintain standard procedures, observations, potential risk, common issues and other documentation as required to ensure the support, availability and continuity of IT services.</li> </ul>

#### TCS, Pune - Morgan Stanley – December 2009 to June 2012

Role	Automation / Software Backend Tester
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Developing and maintaining test automation scripts using PERL, SHELL and UNIX scripting, executing them to test the proper functionality as per expected by client, analysing the results of scripts, interaction with development team members in fixing the bugs.</li> <li>• Experience in understanding and organizing meetings for customer requirements. Requirement gathering, analysis and code review meeting with developers and client.</li> <li>• Preparing detailed specification for each of the modules along with test cases and test specification documents with emphasis on complete functionality and code coverage. Test planning, Test cases design, Test environment setup, Test data setup, Defect management, Test log, Test result, Test traceability matrix and Test metrics.</li> <li>• Requirement analysis, Functional testing, Smoke testing, Sanity testing, Load testing, Performance testing, Regression testing, Notification testing, Autosys job testing, Black box testing and Automating test cases.</li> <li>• Experience in raising the defects – knowledge in QUALITY CENTER 9.0</li> <li>• Performance testing to verify that the system meets the specifications, speed and effectiveness as per clients.</li> <li>• Executing regression test to uncover new software bugs in existing functional and non-functional areas of a system after changes, such as enhancements, patches, or configuration changes, that have been made to them.</li> <li>• Document Functional and Non-Functional requirements for areas not previously documented, following the Agile software development process.</li> <li>• Key contributor to the development of training materials, help text, user documentation and FAQs.</li> </ul>