Nilesh Dingare

Pune, India

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In pursuit of a responsible and challenging position within the company that will allow me to learn new skills while utilizing my previous experiences to improve beyond my abilities.

SUMMARY

➢ **8+ years** of overall IT experience catering to Software Development (Agile & Scrum), Service Management (ITSM), Project Management.

➢ Within Software Development, I am specialized in advocating Agile principles and values, to enable the teams and the organization benefit from Agile frameworks like Scrum, Kanban etc.

➢ Within ITSM, I'm experienced in implementing best practices of Change, Incident and Problem Management.

SKILL SET

➢ Agile, Scrum Master with an avid experience in different business domains in IT
➢ Account & Product Management
➢ Relationship Management
➢ Presales support & Bid Management
➢ Excellent Oral & Written Communication
➢ Team Player
➢ AWS & MS AZURE

EDUCATION

➢ Bachelors in Hotel Management & Catering Technology, University of Pune, Maharashtra – 2004
➢ Masters in International Business from Vatel School Hospitality, France 2008- 2009

CERTIFICATIONS:

➢ ITIL V 3 Expert
➢ Prince 2 Practitioner

LANGUAGE SKILLS

• Proficient in English, Hindi, Marathi

💼 EXPERIENCE

IT Project Manager & Scrum Master | Sterlite (Altezzasys Systems Pvt ltd)
    Apr 2021 – Current

- ➢ **Experience working as a hands-on Program Manager, with an ability to manage complex requirements, and collaborate with a variety of stakeholders to plan, execute and deliver projects on time and with minimal risk.**
- ➢ Experience working in an Agile environment. This includes a strong understanding of Scrum, Kanban and the Scaled Agile Framework (SAFe), as well as the roles Product Owners, Scrum Masters, Engineers, Managers and Support teams (such as Risk/Security, Release Management/Release Engineering) play in an enterprise-level Scaled Agile environment.
- ➢ Experience collecting, analyzing and reporting on Metrics and Data trends. This involves turning raw data into intelligent information, and looking for patterns that can help Agile teams improve their program planning, execution and delivery while maintaining overall team health.
- ➢ Highly detail-oriented, with an ability to find and resolve data inconsistencies in a timely manner.
- ➢ Outstanding written communication, analytical and problem-solving skills.
- ➢ **Proven ability to create a variety of documents, dashboards and presentations suitable for technical, business, and executive audiences using a variety of tools.**
- ➢ Extremely high attention to detail with ability to synthesize information from multiple sources and distill it visually and/or in crisp, clear language appropriate for a wide variety of audiences.
- ➢ **Advanced proficiency in the use of Microsoft Office tools (Word, Excel, PowerPoint, Visio, Project, and SharePoint) required.**
- ➢ Strong service and technical orientation and enjoy working with people and helping them resolve technical issues.

Senior Manager Key Account | Compass Group
    Mar 2020 – July-2020

- ➢ Worked as a Scrum Master alongwith being a part of core senior technology operations, integration, migration and delivery team over cloud technology, to ensure the timely delivery of projects, resolution of escalation within SLA and providing support to presales and bid management teams.
- ➢ Handled service delivery part of Incident, Problem and Change management for various clients
- ➢ Scrum Master, Coaching and Empowering teams to remain focused on team goal with empathy
- ➢ Experience in various Estimation Techniques, Retro processes
- ➢ Building Cross-Functional Teams and motivating team members improve their competencies
- ➢ Introduced various Team building and Ice-breaker exercises create bonding between the team members
- ➢ Providing regular and timely feedback to management and leadership
- ➢ Got client appreciation award for process improvements brought in, mentoring other teams and effectively managing the team and improvement in team's performance
- ➢ Facilitating the various scrum ceremonies like sprint planning, backlog refinement, daily stand up, retrospective, etc.
- ➢ Working closely with the product owner on refining the backlog grooming.
- ➢ Successfully implemented Agile best practices such as Reviews, transparency, accountability, self-organizing.
- ➢ Emphasis on quality deliverables, on-boarding new team members, executing and managing the project effectively, engaging closely with customers, and end-users

Project & Process Manager| Magarpatta Clubs & Resorts
Dec 2012 – Oct 201

- Helping in developing methodologies, analyze business practices and coordinating with the global team for project implementation
- Facilitate program increment planning, inspect, and adapt, daily stand-ups, iteration planning, demo and retrospective sessions and improving team planning skills
- Facilitate product managers for Agile Transformation especially for projects from SDLC waterfall to Scrum
- Ensure a good relationship between the team and the product owner as well as others outside the team
- Maintain the plans and metrics to track team progress and manage operational needs, including team hours, expenses, and project budget (burndown, sprint & velocity reports)
- Handled service delivery part of Incident, Problem and Change management for various clients
- Scrum Master, Coaching and Empowering teams to remain focused on team goal with empathy
- Experience in various Estimation Techniques, Retro processes
- Building Cross-Functional Teams and motivating team members improve their competencies
- Introduced various Team building and Ice-breaker exercises create bonding between the team members
- Providing regular and timely feedback to management and leadership
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  Facilitating the various scrum ceremonies like sprint planning, backlog refinement, daily stand up, retrospective, etc

Assistant Operations Manager | Choice Hotels, Denver, USA
Jul 200 – December 2010

- Joined as a Asst Operations Manager for IT services Incident Management and Request   management team
- The job responsibility was to provide Identity access to users on cloud-based platform. Also monitored and maintained the IT infrastructure assets hosted on cloud platform.
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PRECEDINGASSIGNMENTS

F&BManager@HotelCoronet,Pune	**Jul2007-Nov2007**
ChefdePartie@GordonHouseHotel,Pune	**Sep2005-Jan2006**
Commis1@LeMeridien,Pune	**Oct2003-Jan2004**