Arvind Singh

Team Leader

asrathore1407@gmail.com

7518231212

Hyderabad

Experienced team leader/Scrum Master with expertise in prioritizing work, developing efficient workflow, and managing team members to achieve operational and Project goals.

WORK EXPERIENCE

Team Leader (Additional role)
Cognizant Technologies

09/2021 - Present   *Hyderabad*

Achievements/Tasks

- **SQL/MIS-** Understanding the Business Use Cases and Developing SQL Queries as per the AD HOC request.
- Taking the database reporting needs and turning them into powerful SQL queries that will extract data and compile it into meaningful reports.
- Enhancement in Existing Dashboards like T4b Onboarding, CTS management Dashboards on a Monthly basis.
- **Dashboards-** Creating internal Dashboards and visualization with Monthly trend data.
- Creating Plx Dashboards, Production Dashboards, Quality Dashboards.
- Data Analysis in understanding and categorizing the user intent for T4b workflow there by providing insights for process improvement.

Scrum Master
Cognizant Technologies

08/2018 - 09/2021   *Noida*

Achievements/Tasks

- Backlog task estimation, prioritization, and sprint planning.
- Requirements gathering, analysis, definition of project scope,and objectives.
- Created JIRA and Confluence Pages for Project requirement.
- Handling Daily scrum calls & participating in bi-weekly sprint calls. Created FMEA for HAD Project.
- Monitor / track the project progress and ensure compliance with the timelines defined.
- Worked with the quality team for the lean saving project.

Process Specialist (Salesforce Admin/Development)
Cognizant Technologies

12/2015 - 07/2018   *Noida*

Achievements/Tasks

- Expertise in Apex, Triggers & Visual Force, SOQL, Salesforce Declarative Development (Approval Process, Workflow, Assignment Rules, Profiles, Roles, Reports).
- Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles Sharing ModelCross Functional experience in Salesforce.com
- Well versed with Salesforce Sales Cloud. Expertise in Testing on Salesfoce.com platform

Process Developer (Salesforce Admin/Development)
Mercer Consulting India Pvt. Ltd.

03/2013 - 11/2015

Executive
EXL Services (I) Pvt. Ltd.

12/2011 - 03/2013

SKILLS

Team Management   Scrum   Agile

Kanban   MS office   Testing

FACET   Google Data Studio

Salesforce   People Management

Visualforce   Project Management

Salesforce Development/Admin

Plx Script   Process Automation

SQL   Escalation Management

Burn down chart   Gantt chart

EDUCATION

PGDCA - Computer Science
Shubarthi University

03/2020 - 03/2021

B.Sc
C.S.J.M. University

06/2004 - 06/2007

ACHIEVEMENTS

Unicorn Award of the month.
Cognizant Technologies

Tool Enhancement Idea Awardee
Cognizant Technologies

Spot award by Team & Group Managers
Mercer Consulting India Pvt. Ltd.

COURSES

Certified Scrum Master (CSM)
Scrum Alliance

Salesforce - Admin & Development
Conference/Issuer of the certificate

Six Sigma - White Belt
Cognizant Learnings