Jyotsana Gujral
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Experience Summary

- 13+ years of experience in IT-Software and currently working as a Scrum Master.
- Experience in Scrum processes, Sprint Planning, sprint reviews, sprint retrospective.
- Experience in **handling and managing a team** for successful delivery.
- Experience in Managing Stakeholders and teams across the globe.
- **Onsite Experience of more than 6 years** working with the customer at locations like Oman(iBorders), UAE(ASL)
- Experience in conducting and handling User Acceptance Testing (UAT) with the end users at the Client Location.
- Involved in meetings with the customer to review and analyze requirements and defect review meetings.
- Experience of working in Airport/ Airline Domain, Ecommerce Domain, Telecom Domain
- Experience in **working with Product Managers and Product Owners** to create Product Backlogs.
- Experience in creating and **Maintaining Product Backlogs and Sprint Backlogs.**
- Experience in analyzing data and creating visualization reports using **Python.**
- Ability to work with global cross-functional agile teams with attention to details.
- Hands on experience on Defect Management tools like JIRA, HP QC.

Education

- MCA from GGSIPU in 2008
- BSc(H) Physics from Delhi University in 2005

Certifications

- Certified Scrum Master - Certified ScrumMaster® (CSM®)
- Certified Scrum Product Owner® (CSPO®)
- ISTQB Foundation Level
- RPA Foundation Level
- Azure Foundation Level Certification-Simplilearn

Professional Experience

Client/Project: Oman Power and Water Procurement   **Aug'2020 - Mar'2021**
Organization: IGT Solutions
Role: Scrum Master
Responsibilities:

- Facilitate the grooming sessions with product owner to build product backlog.
- Managing the testing team to drive multiple successful sprints.
- Track and remove internal and external impediments for the scrum team.
- Involved in **client interactions and coordination.**
- **Creating the Sprint backlogs and coordinating to maintain Product backlogs.**
- Administered all scrum processes including all the **sprint planning, sprint reviews, sprint retrospective and daily scrums with the team**.
- Supported the product owner in managing customer expectations for project deliverables and managed internal stakeholder communications.
- Served as the main point of contact to drive effective communication throughout the project.
- Worked closely with **product management and technical stakeholders** to clarify the schedule, status, and details of each project.
- Defining metrics, processes, reports and KPI's.
- Analyzing the Business Requirement Document and develop detailed Test Plans, Test Scenarios, Test Cases and Test Traceability Matrix.

- Coordinating the User Acceptance Testing (UAT) and delivering the product for the go live.
- Involved in Web Services test suit creation and execution using SOAP UI.
- Performed Defect Tracking and Management using Jira and Zephyr.
- Experience working on Python to create and analyze test data and test reports.

Client/Project: AMS 6 (Airport management system)-Abu Dhabi   **Apr'2018 - Jul'2020**
Organization: Innovations
Role: Test Lead
Responsibilities:

- Managing the team for successful delivery of the project
- Work closely with the assigned project managers and business to define the scope of a project.
- Involved in handling and execution of UAT to support the go-live of the project.
- Led a cross-functional team comprised of internal employees and external contractors.
- Led the building, maintenance and re/prioritizing the Program Backlog into stories for implementation based on user value and time.
- Responsible for communicating project status to business stakeholders.
- Gathered business requirements from various departments to ensure the data is migrated to work with the new systems and the downstream applications.
- Facilitated release planning, sprint planning, and retrospectives and responsible for creating tasks and writing stories in JIRA.
- Gathered user business requirements by meeting business users and generated business models and use cases.
- Conducted individual and group (JAD) sessions with business and technical units including directorial leaders.
- Met regularly with Business and internal stakeholders to understand the company's plans for the products.
- Involved in **client interactions and coordination.**
- Serve as a Subject Matter Expert (SME) in the development of technical documents related to the implementation of data received from the federal hub.
- Track and communicate team velocity and sprint/release progress to IT managers.
- Provide detailed reports to management on the status of the Sprint, including the burndown of tasks, defects, velocity, and risks utilizing inputs to the Rational Team Concert module.
- Identify and remediate problems, impediments, and defects that could delay the demo and delivery of the user stories in the Agile delivery cycle.
- Collaborate with **developers and scrum masters** to determine time estimates to calculate the total number of hours that the team will require to complete the Sprint.
- Providing the user training to airport operation and AOCC team
- Working closely with Product Owner and other Business Analysts within the program to ensure integrity of the end-to-end solution.
- Managing the Witness Testing along with the Customer to verify the end-to-end flow of Vendor System with the AMS
- Experience on Systems like AODB, BRS, ATC, SITA-TEX, FIDS
- Experience in API Testing using POSTMAN.
- Experience working on Python to create and analyze test data and test reports.
- Knowledge of Airport Operational Systems, Airport Fixed Resources System
- Knowledge of Integration of Interfaces with other Airline Systems, ATC, other Airport Systems
- Handling the Airport transition from UFIS to SITA System
- Supporting the customer for creation verification and validation of business rules
- Resolving and Coordinating with the end users and the Vendor system users to complete the UAT.
- Understanding the requirement and streamlining the process for Airport billing System
- Knowledge of IBM WebSphere, SQL Servers, Oracle DB
- Experience in testing messaging interfaces and creating the MQ objects required for the interfaces.
- Experience MQ and message broker migrations
- Knowledge of SOAP, Messaging Queues, Channels, SMTP, SFTP, Rest API's

Client/Project: iBorders   **Sep'2014 - Apr'2018**
Organization: IGT Solutions

Role: Scrum Master
Responsibilities:

- Involved in Understanding and analyzing the Requirements for implementing the different components.
- Defined scope of the project and schedule focusing on regular and timely delivery for the product.
- Experience in Agile Scrum
- Supported Product owner in managing customer expectations for project deliverables and coordinating with internal stakeholders.
- Proficiently Organized and facilitated Scrum Meetings, Sprint Reviews, retrospectives, sprint and release planning.
- Involved in updating the sprint backlog with Product Owner to keep Product Backlog Prioritized.
- Involved in Defect Review meetings with the Customer.
- Liaising between Developers and project Stake Holders
- Designing **Test Automation Strategy.**
- Train new team members and provide Scrum training .
- Worked closely with Product Owner to maintain Product backlog and Sprint backlog.
- Created visualization reports for meetings.
- Involved in preparing Daily Status Report to Client.
- Involved in preparing Test Strategy, Test Plan, Test Summary Reports and Status Reports

Client/Project: iBorders – Oman   **Oct'2013 - Sep'2014**
Organization: IGT Solutions
Role: Business Analyst and Automation Test Lead
Responsibilities:

- Involved in Understanding and analyzing the Requirements for implementing the different components
- Experience in working as **Business Analyst**
- Creation of **User Stories** based on requirements and analyzing the Function points
- Liaising with the customer for any new requirements
- Involved in **Defect Review meetings** with the Customer
- Involved in the **Data migration Testing** of the eVisa Component from Mainframe System to new eVisa System
- Experience in calculating RFP's
- Exhaustive **knowledge of Passenger flow**.
- Involved in User Acceptance Testing along with the Customer to test the end to end flow of **iborder System**
- Demonstrated the flow of application for the components- eVisa, VIS, Entry Exit , eGates to the customer
- Defect Reporting and preparing Defect Analysis Reports
- Involved in preparing Daily Status Report to Client.
- Experience in creation of **Automation Framework**
- Experience in creating Test Automation Scripts using **Selenium WebDriver**
- Involved in Execution and Preparation of the Test Automation Framework for Automating the end to end flow of VIS and eVisa systems using **Selenium WebDriver**
- Designing Test Automation Strategy.
- Experience in testing API's
- Experience in creating **Hybrid Framework and TestNG framework** using Selenium WebDriver
- Experience in working on TDD,BDD framework
- Involved in Smoke, Functional. Regression, Usability testing
- Defect Reporting and preparing Defect Analysis Reports
- Involved in preparing Test Strategy , Test Plan, Test Summary Reports and Status Reports
- Experience in working on Requirement Traceability Matrix

Client/Project: Marks and Spencer
Organization: Sapient
Role: Senior Software Engineer
Responsibilities:

- Understand Business flow and Functionality of application by analyzing Capabilities Matrix Requirement Document, Functional Specification Docs, HLD and Wire Frames.
- Developing manual/automation cases and scripts as per business required document and technical specifications.
- Defining and creating test data required in executing test scripts.
- Actively involved in Automation test tool such as QTP 11 for testing JAVA based application.
- Proficient with Analytics tool Omniture for Web Analysis.
- Actively involved in discussions and meetings with developers to sync up with the support required from them regarding the Automation framework.
- Involved in Regression and Integration testing.
- Logging Defects using Quality Center.

Client/Project: O2
Organization: Sapient
Role: Senior Software Engineer
Responsibilities:

- Leading a team for a successful release
- Understand Business flow and Functionality of application by analyzing Use Cases, FSD and Wire Frames
- Involved in UAT and Post production support with iterative enhancements
- To create High Level scenarios and Low Level scenarios
- To automate Low Level scenarios using QTP and Scimitar
- To develop automation scripts using QTP
- Functional, Sanity Testing, Bug Reporting in QC, Defect Closure and regression testing
- Review scenarios made by team for the client reporting
- Involved in production releases
- Evidence Preparation ,Completing SODs ,Sign off for different documents from client ,Defect   Calls, Release notes, testing execution status

Client/Project: SITA
Organization: NIIT Technologies
Role: Test Engineer
Responsibilities:

- Detailed Study and Understanding of Specification Document, Design Documents, & Software Requirement Specification document.
- Develop test cases and prioritizing testing activities.
- Created and executed Functional Test Scripts using **QTP.**
- Involved in Test case writing , review and execution
- Involved in Smoke, Functional, Regression, Re Testing, Database Testing
- Involved in Defect Reporting , Defect Closure and analyzing Execution reports

Personal Details:

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