**Disha Lakhankar**

**PROFESSIONAL SUMMARY:-**

* 8+ years of experience as scrum master and agile coach in guiding teams in successful agile implementation and incremental value delivery. 2+ years of experience as Quality Analyst.
* Built high-performing teams by increasing trust and transparency among team members and helping the team focused on delivery.
* Strong analytical, communication skills, attention to details, and enchant for working in fast-paced, collaborative environments
* Coaching and Training team members, product owners and Stakeholders on various Agile principles and methodologies. Created training presentation on various Agile topics to train and coach team members. Experience in migrating or transforming projects from waterfall to scrum.
* Solid understanding and practice of Agile principles, team work, empirical process, collaborate, Inspect and adapt approach. Rather than blindly following process have always focussed on the importance of each ceremony in various frameworks, focussing on why and how it helps.
* Assisted agile teams in release planning, hosting Scrum of scrum, finding new approach to improve process, and providing feedback to Management.
* Created Agile maturity matrix to plan and track agile practices for team improvement.
* Knowledge and/or experience with widely successful agile/dev-ops techniques: ATDD, TDD, BDD, CICD, continuous testing, pairing, automation testing and dev-ops environment.
* Built a trusting and safe environment where problems can be raised without fear of blame, retribution, or being judged, with an emphasis of healing and problem solving.
* Working knowledge/experience of Jenkins, Selenium-webdriver, Sonarqube, Bitbucket, github, ANT, cucumber, postman, swagger and JMeter
* Assisted team by removing impediments to achieve Sprint/Iteration goals. Assisted Product owner for User story writing, user story slicing and product backlog refinement.
* Have worked in distributed Agile environment, team and clients from various regions like US, Iberia and India. Handled multiple teams simultaneously.
* Have been involved in all major Agile activities like Prioritization, Estimation, Daily Stand up, Client Demo, Sprint Retrospective and Release Planning.
* Managed complete agile lifecycle using tools like JIRA and Confluence.

**TOOLS/SKILLS:-**

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| Agile | Scrum Master, Sprint Planning, Release Planning, Scrum Meet, Retrospective, Story estimation, Client Demo, Dev-Ops, Agile metrics, Migrating project to Agile, Continuous Integration, ATDD, TDD, Agile Games, Training People on Agile. SCRUM, Kanban, waterfall, SAFe |
| Tool | JIRA ,Confluence, Jenkins, Selenium-webdriver, Sonarqube, Bitbucket, github, ANT, cucumber, postman, swagger and JMeter |
| Domain Knowledge | E-commerce(Retail),Billing and Payment gateway, Web Apps, Quotes, Orders, Opportunities, Salesforce |

**WORK EXPERIENCE**

**Client : Varidesk, Dallas Mar 18 – Present**

**Role : Scrum Master (Consultant)**

**Project : Salesforce Implementation**

Implementation of Sales cloud application to help Sales team better manage opportunities and sales forecasting. Project includes Leads to quote management sales process.

**Responsibilities:**

* Worked closely with Product Owner in Product Backlog management and continuous delivery of features.
* Tracked and managed burndown metrics, velocity.Created Agile maturity matrix
* Conducting Daily scrum and tracking complete SCRUM cycle through tool JIRA
* Worked as SCRUM Master/RTE to follow complete agile activities by using SCRUM.
* Together with team, developed detailed work plans, schedules, project estimates, resource plans and status reports.
* Taking care of Project Deployment, Release Management.
* Attending SCRUM of SCRUM (SOS) to coordinate with other dependent team to resolve dependency and impediments.
* Helped to properly manage the backlog and aid team in determining suitable commitments for product backlog items and sprints
* Provided servant-leadership, direction and coaching to the scrum team to encourage adoption of good agilepractices.
* Facilitated discussion, decision making, and conflict resolution
* Monitor and managed dependencies on other teams and external projects to ensure potential issues are resolved
* Instructed and modelled core Agile principles of collaboration, prioritization, team accountability and visibility; ensured consistent application of scrum methodologies across the team
* Assist with internal and external communication, improving transparency, and radiating information.
* Conducting Sprint Demo with Product Owner and Sprint Retrospective for the team.
* Responsible for Identifying Risk and mitigation plan.

**Client : JCI – Johnson Control (Tyco Retail) June 15 – Feb 18**

**Role : Scrum Master/RTE (Consultant)**

**Project : Salesforce, Sales Cloud**

**Responsibilities:-**

* Training team on Agile, estimation and writing effective User stories.
* Conducting SCRUM of SCRUM to resolve dependency and coordination.
* Conducting Daily scrum call and tracking complete SCRUM cycle through tool JIRA.
* Worked with product owners to refine and prioritize product backlog, develop release plans, assist breaking of epics to create and add user stories in the backlog.
* Started with single team using SCRUM and later SAFe was introduced to manage multiple team.Handling multiple SCRUM team and have worked as a backup as well to handle other scrum teams.
* Worked on Distributed agile environment and used Planning Poker for Estimation.
* Conducting Sprint Demo with Product Owner and Sprint Retrospective for the team.
* Responsible for Identifying Risk and mitigation plan.
* Conducted Sprint Retrospective.
* Ensured product backlog management and stories prioritization for consistent delivery.

**Client : Agero Inc., DFW Mar 13 – May 15**

**Role : Scrum Master/ Agile Coach(Consultant)**

**Project : Roadside Assistance App**

**Responsibilities:-**

* Worked with Co-Located, Distributed, and Off-Shore scrum teams.
* Leveraged Atlassian expertise to create separate JIRA boards for the initiative for effective backlog management, Release Management and for tracking tasks.
* Helped in improving process efficiency and process enhancements through retrospective meetings.
* Assisted in the creation of the Product Backlog, and provided clarification on prioritization when required by the Product Owner.
* Coached cross functional development teams, empowering them and ensuring that they are self-organized to resolve minor issues.
* Publicizing the team progress and successes to make sure they are highly visible to product owners and stakeholders.
* Encouraged open, honest and respectful communication within the team, develop a sense of commitmentand accountability to each other, and keep the team focused
* Implemented agile principles, processes, and methods such as iterative and incremental development.

**Client : GE Capital, Irving TX Jan 11 – Feb 13**

**Role : Jr. Scrum Master (Consultant)**

**Project : Equipment leasing management application**

**Responsibilities:-**

* Worked as SCRUM Master to follow complete agile activities by using SCRUM.
* Training team on Agile, Estimation, Writing effective User story and many other agile practices.
* Conducting Daily scrum call and tracking complete SCRUM cycle through tool JIRA.
* Work with product owners to refine and prioritize product backlog, develop release plans, assist breaking of epics to create and add user stories in the backlog.

**Client : BMC Software, Santa Clara CA Oct 08 – Dec 10**

**Role : QA Analyst (Consultant)**

**EDUCATION:**

Bachelor of Engineering (B.E.), Nagpur University