# JYOTI KHURMA

## SCRUM MASTER || SENIOR SOFTWARE ENGINEER

Microsoft VB.net — Scrum Alliance CSM CERTIFIED

Seeking a challenging role as a Scrum Master or Team Lead in the field of IT, leveraging over a decade of experience in software testing, defect management, and Agile/Scrum methodologies to drive efficiency and deliver value through effective implementation of Agile practices.

## PERSONAL DETAILS

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📍 Nagpur

## CORE COMPETENCIES

- Scrum Framework
- Agile Methodologies
- Sprint Planning
- Daily Standups
- Sprint Reviews
- Sprint Retrospectives
- Backlog Refinement
- Scrum Ceremonies
- Team Management
- User Story Mapping
- Conflict Resolution
- Test Planning
- Test Case Design
- Test Execution
- Manual Testing
- Regression Testing
- Functional Testing
- Non-functional Testing
- Test Strategy
- Test Management
- Defect Tracking
- Test Documentation
- Test Metrics

## 👤 PROFILE SUMMARY

- **Result-oriented professional with a rich background spanning over 10 years in IT**, specializing in software testing and Agile project management across various industries in different locations including **India & USA.**
- Expertise as a Scrum Master, **skillfully orchestrating scrum ceremonies to boost team productivity and overcome obstacles for enhanced efficiency**.
- Possess a strong track record of leading teams at **renowned organizations like Zensar Technologies and Ebix Software India SEZ Pvt. Ltd,** showcasing exceptional leadership and project management skills.
- Skilled in various testing **types such as regression, smoke, and functional testing, with a profound understanding of SDLC and meticulous test case documentation**.
- Proficient in utilizing tools like **Jira, HP QC, and SQL for efficient defect tracking and reporting**.
- Experienced in managing **onsite testing and providing technical support, ensuring high client satisfaction and seamless delivery of IT services**.
- Well-versed in **communication, leadership, teamwork, and problem-solving**, essential for fostering collaborative environments and optimizing team performance.
- **Certified Scrum Master and Microsoft Certified ProfessionalVB.Net**, proving a commitment to continuous learning and professional development.

## 💼 WORK EXPERIENCE

**Scrum Master**
**Zensar Technologies - Wealth Station Project**
**Oct 2016 - Apr 2018**
**Role:**

- Conducted daily SCRUM meetings to monitor user stories progress within the Sprint scope, ensuring team productivity and adherence to scrum principles.
- Mentored teams in effective Scrum ceremonies like backlog grooming, sprint planning, and sprint reviews, enhancing team velocity and capacity.
- Spearheaded resource capacity planning for sprints, ensuring optimal resource allocation for project success.
- Managed the scrum process with the coordination of Scrum Team in Agile methodology; arranging daily stand-up meetings.
- Scheduled & facilitated Scrum events including sprint planning sessions, backlog grooming, daily scrums, sprint reviews and sprint retrospectives.
- Maintained the Scrum team's capacity plan, Scrum board, sprint backlog, velocity charts and burn down charts.
- Identified & communicated potential risks to the completion of the Sprints, including resources, costs, and external dependencies.
- Guide and coach the Scrum Team on how to use Agile principles.
- Worked with the Product Owner to support short and long-term release planning, and to keep work backlog health and prepared for execution.
- Presented Sprint & Release progress to Management and Product Owners and ensuring adherence to the process of Agile & Scrum.
- Tracked process improvement progress and reporting on growth of teams.

**Achievements:**

- Successfully managed a team of 5 members, delivering projects on time with high quality standards.
- Implemented efficient defect tracking and reporting processes, resulting in a 25% increase in defect resolution efficiency.

- Bachelor of Engineering (BE) in Electronics
  Nagpur University, 1999 – 2003
- Certified Scrum Master
- Microsoft Certified ProfessionalVB.Net

## TECHNICAL SKILLS

- Quality Assurance Processes
- Stakeholder Communication
- Software Development Lifecycle
- Risk Assessment
- Process Improvement
- Performance Optimization
- Compliance Standards

**Team Lead**
**Zensar Technologies - Prudential Project**
**Oct 2015 - Sep 2016**
**Role:**

- Oversaw a team of 8 professionals in managing end-to-end project delivery, encompassing requirement analysis, testing, and comprehensive defect management processes.
- Reviewed and modified test cases based on business requirements, ensuring comprehensive test coverage and accuracy.

**Achievements:**

- Streamlined testing processes, resulting in a reduction in post-release defects.
- Received accolades for exceptional support during software upgrades, ensuring seamless transitions for clients.

**Quality Analyst II at Ebix Software Asia SEZ Pvt. Ltd. (Oct 2010 - Oct 2013)**

**Technical Support Professional at Premier Technology Group (Dec 2006 - Sep 2010)**

## PROJECTS

**Wealth Station - FIS:**

- Facilitated daily SCRUM meetings, mentored team, and ensured Agile principles adherence.
- Conducted capacity planning, balanced workload, and allocated tasks efficiently.
- Managed client communication, monitored tickets, and addressed issues promptly.
- Oversaw defect reporting/tracking, prepared outage reports, and delivered status updates.

**MCCS (Multi-Channel Customer Service) - Prudential:**

- Led end-to-end project delivery, from requirement analysis to testing and bug tracking.
- Worked closely with stakeholders to gather requirements, manage enhancements, and address bugs.
- Prepared test cases, conducted testing, and ensured product reliability and functionality.

**SmartOffice - Ameriprise:**

- Managed test cases, conducted functional testing, and tracked bugs for SmartOffice platform.
- Coordinated enhancements and bug fixes with project managers, business analysts, and clients.