



PRIYA POOJITHA SATHEESH

SCRUM MASTER

PROFILE

A Highly motivated, ambitious, highly organized and hardworking team player & leader with a set of IT Service Management skills and diverse experience.

and results-oriented professional with 9+ years of experience in software development, blending expertise in Scrum Master facilitation and meticulous manual testing.

Proven ability to lead cross-functional Agile teams, fostering collaboration and delivering high-quality software within tight deadlines, efficiency and product excellence.

CONTACT

PHONE:
+91 8754744365

EMAIL:
priyapoojitha.s@gmail.com

LINKEDIN:
www.linkedin.com/in/poojitha-satheesh-1097739b

LOCATION:
Chennai, India

WORK EXPERIENCE -9+ YEARS OFFSHORE

Delivery Manager – Scrum Master *Gambit - Tata Consultancy Services*

2020 – Present

Scrum Master:

- Championed Agile methodologies, driving a culture of continuous improvement and delivering high-value products.
- Empowered development teams to self-organize and deliver high-quality products within defined sprint cycles.
- Successfully delivered multiple projects within tight deadlines, using agile principles and practices.
- Collaborated with stakeholders to ensure clear communication and alignment on project goals and deliverables.
- Facilitated effective communication between the development team and the Product Owner, ensuring clear understanding of requirements.
- Presented sprint progress and team performance metrics to stakeholders, providing transparency and accountability.
- Worked with stakeholders to manage expectations and ensure timely delivery of high-quality products.

Jira management

- Facilitated daily stand-ups, sprint planning, sprint reviews, and retrospectives, utilizing Jira boards to ensure transparency and effective team communication.
- Managed and maintained Jira boards, customizing workflows, creating filters, and configuring dashboards to optimize sprint tracking and progress visualization.

KEY SKILLS

- Agile Planning and Coaching
- Meeting Facilitation
- Good Interpersonal Skills
- Communication & Collaboration
- Leadership skills
- Poised under pressure

EDUCATION

Bachelor of Technology (B.Tech)

Anna University, Sri Sairam

Engineering College

Year of Passing: 2015

CGPA: 6.60

Higher Secondary (HSC)

State Board, St. Joseph's

Matriculation Higher Secondary School.

Year of Passing: 2011

Percentage: 73.75%

Secondary School (SSLC)

Matriculation, St. Joseph's

Matriculation Higher Secondary School.

Year of Passing: 2009

Percentage: 85%

- Utilized Jira's reporting features to generate burndown charts, velocity reports, and other metrics, providing insights into team performance and sprint progress.
- Trained and coached team members on effective use of Jira, ensuring accurate task tracking, story point estimation, and sprint backlog management.
- Collaborated with the Product Owner to refine and prioritize the product backlog in Jira, ensuring clear and actionable user stories for the development team.
- Managed sprint backlogs in Jira, ensuring stories were properly estimated, assigned, and tracked throughout the sprint.
- Utilized Jira to facilitate backlog refinement sessions, fostering collaboration and ensuring shared understanding of user stories and acceptance criteria.
- Effectively communicated sprint progress and backlog status to stakeholders using Jira dashboards and reports.
- Utilized Jira to track and manage sprint metrics, enabling data-driven decision-making and continuous improvement of the Scrum process.
- Contributed to the development of Jira best practices and documentation, ensuring consistent and efficient use of the tool across the organization.

Manual testing

Model office testing British Telecom

 2018-2020

Responsibilities:

- Developed and executed comprehensive test plans and test cases for BT-related systems, ensuring adherence to rigorous quality standards and minimizing post-deployment defects.
- Performed end-to-end system testing, verifying the integration of various BT platforms and applications, and identifying critical performance bottlenecks.
- Collaborated with cross-functional teams (developers, business analysts) to analyze requirements and ensure thorough test coverage for BT's service delivery platforms.
- Utilized defect tracking tools (e.g., Jira) to log, prioritize, and track defects, contributing to a streamlined resolution process for BT-related projects.
- Managed test environments and d[something] or BT projects, ensuring accurate and reliable test execution.

- Contributed to the development and implementation of testing methodologies and best practices for BT-related projects.
- Reported test results and provided comprehensive test summaries to stakeholders, facilitating informed decision-making for BT's software releases.
- Worked within agile and waterfall development methodologies on BT projects.

System Analyst

British Telecommunication Plc - UK

 2016-2018

Responsibilities:

- Interact with customers queries to understand their FTTP requirements do the network solutions for its fulfilment.
- Understanding the existing network and its data in the systems, Connect with Design and component teams to resolve the data discrepancies across inventory systems.
- Plan FTTP network through PIPER tools to enable superfast broadband to UK customers.
- Project scheduling, interact with client & Quality control
- Process for transformation opportunities
- Carry out feasibility study of new transformation opportunities in existing process and business framework
- Providing technical support for application users, developing fixes, technical troubleshooting
- Implements the updates and makes to deliverables on time
- Responsible for the overall quality and timeliness for the deliverables.
- To conduct meeting with team for Knowledge sharing and project updates.
- Gathering requirements for development of new solutions with aim to increase efficiency in delivery.
- Create data flows between Plan and Build systems, for all users to understand, translating client requirements into highly specified project briefs.
- Work with Quality analysts to test the plan and build systems and processes to ensure that critical requirements are met.
- Preparing build packs with instructions for execution of network solution.
- Discuss process and system improvement with TCS delivery team and Openreach delivery teams.
- Train and supervise the team about planning policies/quality standards and their implementation.